

# MiVoice 4425 IP Vision (DBC 425) for MiVoice MX-ONE

USER GUIDE



## NOTICE

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

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

## TRADEMARKS

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

© Copyright 2016, Mitel Networks Corporation

All rights reserved

# 1

## 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 4425 IP Vision, hereafter called DBC 425, when using the H.323 protocol, and when the telephones are used with MX-ONE Service Node. To determine if the telephone is using the H.323 protocol, see section Checking the SW Version.

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 425 are IP telephones conforming to the H.323 standard. The telephones support Dynamic Host Configuration Protocol (DHCP) for determination of IP addresses.

\*\*\*\*\*

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.

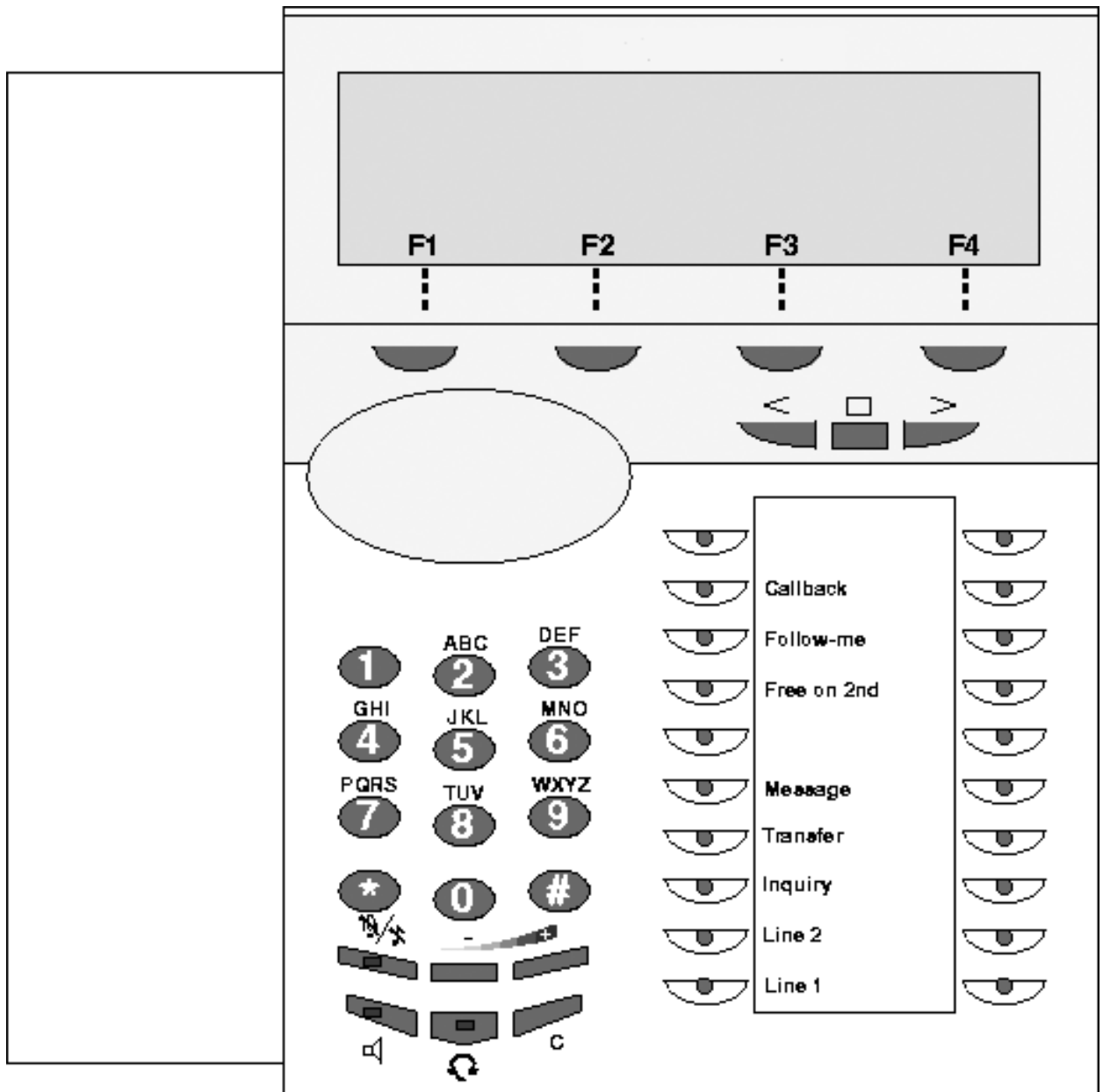
For more information, see 2.15 Loudspeaker and Headset Functions on page 34.

For more information, see 15 Miscellaneous on page 107.

\*\*\*\*\*

## 2 TELEPHONE DBC 425

### 2.1 DBC 425



**Figure 1: DBC 425**

The DBC 425 01 and DBC 425 02 have a graphical display which corresponds approximately to 6 rows of 50 characters. However the number of rows and characters per row depend on the character size and the font. The DBC 425 02 has a backlit display.

The telephone has a hands-free and a headset function.

Most of the functions assigned to the function keys in the figure (Callback, Follow-me and so on) can be moved and/or removed, except the functions **Line 1**, **Line 2** and








**Inquiry** that are fixed. The placing of the function keys, as shown in the figure above, is the default setting, but can be changed by the system administrator.

## 2.2

## KEY FUNCTIONS FOR THE DBC 425

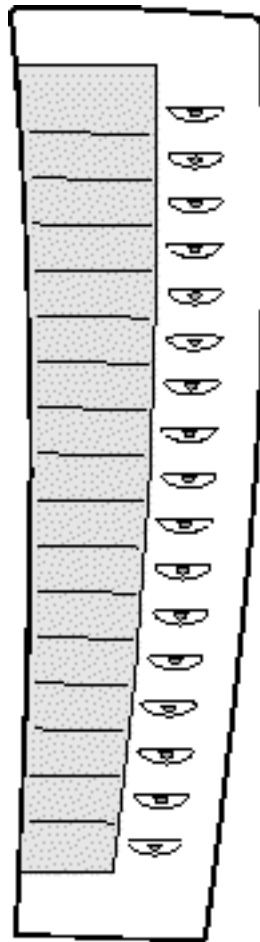
The key functions for the DBC 425 are:

**Table 1**

<b>C</b>	The <b>Clear</b> key is used to disconnect a call.
<b>Callback</b>	The <b>Callback</b> key is used for indicating callback and can also be used to activate callback at busy or no answer.
<b>Follow-me</b>	The <b>Follow-me</b> key indicates activation/deactivation of Follow-me and absence information.
<b>Free on 2<sup>nd</sup></b>	The <b>Free on 2<sup>nd</sup></b> key is used to activate the possibility to receive a second call while you already have an active call.
<b>Function keys</b>	There are 12 <b>Function keys</b> with lamp that can be used for programming of facilities or Dial-by-Function key.
	The <b>Headset</b> 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.
<b>Inquiry</b>	The <b>Inquiry</b> key is used only for initiating calls.
<b>Line 1</b>	The <b>Line 1</b> key is used for initiating and receiving calls.
<b>Line 2</b>	The <b>Line 2</b> key is used for initiating calls, can also be used for receiving a second call.
<b>Message</b>	The <b>Message</b> key lamp indicates that you have a message and by pressing the key the message is retrieved.
	The <b>Mute</b> 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 <b>Speaker</b> 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.
<b>Navigation keys</b>	The <b>Navigation keys</b> are used to navigate in the top of the menu bar:
	Navigation one position to the left. In Web the key is used to go to the previous page.
	Navigation to the home (idle) menu. If the key is pressed for two seconds, you always go to the home (idle) menu regardless of which menu you are in. In Web: if you press this key for a short while, you will return to the WAP home page.
	Navigation one position to the right.
<b>Soft keys F1-F4</b>	The <b>Soft keys</b> are used to access different features (the feature changes with the traffic state).
<b>Transfer</b>	The <b>Transfer</b> key is used for transferring calls.
	The <b>Volume</b> 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.

## 2.3

### EXTRA KEY PANEL DBY 419 01



**Figure 2: DBY 419 01**

A maximum of 4 extra key panels can be connected to the DBC 425. Each key panel has 17 programmable keys that for example can be used as **Dial-by-function** keys and **Monitoring** keys.

## 2.4

### POWER FEEDING

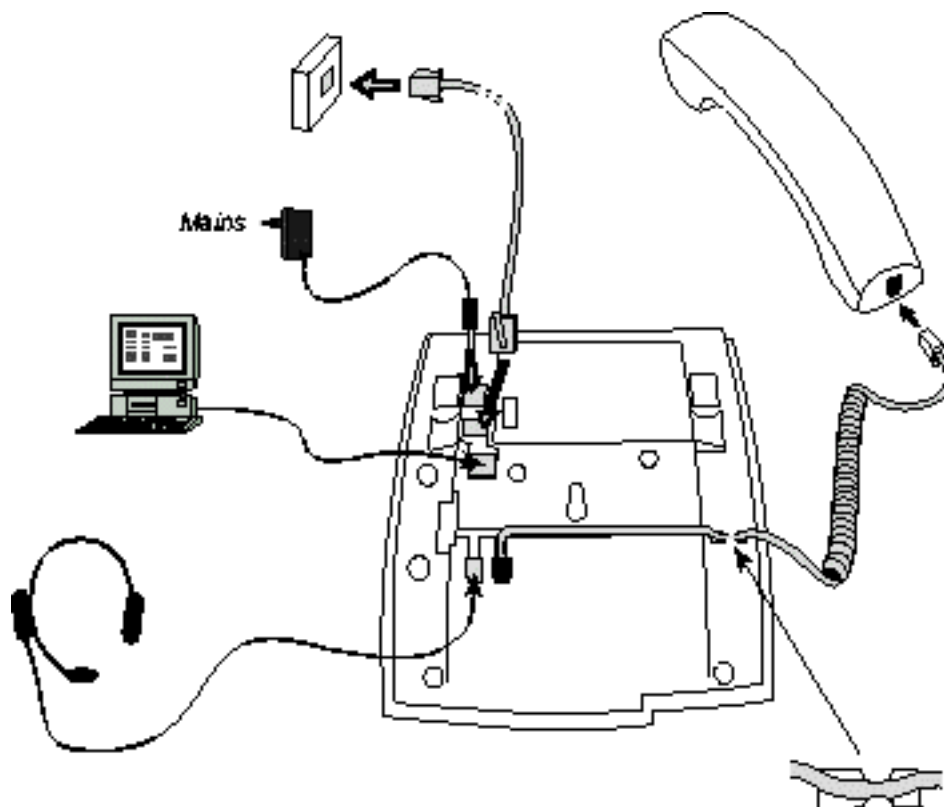
The telephone is fed by an external 24 V AC/AC adapter or alternatively through the IP network (LAN) from a power hub. The power must be connected to the telephone before any use. See installation instructions for *DBC 425*.

The telephone does not work at power failure.

## 2.5

### CONNECTING THE TELEPHONE

Connect the headset, the power, and the LAN cable, see 3 Connecting the telephone on page 8.



**Figure 3: Connecting the telephone**

If a headset will be used, connect it according to Figure 3.

If your PC will use the same LAN outlet as your telephone, connect the PC as shown in Figure 3.

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

## 2.6

## STARTING THE TELEPHONE

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

### DBC 425 01

After connecting the power, the headset lamp of the DBC 425 01 is lit after around 5 seconds. After another 5 seconds the headset lamp is switched off.

### DBC 425 02

After connecting the power, the mute lamp of the DBC 425 01 is lit after around 5 seconds. After another 10 seconds the headset lamp is switched off.

### 2.6.1

### LAN AUTHENTICATION (ONLY FOR DBC 425 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:



Settings	CallList	<input checked="" type="checkbox"/>	Contacts
<b>LAN access control</b>			
Enter user ID:			
		Erase	Log on
F1	F2	F3	F4

**Figure 4:**

After the user identity has been entered and **Log on** (F4) has been selected, the user must also enter the password and press Log on (F4), see 2.7 Logging On the Telephone on page 13.

If the log on is accepted the telephone will proceed with the normal start up sequence. If the log on fails, the following menu will be shown for a few seconds and then the telephone will show the log on menu again:

Settings	CallList	<input checked="" type="checkbox"/>	Contacts
<b>LAN access control</b>			
Unable to log on. Check user ID/password			
		Erase	Log on
F1	F2	F3	F4

**Figure 5:**

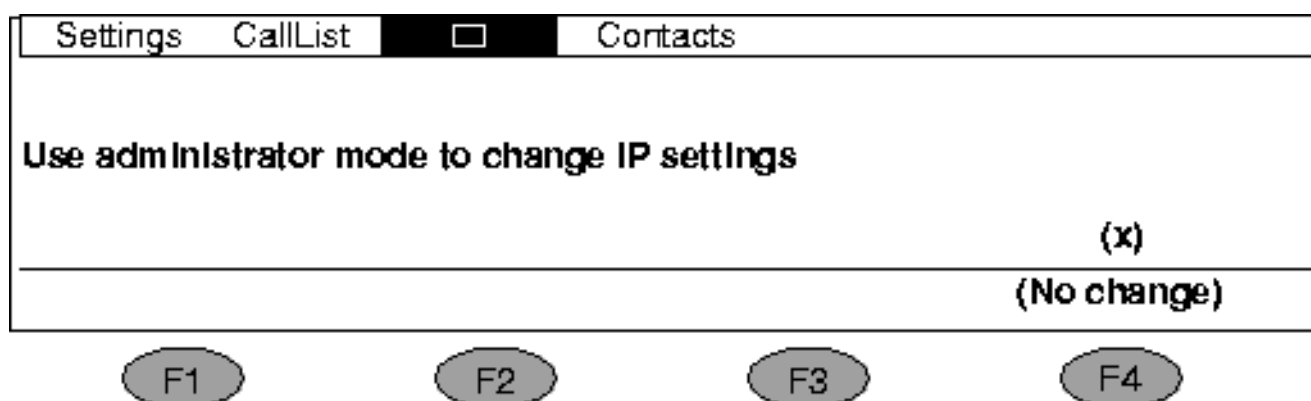
After submitting the password a second time (after failing the first log on), there may be a delay for up to one minute.

## 2.6.2

### START THE TELEPHONE, NORMAL CASE

Normal Case means that new software is not loaded into the telephone.

The telephone display shows the following:



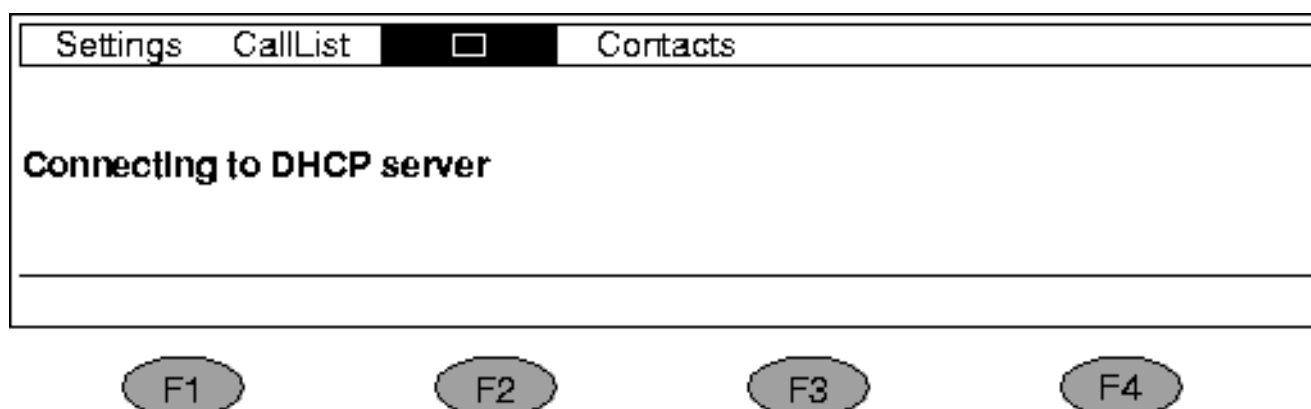
**Figure 6:**

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 **(No change)** (F4) is pressed, the telephone will use the previously stored settings.

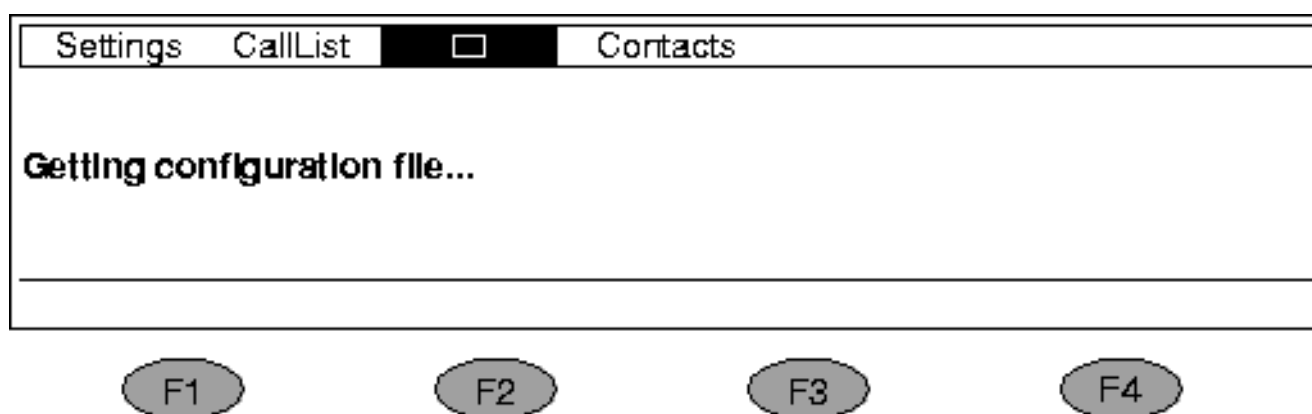
The next menu is:



**Figure 7:**

The IP telephone gets the IP addresses from the network.

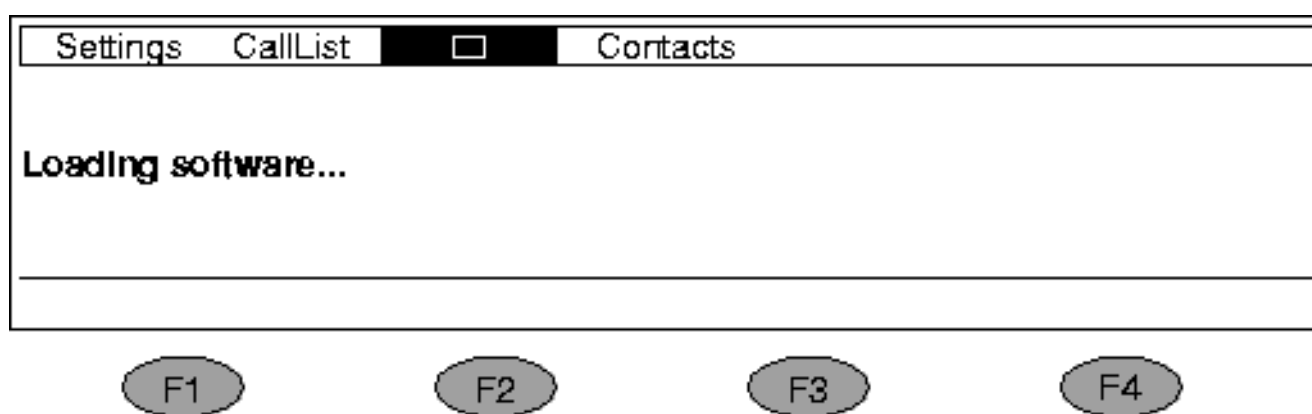
The next menu is:



**Figure 8:**

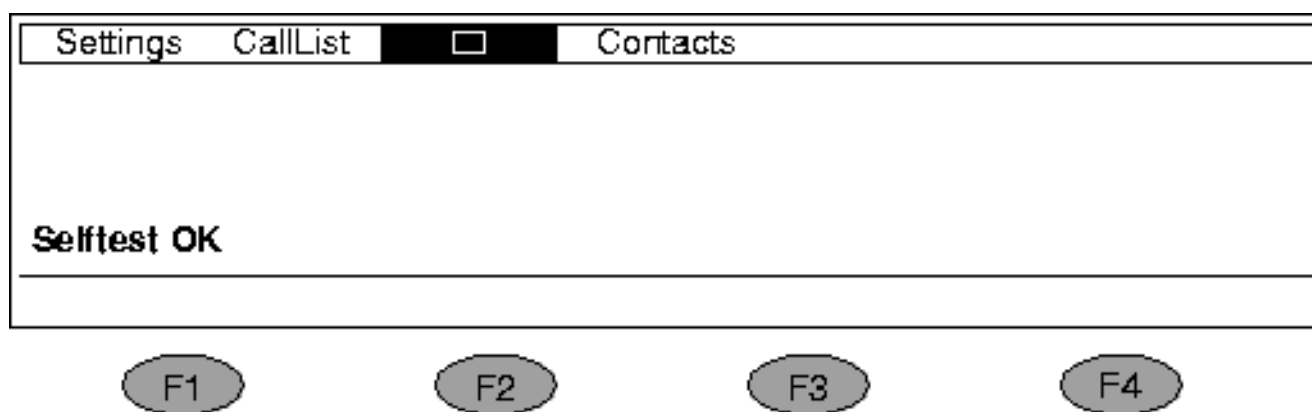
The telephone checks if new software has to be loaded. If the software will be updated, see 2.6.3 Updating Telephone Software on page 12 .

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. Wait for the next display to show:



**Figure 10:**

The telephone performs a test that the circuits in the telephone work. The telephone is now ready for registration in the system, see 2.7 Logging On the Telephone on page 13 .

## 2.6.3

## UPDATING TELEPHONE SOFTWARE

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

Settings	CallList	<input type="checkbox"/>	Contacts
<p><b>A new version of the application software is available on the server, update?</b></p>			
			(x)
(Yes)			No
F1	F2	F3	F4

**Figure 11:**

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

If **No** (F4) is pressed, the telephone will use the current version of the software. Continue, see 2.6.2 Start the Telephone, Normal Case on page 9 .

If **(Yes)** (F3) is pressed, the telephone starts to update the software, which is shown in the next menu:

Settings	CallList	<input type="checkbox"/>	Contacts
<p><b>Getting new application from SW-server</b></p> <p><b>Please wait...</b></p>			
F1	F2	F3	F4

**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 is ready for registration in the system, see 2.7 Logging On the Telephone on page 13 .

## 2.7

## 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 2.7.1 End-user is Allowed to Log on and Log off on page 14.
- The telephone is always logged on with a default number. The end-user cannot log on or off. This option can be used for telephones in conference rooms, receptions and so on, see 2.7.2 Telephone is Always Logged On on page 15.
- The telephone is always logged on, with a default number, as in option 2 but you as an end-user can log on your individual number and get your personal categories. This option can be used in a free seating environment, see 2.7.3 Logging on with an Individual number on page 15.

## 2.7.1

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

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>User not logged on!</b>			8:10	04 Sep 2002	
Log on with: <b>40316</b>					
For SOS calls, dial 112					
			<b>Erase</b>	<b>Log on</b>	
F1		F2		F4	

**Figure 14:**

The directory number used at the previous log on is shown. If to change the number, enter your directory number. Press **Log on** (F4).

If the emergency call function is disabled, the SOS text will not be shown.

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

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>User not logged on!</b>			8:10	04 Sep 2002	
Enter password: ***					
			<b>Erase</b>	<b>Log on</b>	
F1		F2		F4	

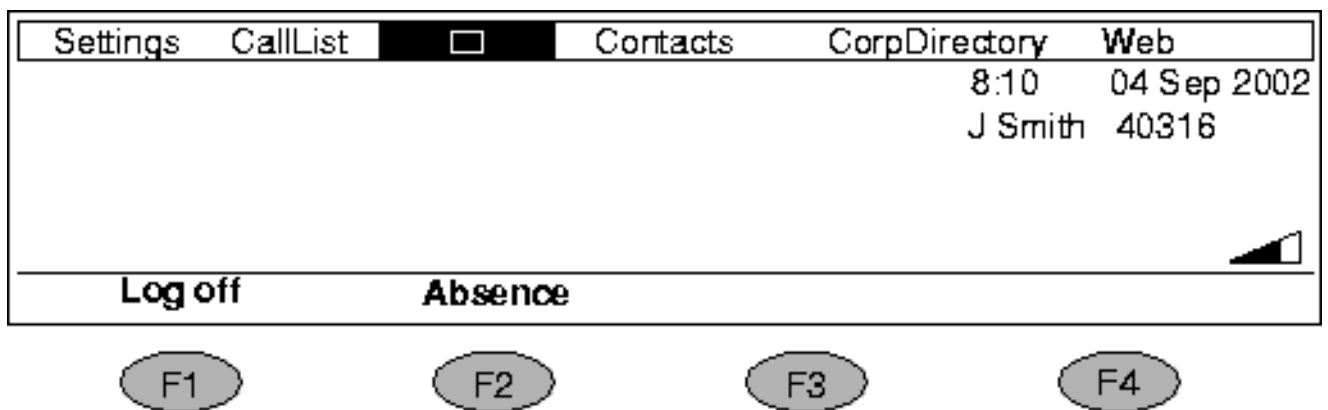
**Figure 15:**

The PIN is the same as the Individual Authorization Code, see 4.13 Authorization Code on page 50. Only digits can be used as PIN.

To change the PIN, see 10.14.1 Change PIN on page 91.

Enter the digits of the PIN and press the **Log on** (F9) key. To erase a digit, press the **Erase** (F3) key, once for each digit.

The telephone is now ready for making and receiving calls.

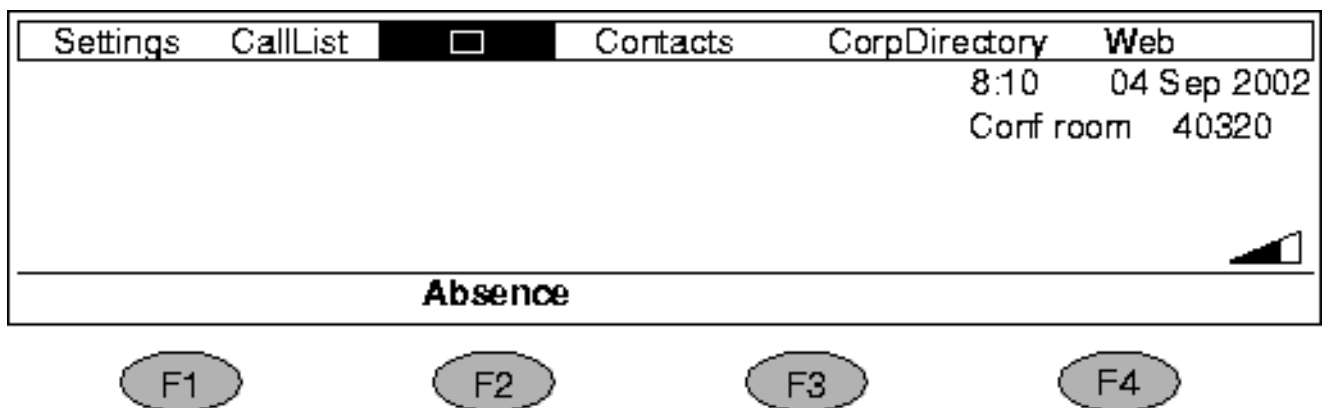


**Figure 16:**

When you log on to another DBC 425 telephone, your set up of the Dial-by-function keys can automatically be moved and the Monitoring keys are automatically moved to the new telephone.

## 2.7.2 TELEPHONE IS ALWAYS LOGGED ON

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



**Figure 17:**

It is not possible to log off.

## 2.7.3 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.

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
				8:10	04 Sep 2002
				Conf room	40320
<b>Absence</b>			<b>ChangeUser</b>		

F1

F2

F3

F4

**Figure 18:**

To log on with your individual number, press **ChangeUser** (F4) and the following menu is shown:

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>User not logged on!</b>				8:10	04 Sep 2002
Log on with:					
<b>Cancel</b>			<b>Log on</b>		

F1

F2

F3

F4

**Figure 19:**

Enter your individual directory number. Press **Log on** (F4).

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

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>User not logged on!</b>				8:10	04 Sep 2002
Enter password: ***					
<b>Cancel</b>		<b>Erase</b>		<b>Log on</b>	

F1

F2

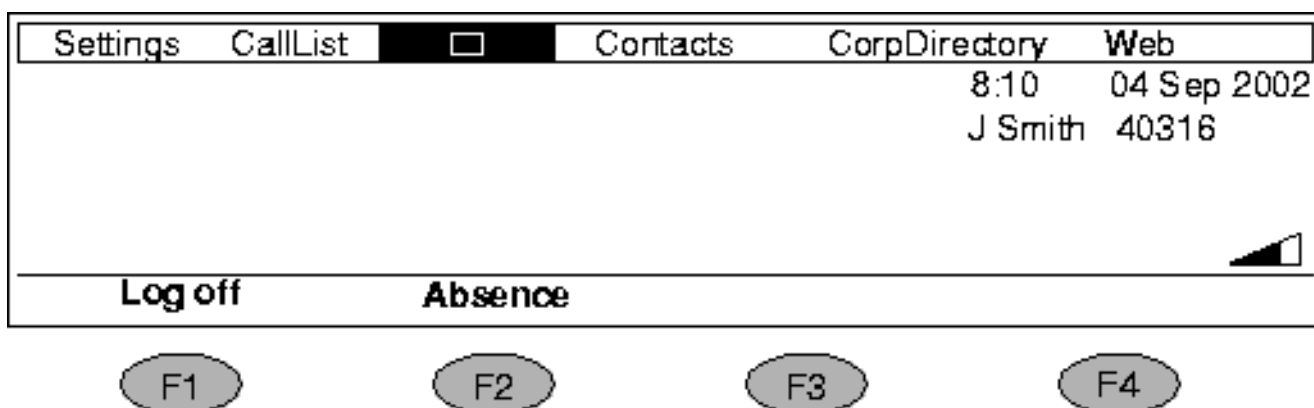
F3

F4

**Figure 20:**

Enter your PIN and press **Log on** (F4).





**Figure 21:**

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 registers automatically with the default number.

## 2.8

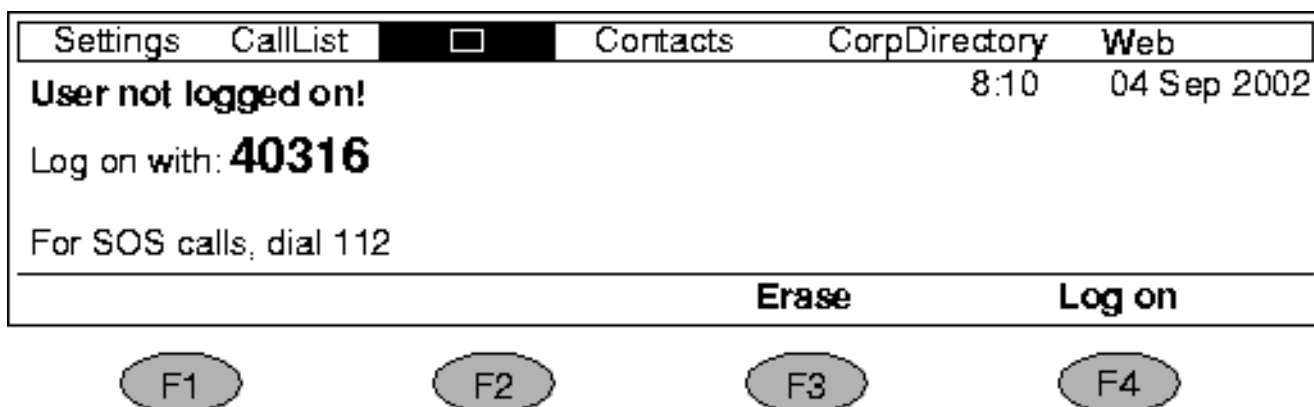
### LOGGING OFF

You can log off your IP telephone, for example if other people uses the same telephone.

To log off your IP telephone, do the following:

- 1) Press the key **Log off** (F1) in the idle menu
- 2) **Log off?** is shown in the display. Press **Yes** (F2) to confirm

If the telephone has the option that the end-user is allowed to log off (see 2.7.1 End-user is Allowed to Log on and Log off on page 14) the display shows:



**Figure 22:**

**Note:** If the emergency call function is disabled the SOS text is not shown.

If the telephone has the option with default number and the possibility to log on with the individual number (see 2.7.3 Logging on with an Individual number on page 15), the display will show:

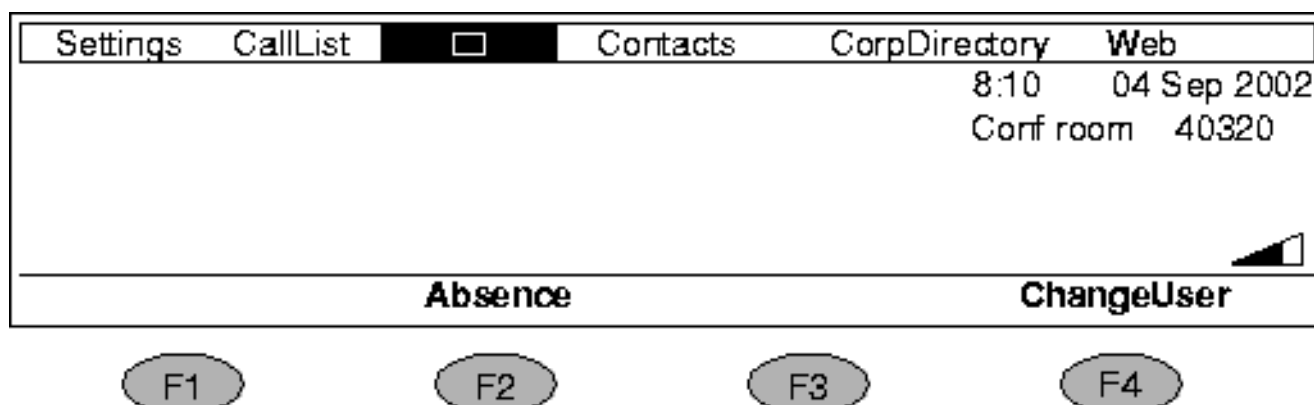


Figure 23:

## 2.9 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 lit for one minute. To return to normal mode, press the **#** key.

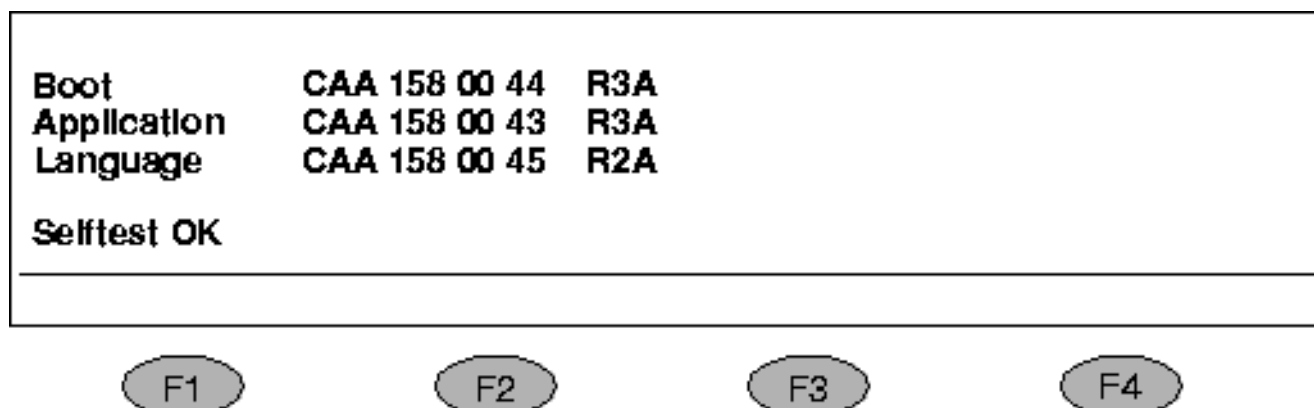


Figure 24:

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 82.

## 2.10 FAULT LOCATING

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

**Table 2**

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 or 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/making calls.
<b>No network</b> is displayed in the display	There is no connection to the LAN	Check the LAN cable between the LAN outlet and the telephone

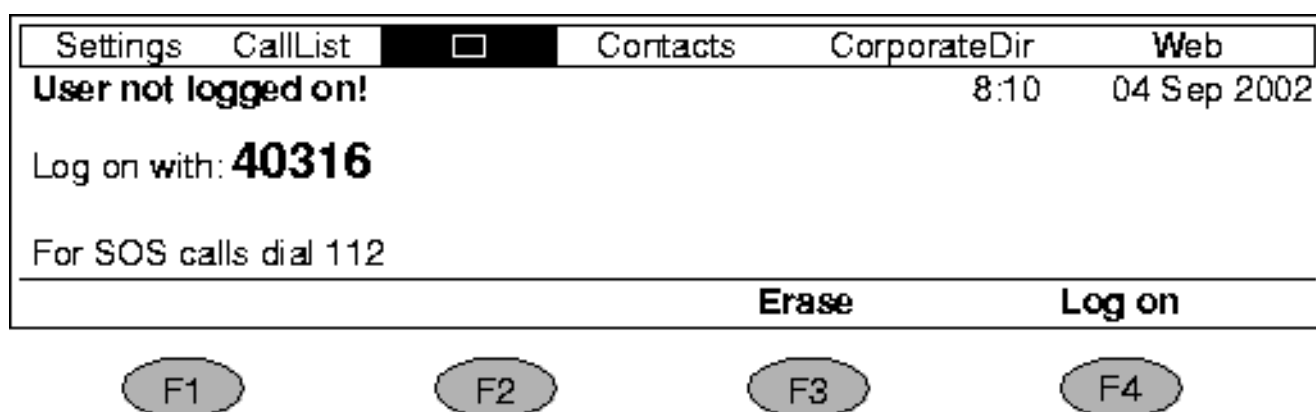
## 2.11 TRIPLE ACCESS LINE

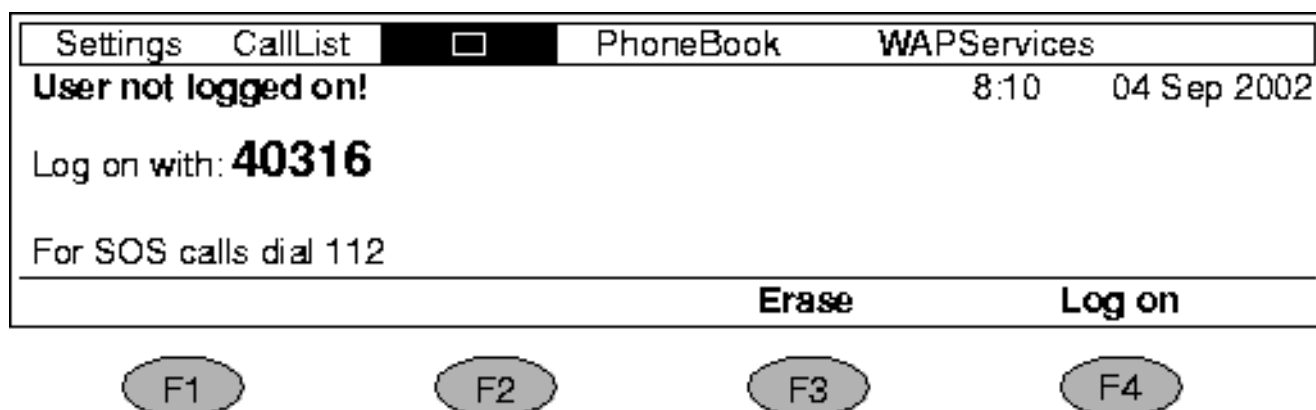
Your telephone has two incoming/outgoing access lines, **Line 1** and **Line 2** (with the same extension number) and one **Inquiry** key on which you can only make calls. You can make or receive calls on **Line 1** and **Line 2** by pressing the corresponding key and make calls by pressing the **Inquiry**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

## 2.12 DISPLAY (ONCE THE USER IS LOGGED ON)

### 2.12.1 DIFFERENCE IN THE TOP MENU FOR DBC 425 01 AND DBC 425 02

In this document, the top menu for DBC 425 02 is shown in all illustrations. The difference between the two models is described below:

**Figure 25: Top Menu for DBC 425 02**



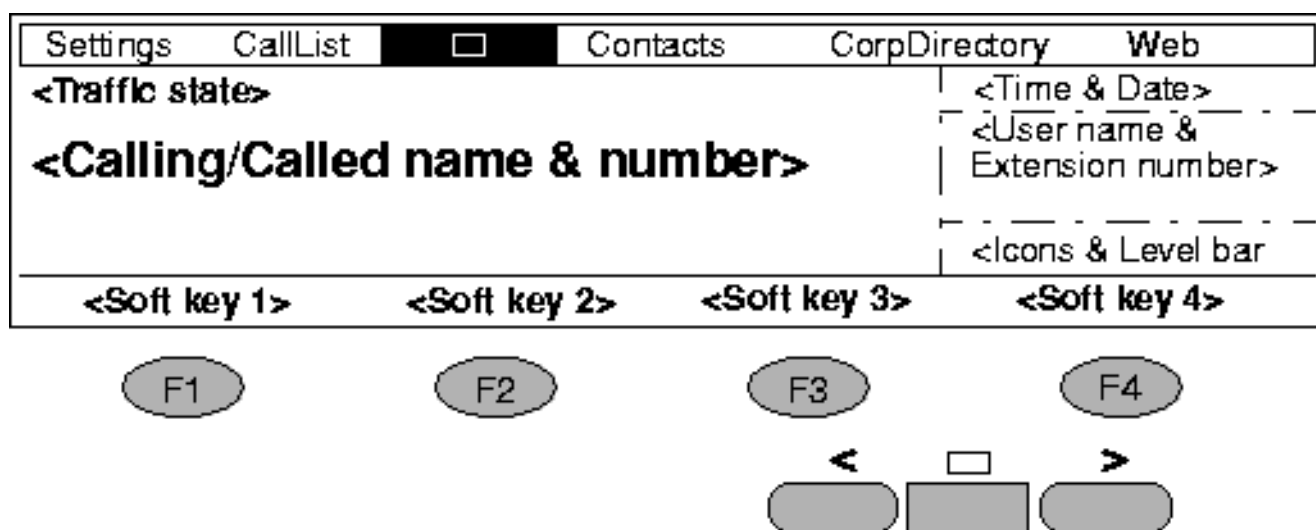
**Figure 26: Top Menu for DBC 425 01**

PhoneBook is replaced by Contacts, and WAP services is replaced by CorporateDir and Web.

### 2.12.2

### DISPLAY LAYOUT

The display on the telephone has a graphical display with 320x80 pixels. The figure shows the different fields in the display:



**Figure 27:**

- The top menu bar is used to indicate in which menu the user has navigated to with the navigation keys.
- The middle area is divided into several fields: <Time & Date> <User name & Extension number> <Icons & Level bar> <Traffic state> <Calling/Called name & number> <Absence reason>
- The bottom area is used to indicate soft key information, see 2.13 Soft Keys on page 28 .

During the 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 icons and symbol explanations

The following icons can be shown in the display in the idle and telephony modes:

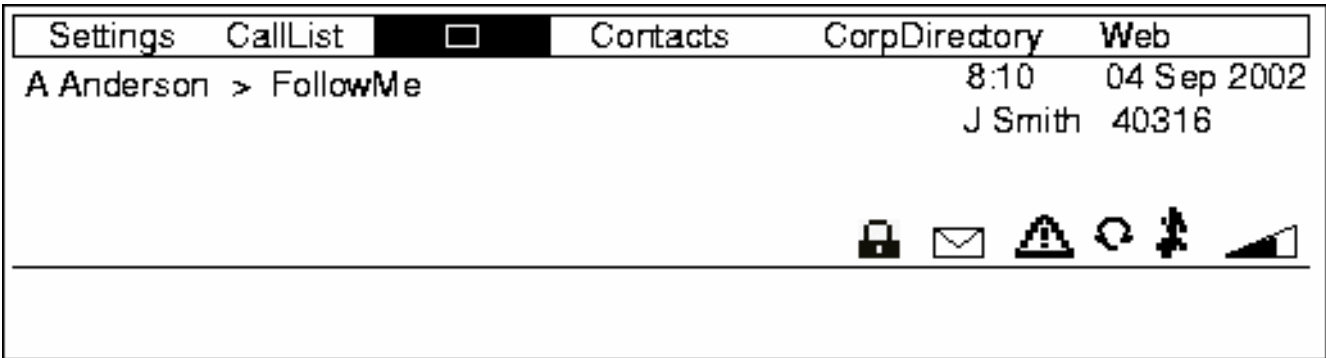


Figure 28:

2.12.3

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.



Headset preset

Indicates that the telephone is set for incoming and outgoing calls to be connected to the headset when you answer or make a call without lifting the handset.



Message

Indicates that there is a message waiting.



Ringer off

Indicates that the ring signal is switched off. This icon is shown on the same position as the volume level bar.



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, earpiece or headset volume.



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

Settings	CallList	Contacts	CorpDirectory	Web
A Anderson	40345	12:25	31 03	
R Torres	40174	11:54	31 03	
L Nelson	40708	10:45	31 03	0:01:15
	00045554236	15:36	30 03	0:13:10
B Brown	40718	13:45	30 03	0:06:01
more...			Call	
F1	F2	F3	F4	

Figure 29:

Settings	CallList	Contacts	CorpDirectory	Web
<b>Date Format</b>				
<input type="radio"/> 28 07 2002				
<input checked="" type="radio"/> 28 Jul 2002				
<input type="radio"/> Mo 28 Jul 2002				
<input type="radio"/> 020728				
Exit			Select	
F1	F2	F3	F4	

Figure 30:

## 2.12.4



### **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 shown list



### **Up**

Scroll up or to the left in the menu.



### **Down**

Scroll up or to the right in the menu.

## 2.12.5

## DISPLAY MESSAGES WHEN THE TELEPHONE IS IDLE

### 2.12.5.1

### *Normal*

The time and date information is shown on the first row under the top menu bar and your name and own extension number are displayed on the second and if necessary on the third row, if there is not space enough in the second row.

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

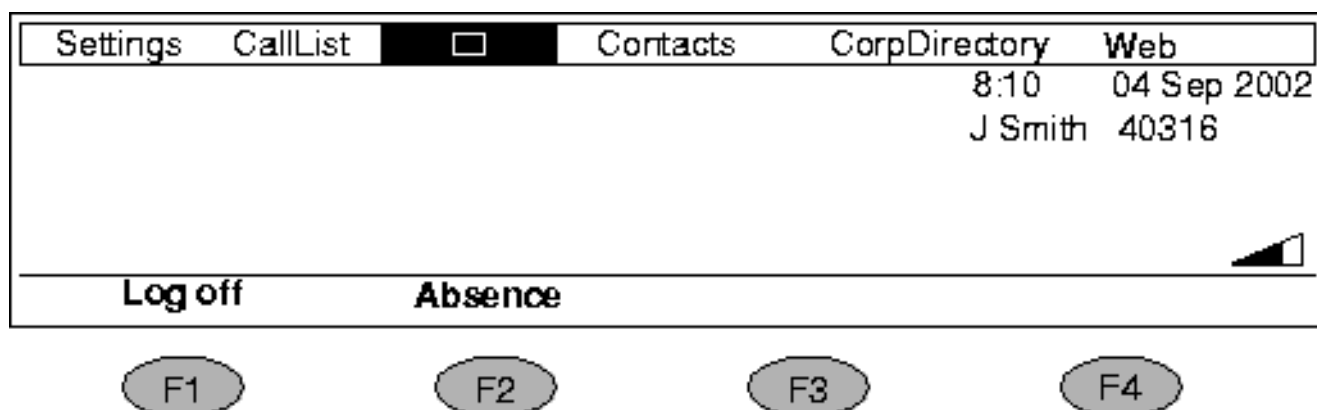


Figure 31:

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

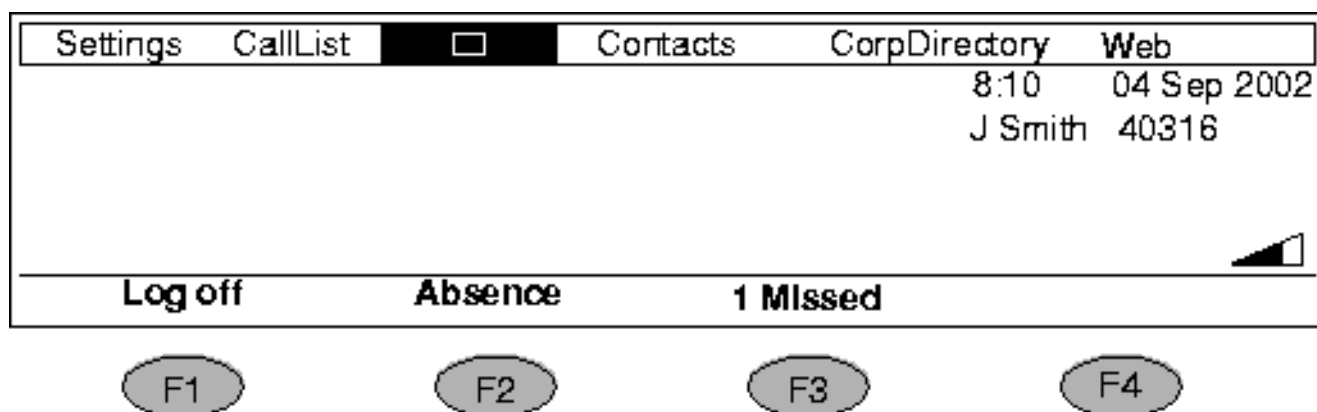


Figure 32:

## 2.12.5.2

*Diverted*

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

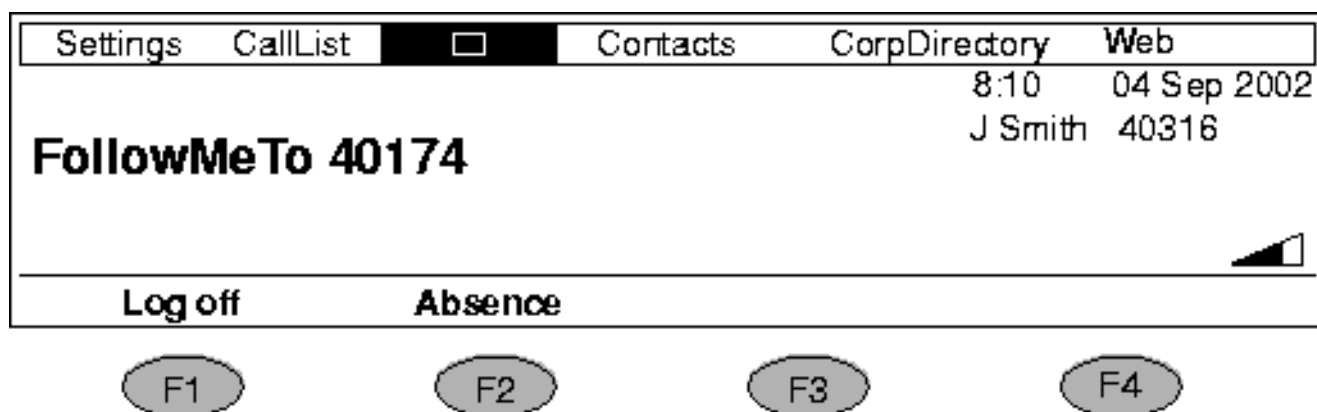




Figure 33:

2.12.5.3

Display Text

The text received from CSTA is shown on the middle area of the middle row.

If any other features like Direct Diversion or Follow Me are already activated then this display information is shifted to the top row. After the text is cleared by CSTA the feature information is displayed back at the middle row.

In the example below user J Smith has follow me to 40714. And the display text received from the CST Application is "You have 2 messages".

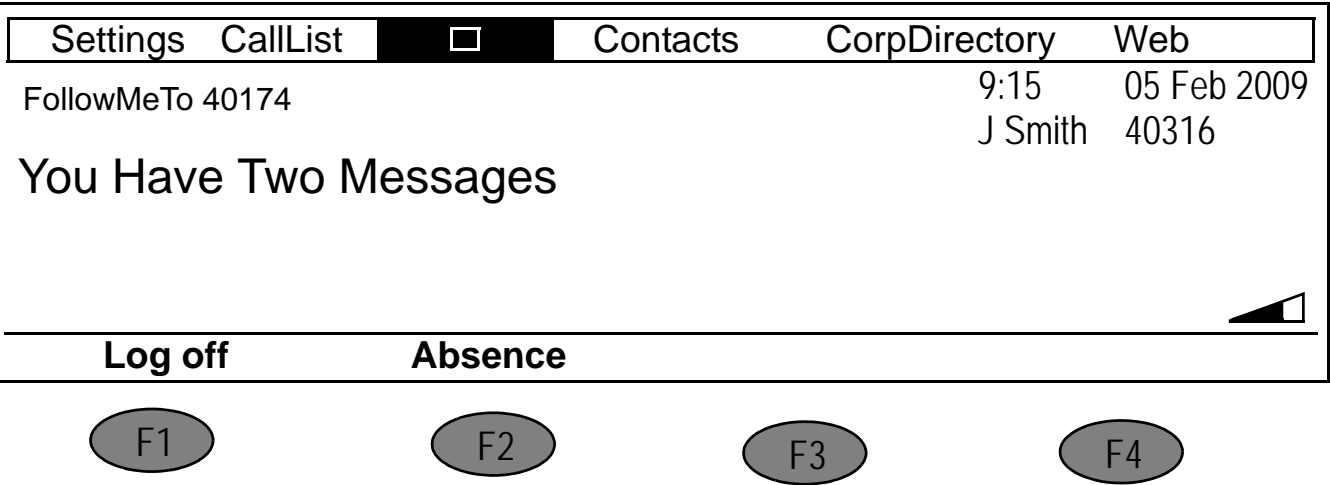


Figure 34:

2.12.6

DISPLAY MESSAGES WHEN MAKING AN OUTGOING CALL

2.12.6.1

Normal

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

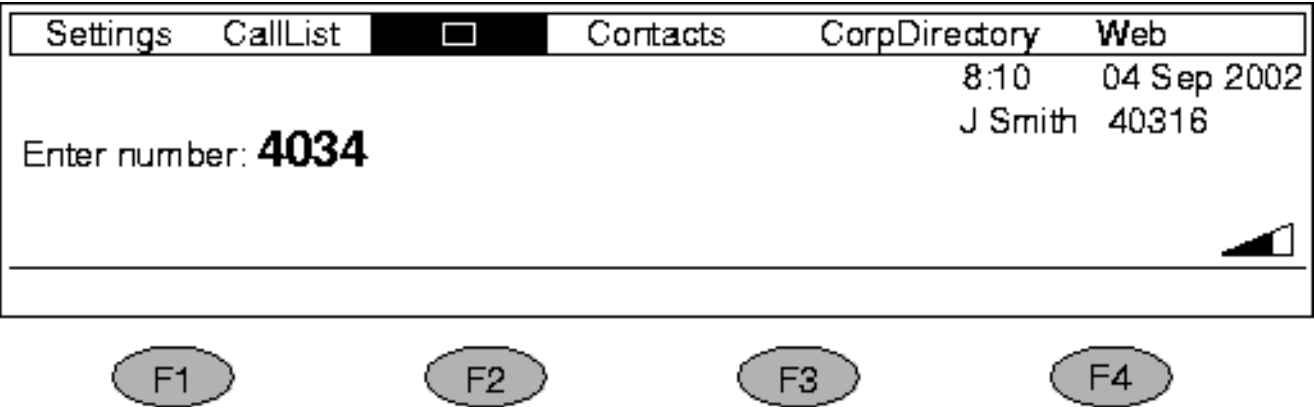
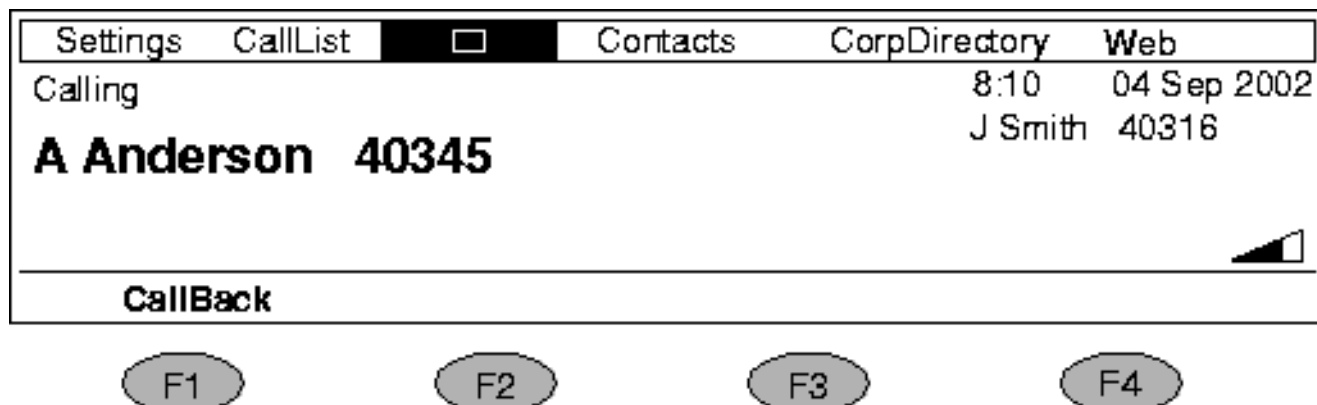


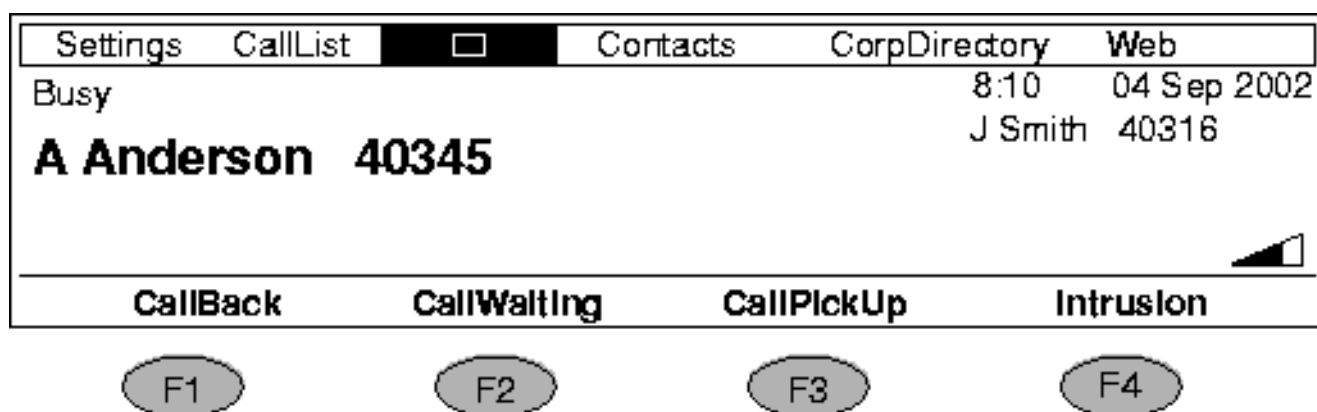
Figure 35:

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



**Figure 36:**

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

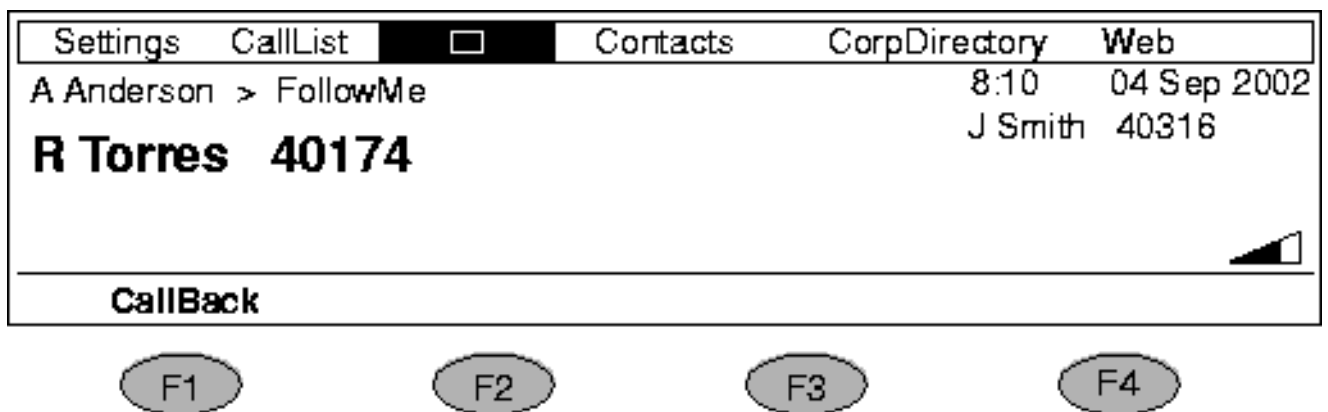


**Figure 37:**

#### 2.12.6.2

#### *Diverted*

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



**Figure 38:**

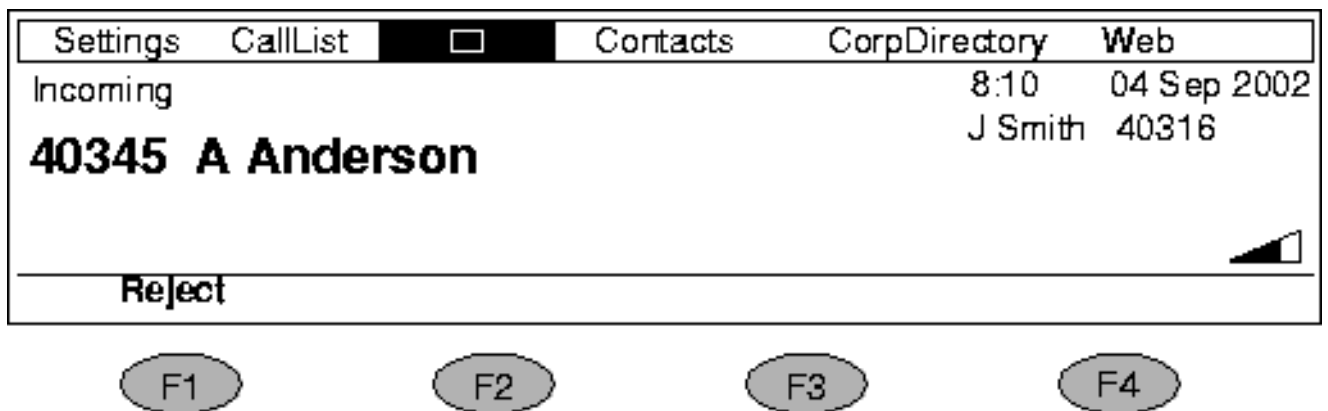
The character > is a symbol for diverted calls.

## 2.12.7 DISPLAY MESSAGES FOR AN INCOMING CALL

### 2.12.7.1 *Normal*

The incoming call can be rejected by pressing **Reject** (F1).

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

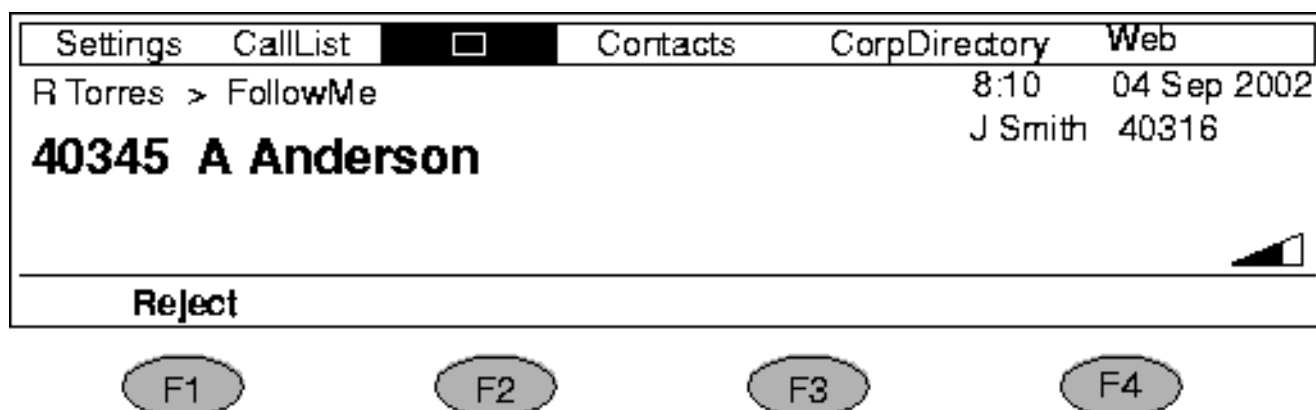


**Figure 39:**

The number of the incoming call is flashing.

### 2.12.7.2 *Diverted*

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



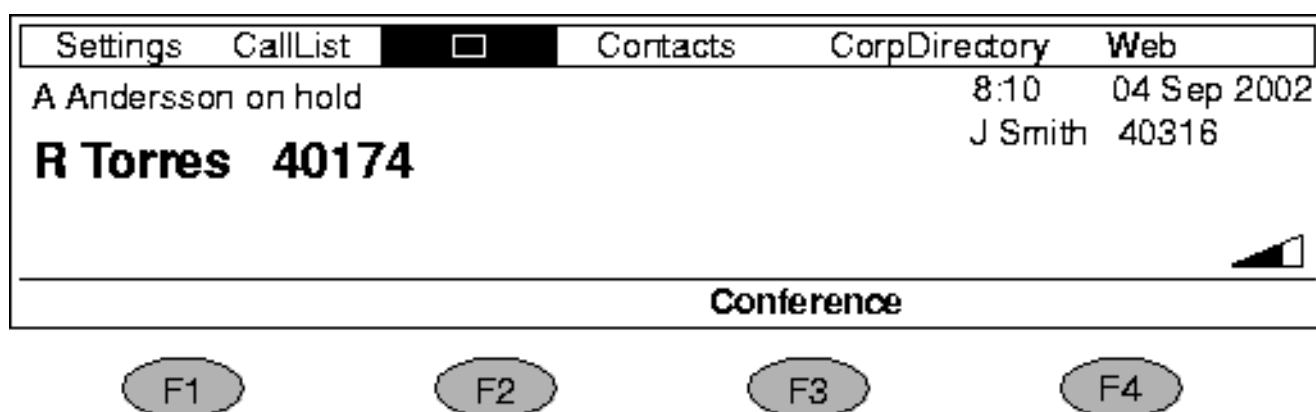
**Figure 40:**

The number of the incoming call is flashing.

### 2.12.8

### DISPLAY MESSAGES WHILE MAKING AN INQUIRY CALL

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



**Figure 41:**

## 2.13

## SOFT KEYS

The function of the soft keys is to indicate for you which features are available from your telephone at a certain traffic case (for example idle, busy, calling and so on). You can request any of the available features by pressing the corresponding soft key.

The current functions for the **F1 - F4** keys are shown on the last row of the display.

## 2.13.1 EXAMPLES OF SOFT KEY INFORMATION

### 2.13.1.1 *Telephone is Idle*

In the example below J Smith's extension number is 40316. The last row indicates that the available functions are **Log off** (F1) and **Absence** (F2).

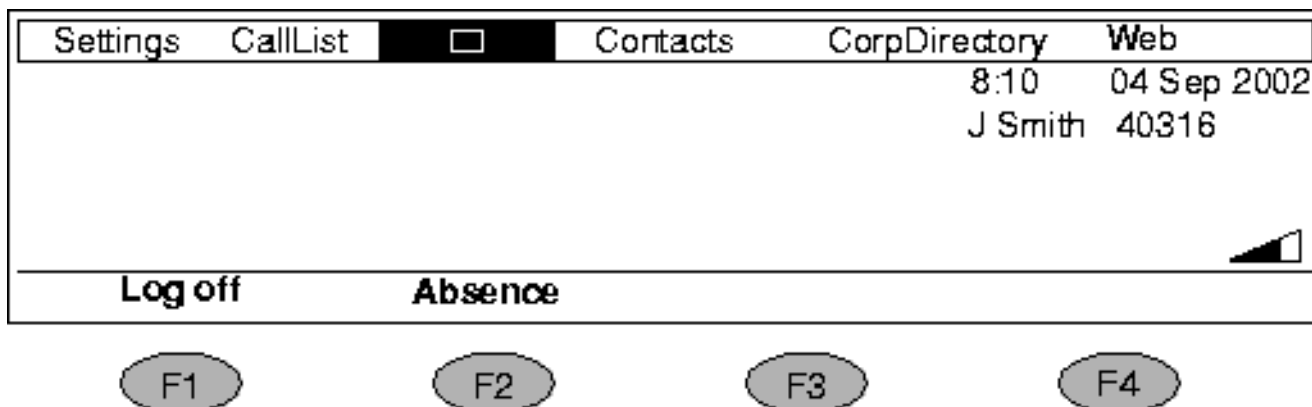


Figure 42:

### 2.13.1.2 *Dialed Number is Idle*

In this example the telephone with the directory number 40345 is idle. The last row indicates that the function available is **Callback** (F1).

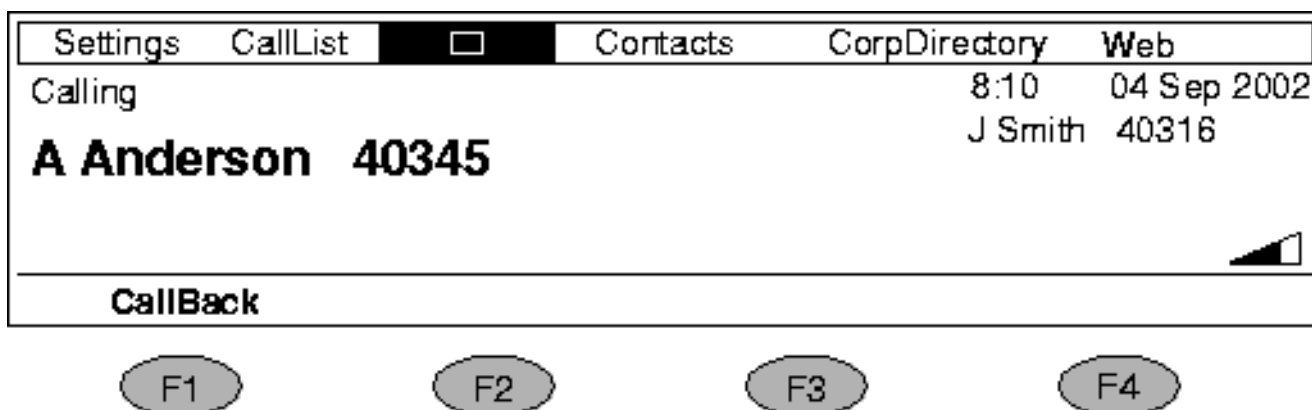


Figure 43:

### 2.13.1.3 *Dialed Number is Busy*

In this example the telephone with the directory number 40345 is busy. The last row indicates that **Callback** (F1), **CallWaiting** (F2), **CallPickUp** (F3) and **Intrusion** (F4) are available functions.

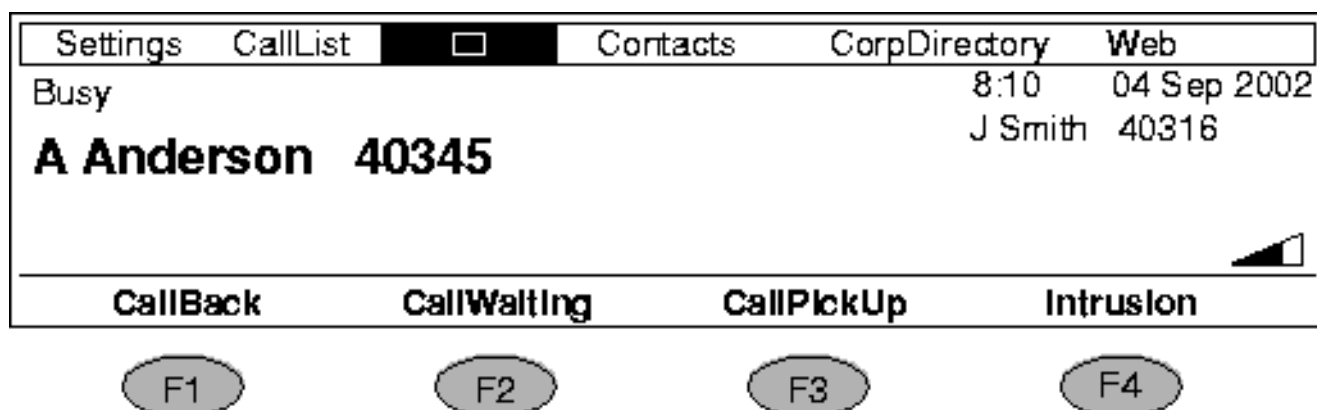


Figure 44:

### 2.13.2 SUMMARY OF THE SOFT KEY FUNCTIONS

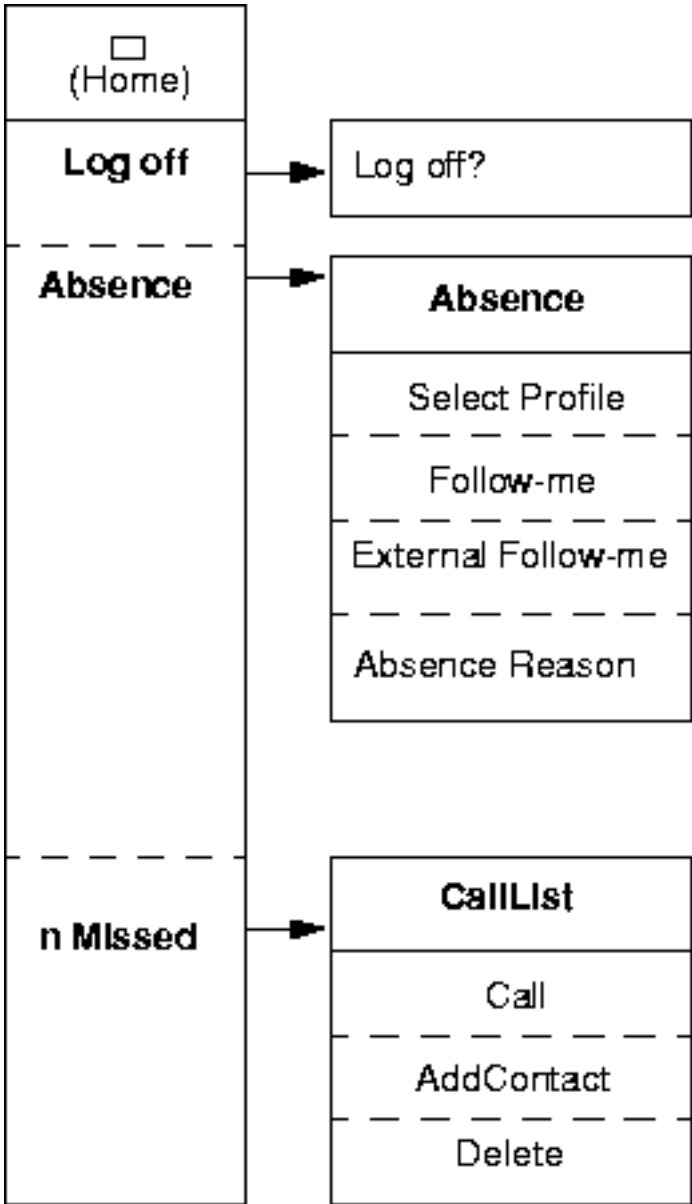
For a complete list of soft key text strings, see parameter STRNO (SKI) in the parameter description for *DIGITAL KEY SYSTEM TELEPHONE*.

### 2.13.3 REQUESTING A TELEPHONE FEATURE USING A SOFT KEY

By pressing a soft key, you can invoke the corresponding feature. Refer to the corresponding sections for further information about the features.

## 2.14 MENU STRUCTURE

In this section the structure is shown for each of the menus that can be selected from the home menu.



**Figure 45:**  
From the home menu you can navigate to the different functions for Settings, Call list, Contacts and Web with the navigation keys.

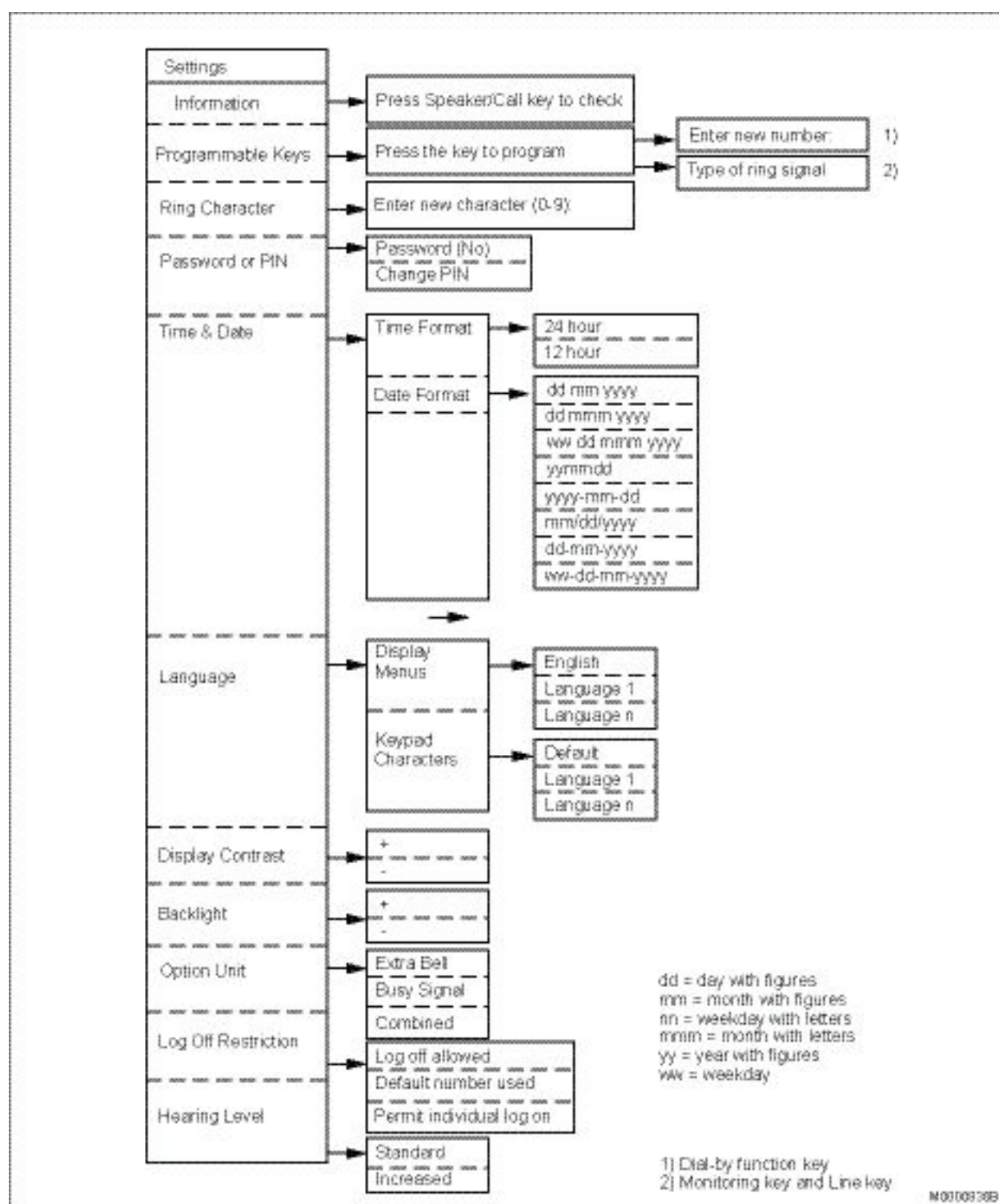
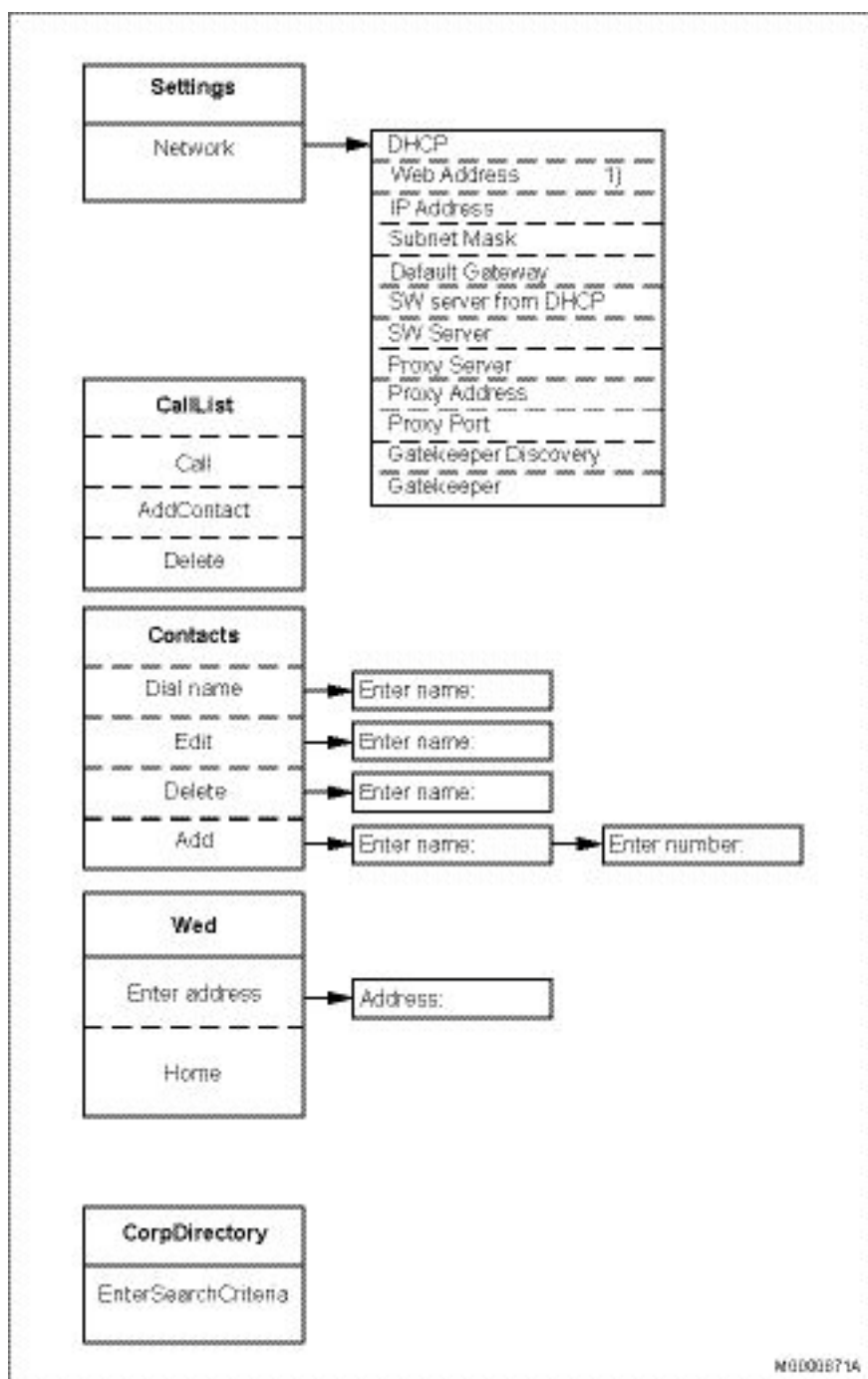


Figure 46:





**Figure 47:**

1) see 13.1 Accessing the Web Interface with the Web Address on page 100

## 2.15 LOUDSPEAKER AND HEADSET FUNCTIONS

### 2.15.1 HANDS-FREE WITH LOUDSPEAKER

This function offers you 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. Press the **Clear** key to finish a call.

#### 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 the headset to hands-free.

#### 2.15.1.7 *Clearing a Call*

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

### 2.15.2 MONITOR MODE

**Note:** Not applicable.

### 2.15.3 LOUD-SPEAKING WITH HANDSET

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

**Note:** The Loud-speaking function is not applicable for DBC 425.

## 2.15.4 HEADSET

This function offers you 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.
- 3) Press the **Clear** key to finish the call.

### 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*

Press the **Headset** key and replace the handset to change from the handset to a headset.

### 2.15.4.5 *Clearing a Call*

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

## 2.15.5 HEADSET PRESET

By default the phone is set for calls to be connected to the loudspeaker when you answer or make calls by pressing a **Line** key, 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 **Loudspeaker** 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*

To activate headset preset mode, press the **Headset** key and hold it down for 4 seconds. A ring signal is heard as acknowledgment and the headset icon is displayed.

## 2.15.5.2

*Deactivating Headset Preset Mode*

To deactivate headset preset mode, Press the **Speaker** key and hold it down for 4 seconds. A ring signal is heard as acknowledgment and the headset icon disappears.

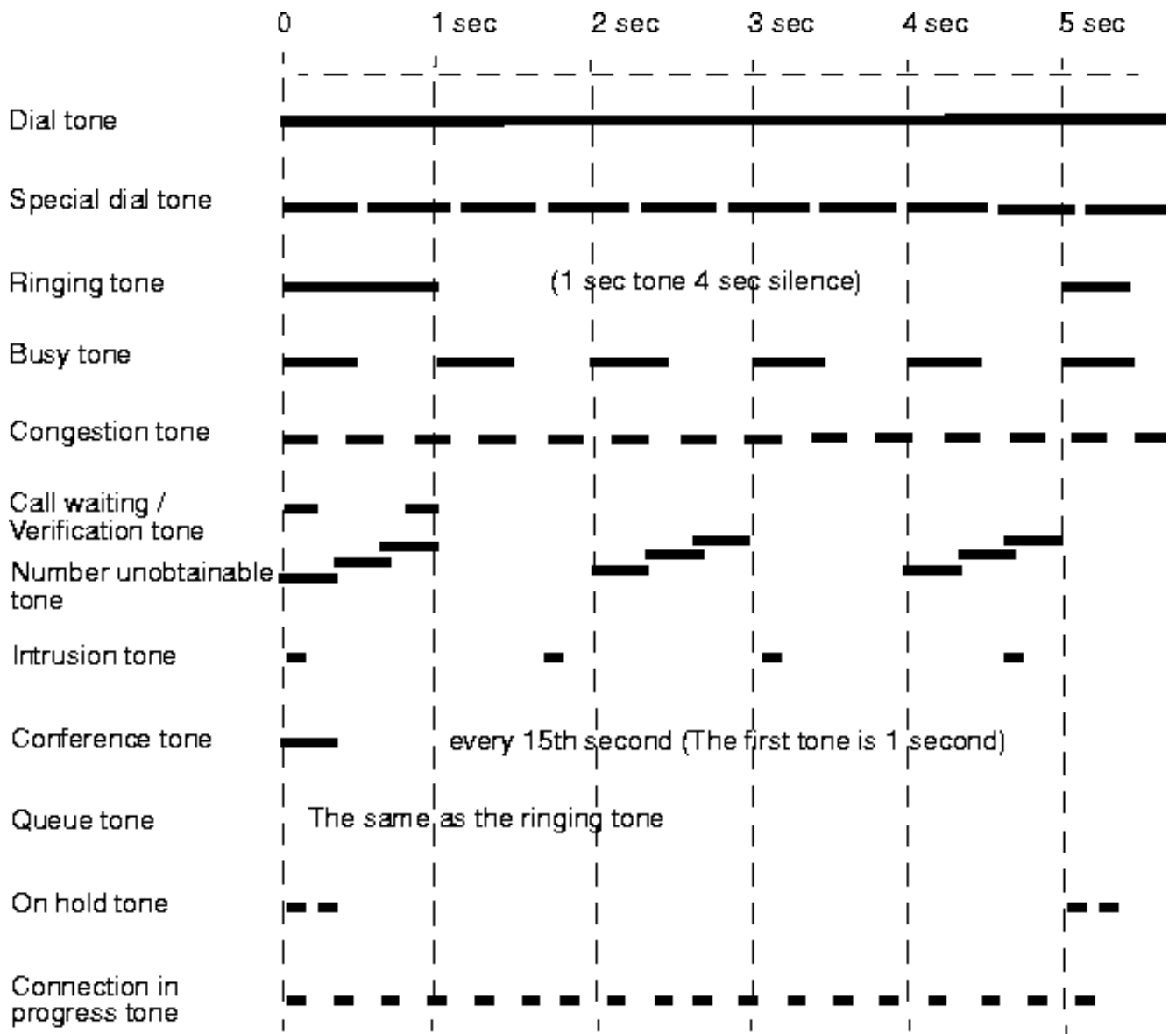
## 2.16

## TONES AND RING SIGNALS

## 2.16.1

## TONE CHARACTERISTICS

The telephone tone signals are as follows:



**Figure 48:**

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

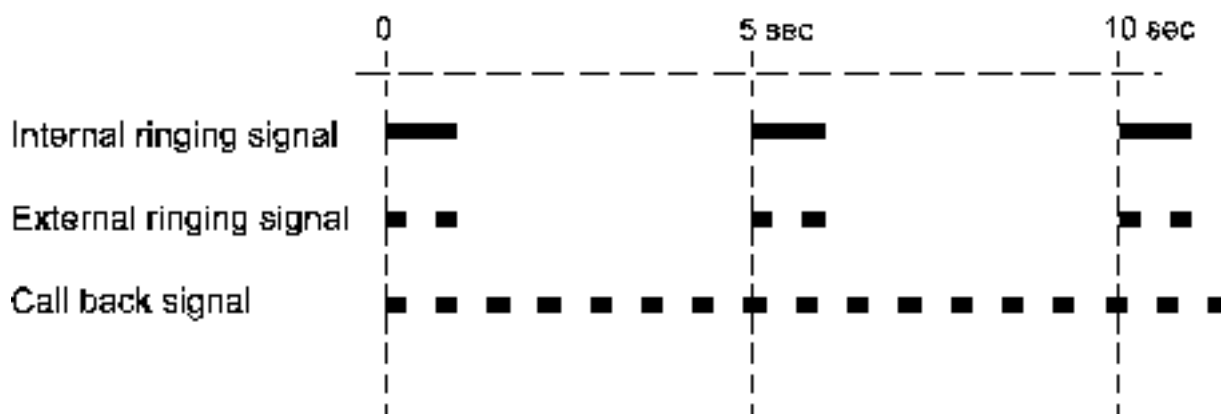
**Note:** The conference tone can be disabled by the system administrator.

## 2.16.2

## RING SIGNALS

The following types of ring signals can be generated:

# Ringing signals



**Figure 49:**

**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 Line and Monitoring keys:

## 2.16.4

- 0 =** Silent.
- 1 =** Periodic (repetitive) ring signal.
- 2 =** Delayed 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 84 .

## 2.16.5

### 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.

## 2.16.6

### 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 and the level bar is replaced by the ringer off icon, see 2.12.2 Display Layout on page 20.

## 2.16.7 LAMP INDICATIONS

The telephone has the following lamp indications:

**Off**

Indicates free or non-requested function

**Fast flash**

Indicates an incoming call

**Slow flash**

Indicates a parked or 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 41.

### 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 a call.

### 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 a **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 54.

## 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, you just 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 **Pick up** key (F3).

## 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 FollowMe.

#### 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 64.

#### 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 65.

#### 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 65.

## 3.9 MISSED CALL

When there is a missed call, the softkey **1 Missed** (F3) is shown. By pressing this softkey, the list with all missed calls are shown.

If you want to see the mixed list, with outgoing and incoming calls, do the following:

- press **more...** (F1)
- select **Show all calls**

When the missed call has been checked, the **Missed** (F3) softkey is not shown any longer.

## 4 OUTGOING CALLS

### 4.1 CALLING ANOTHER EXTENSION

You can call another extension according to the following:

#### Using dialing procedure

- 1) Lift the handset (dial tone).
- 2) Dial the wanted extension number or press a dial by function key.

#### Using Contacts shortcut procedure



Figure 50:

- 1) Press and hold down one of the **2 - 9** keys for 1 s. The PhoneBook entry starting with the same letter as the letter above the key are displayed.
- 2) Press **Call** (F4) to call the number. Press **Up** (F2) or **Down** (F3) to search for other entries in the phone book. Example: If the **2** key is pressed for 1 second the phone book entries starting with the letter **A** are displayed.

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

- 1) Lift the handset.
- 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 **Callback** (F1) key.
- 2) Replace the handset

For more information, see 4.5 Automatic Callback on page 47 .

#### 4.1.3 CALLED EXTENSION IS BUSY

##### **New call**

Replace the handset and call later.

##### **Automatic callback**

- 1) Press the **Callback** (F1) key
- 2) Replace the handset.

For more information, see 4.5 Automatic Callback on page 47.

##### **Call waiting**

- 1) Press the (F2) key
- 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 (F4) key.

For more information, see 5.6 Intrusion on page 57.

#### 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 **MoreInfo** soft key of the \* key. Otherwise the call will be terminated after a timeout.

## 4.2 CALLING THE PBX OPERATOR

#### 4.2.1 COMMON OPERATOR

Lift the handset (dial tone) and dial the common operator number.

## 4.2.2 INDIVIDUAL OPERATOR

Use this to talk to a specific operator.

Lift the handset (dial tone) and dial the individual directory number of the operator.

## 4.3 MAKING AN EXTERNAL CALL

### 4.3.1 NORMAL EXTERNAL CALLS

External calls can be made by the following:

#### Using dialing procedure

- 1) Lift the handset (dial tone).
- 2) Dial the external access code and the wanted subscriber number or press a dial by name key.

#### Using Contacts shortcut procedure



Figure 51:

- 1) Press and hold down one of the **2 - 9** keys for 1 s. The PhoneBook entry starting with the same letter as the letter above the key are displayed.
- 2) Press **Call** (F4) to call the number. Press **Up** (F2) or **Down** (F3) to search for other entries in the phone book. Example: If the **2** key is pressed for 1 second the phone book entries starting with the letter **A** are displayed.

### 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 and ask for help in establishing the call.

## 4.4 SPEED DIALING

A lot of time can be saved by programming frequently needed telephone numbers in the exchange as speed dialing numbers.

### 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 DEALING NUMBERS

**Note:** Not applicable.

### 4.4.3 DIAL-BY-FUNCTION KEY

Any function key can be programmed with a telephone number and labelled with a name. This means that when you press that function key the desired telephone number is automatically dialed. See 10.1 Programming Features on page 82 for programming.

Lift the handset (dial tone) and press the **Dial-by-Function** key.

### 4.4.4 CALL BY NAME (CONTACTS)

With this function you can make a call from the list of contacts:

- 1) Select the **Contacts** menu.
- 2) Select the **Dial name** menu.
- 3) Press repeatedly the key with corresponding letter until the initial letter of the name is shown. Press **Search** (F4). If Search is pressed before any letters has been entered, the beginning of the list will be shown.
- 4) If you want to scroll the list press **Up** (F2) or **Down** (F3).
- 5) When you find the name press **Call** (F4).

A shortcut to Contacts, when the telephone is in idle mode, is by pressing one of the keys **2 - 9** and holding it down for 1 second. This will show the list of names starting with the initial letter on the key you pressed.

## 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 callback 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 **Callback** (F1) key (the callback lamp is turned on). It can take a couple of seconds before the procedure is performed and the lamp is lit.
- 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

To cancel a single callback, do the following:

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

### 4.5.4 CANCELING ALL CALLBACKS

To cancel all callbacks, do the following:

- 1) Lift the handset (dial tone).
- 2) Dial *# 37 #* (the callback lamp is turned off).
- 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 **Callback** (F1) key (dial tone).
- 2) Dial the complete external number, part of it or no number.
- 3) Dial # (the callback lamp is turned on).
- 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) 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).

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

### 4.8 DIAL BY NAME

For information, see section 12 Corporate Directory on page 98.



## 4.9 NAME AND NUMBER LOG

For information, see 10.16 Call List on page 94 .

## 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 LAST EXTERNAL NUMBER

To re-dial the last external number, do the following:

- 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) Select the **CallList** menu or press the **Missed** (F3) key.
- 2) Browse the list by pressing **Down** (F3) and **Up** (F2) keys
- 3) Call the wanted number by pressing the **Call** (F4) key

### 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) Select the **CallList** menu.
- 2) Browse the list by pressing **Down** (F3) and **Up** (F2) keys

- 3) Call the wanted number by pressing the **Call** (F4) key

## 4.12

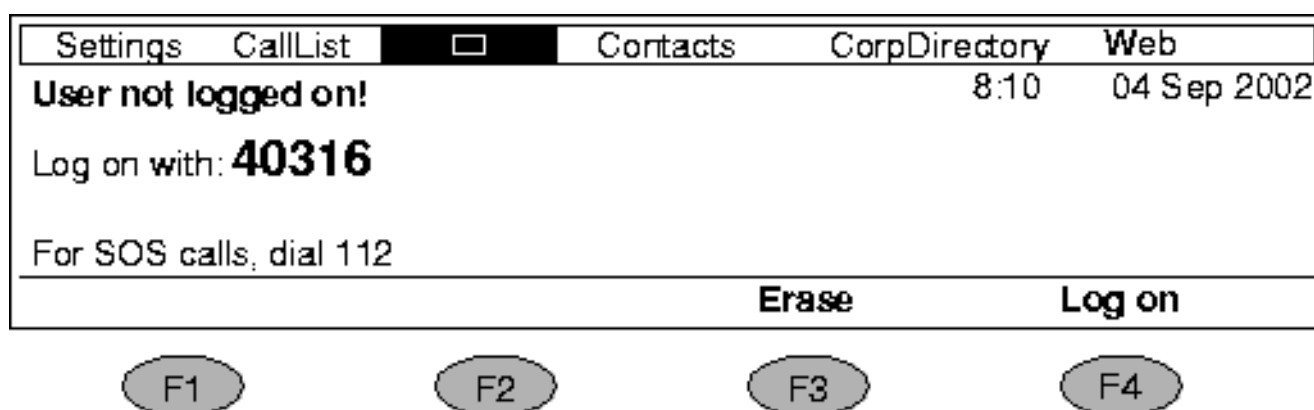
### EMERGENCY CALL (SOS CALLS)

#### 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 52:**

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.

If the emergency call function is disabled the SOS text is not shown and it is not possible to make an emergency call. The feature is enabled by the network administrator.

If the feature is disabled, you must log on the telephone (see 2.7 Logging On the Telephone on page 13 ) and then make the emergency call.

## 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 **CallWaiting** (F2) key and wait for an answer.
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 tone, you can initiate 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.
3. Reject the call waiting request.

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.

If you want to reject the call waiting request:

1. Press **Reject**.
2. Continue with the ongoing 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:

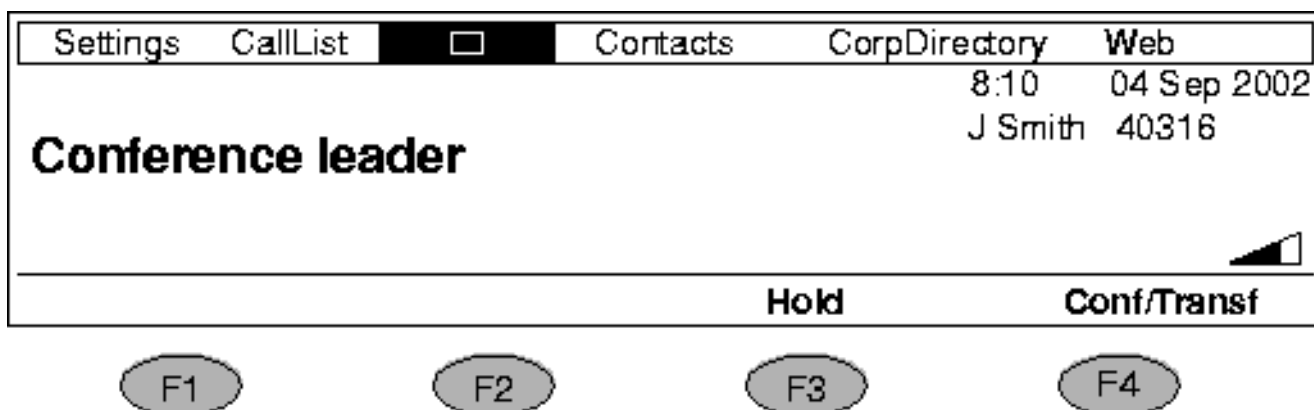


Figure 53:

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

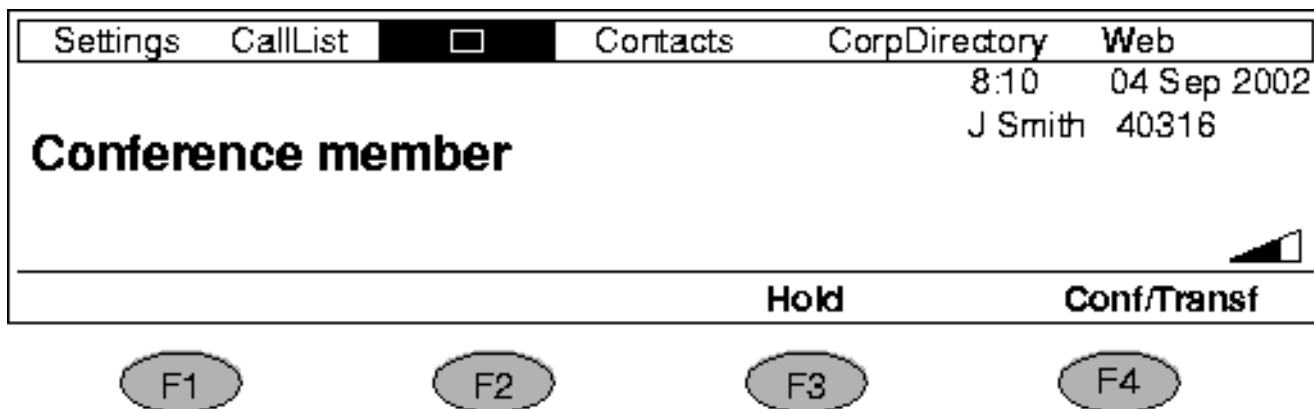


Figure 54:

### 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 **Conf/Transf** key (F4), 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 (F3).

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 **Conf/Transf** key (F4), 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** (F3 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 him/her you must use the Intrusion procedure, see 5.6 Intrusion on page 57 .

- 1) Press the **Inquiry** key (dial tone).
- 2) Dial the extension number (busy tone).
- 3) Press the **Intrusion** (F4) key.

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

Return to a conference by performing the following:

- 1) Return to the conference together with the consulted conference member - press the **Conference (F3)** 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 connected to 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 Intrusion (F4) key.

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 60.
- Transfer, see 5.14 Transfer on page 61.
- Conference, see 5.3 Conference on page 55.

## 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 (on the monitoring telephone) is answered by pressing the **MDN** key, the monitored telephone will be busy. An **MDN** key cannot be defined on an IP telephone.

For the IP telephone DBC 425 it is possible to:

- Be multiple represented on a digital telephone as a specific line pick-up with a function key (MNS key).
- Monitor other extensions, see 5.9.1 Monitoring Key (MNS key) on page 58 .

### 5.9.1

### MONITORING KEY (MNS KEY)

It is possible to monitor and to answer calls to other extensions from a programmable function key on the IP telephone. This function is also called MNS (Multiple represented directory number with **Dial-by-function** 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 flashes quickly 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 flashes slowly)

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 to flash 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 84 .

The display will show the calling party number.

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

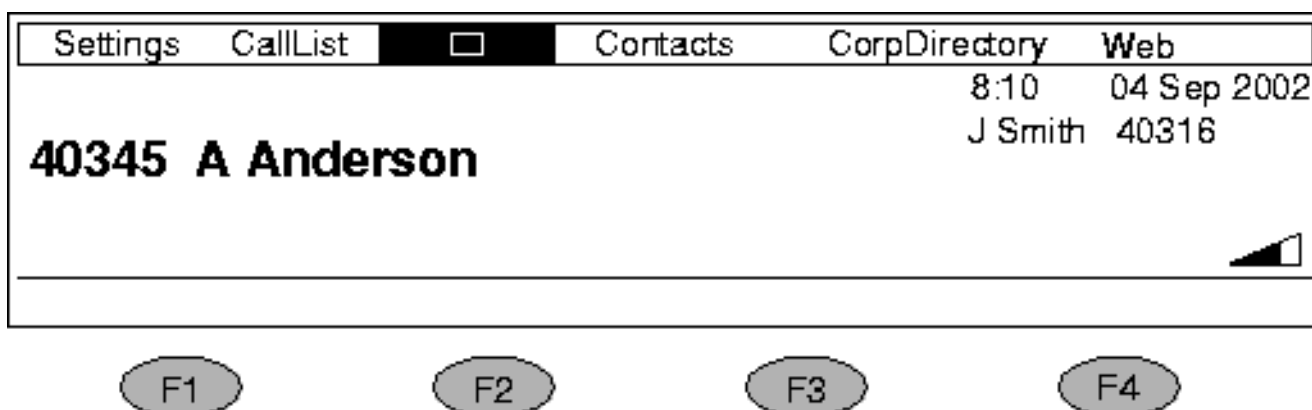


Figure 55:

#### 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, the call will go on with hands-free connection. 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 pressing the **Monitoring** key.

#### 5.9.1.4

#### *Parking*

If the monitored telephone has performed common parking (only valid for digital telephones and H.323 IP telephones), this is indicated by 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.

## 5.10.2

**COMMON**

Common Parking is the ability for you to put a call on hold that can be picked-up from 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 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** or **Inquiry** key.

**To use**

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

**To end**

- 1) Press the **Line 1** or the **Line 2** or the **Inquiry** 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.

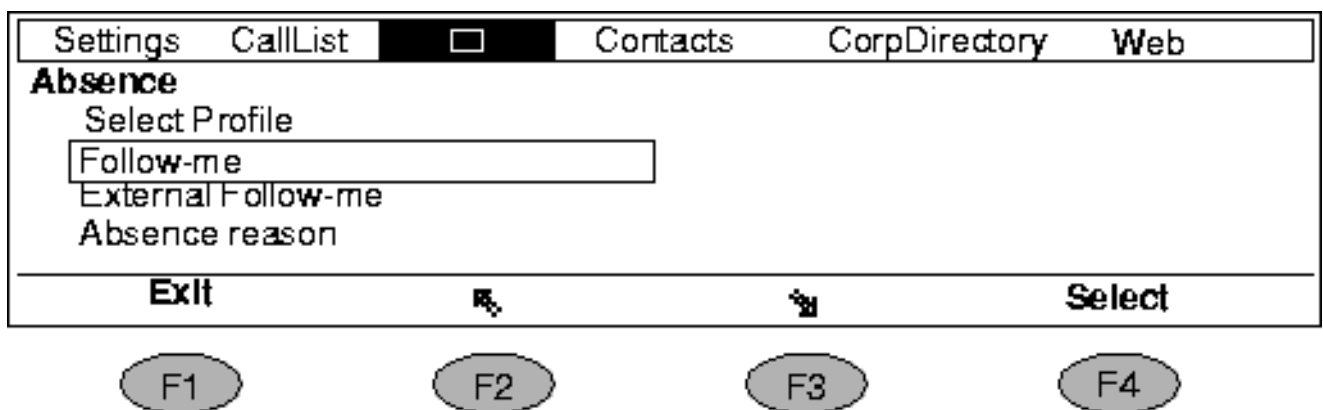
## 6.2.1

## ORDERING FOLLOW-ME FROM OWN PHONE

The **Follow-me** key is used for indication if Follow-me is activated.

To order follow me **using the Absence soft key** :

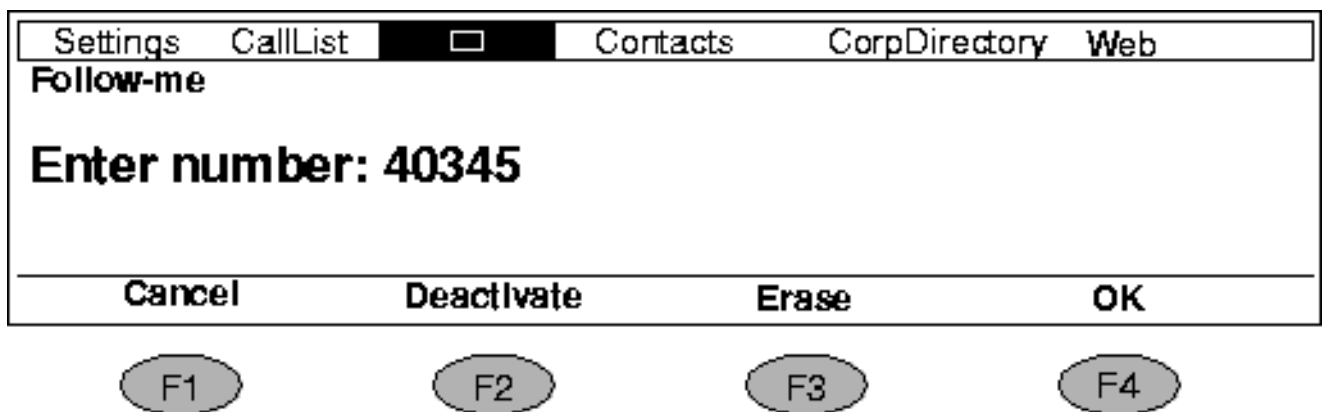
- Press **Absence** (F2).



**Figure 56:**

- Select the **Follow-me** menu.





**Figure 57:**

- Enter the number to the answering position and press **OK** (F4). The Follow-me lamp is turned on.

**To order follow-me 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 are turned on).
- 3) Replace the handset.

## 6.2.2

### CANCELING FOLLOW-ME FROM YOUR OWN PHONE

**Using the Follow-me key**

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

**Using the Absence soft key**

- 1) Press **Absence** (F2).
- 2) Select the **Follow-me** menu.
- 3) Select **Deactivate** (F2). 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:

**Using the Absence soft key**

- 1) Press **Absence** (F2).
- 2) Select **the Follow-me** menu.

- 3) Enter your own extension number.
- 4) Press the **OK** (F4) key. The Follow-me lamp is turned on.

#### Using a procedure

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

The follow-me key is used for indication if Follow-me is activated.

To order follow-me from another telephone:

#### Using the Absence soft key

- 1) Press **Absence** (F2).
- 2) Select the **Follow-me** menu.
- 3) Enter *your own extension number\*the extension number of the new answering position*.
- 4) Press the **OK** (F4) key.

#### Using a procedure

- 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.

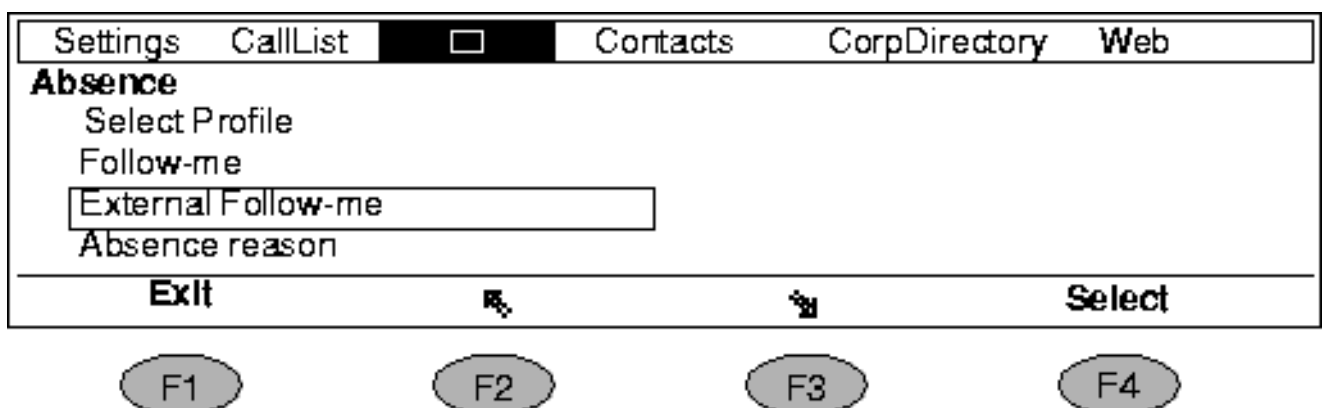
As a reminder that your telephone has External follow-me a text message is shown in the display, a special dial tone each time you lift the handset to make a call and the Follow-me lamp is lit.

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

The **Follow-me** key is used for indication if Follow-me is activated.

**Using the Absence soft key**

- Press **Absence** (F2).



**Figure 58:**

- Select **External Follow-me** menu.



**Figure 59:**

- Enter the number to the external destination and press **Enter** (F4). The Follow-me lamp is turned on.

**Using a procedure**

- 1) Lift the handset (dial tone).
- 2) Dial \* 22 # (display message requesting an external number).
- 3) Dial route access code and external number # (the special dial tone and the Follow-me lamp is turned on).
- 4) Replace the handset.

### 6.3.2

## CANCELING EXTERNAL FOLLOW-ME FROM YOUR PHONE

**Using the Follow-me key**

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

**Using the Absence soft key**

- 1) Press **Absence** (F2).
- 2) Select **External Follow-me** menu.
- 3) Select **Deactivate** (F2). 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 information 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. There is also a text message in the display.

#### 6.4.1 ORDERING MESSAGE DIVERSION FROM YOUR TELEPHONE

- Press **Absence** (F2).

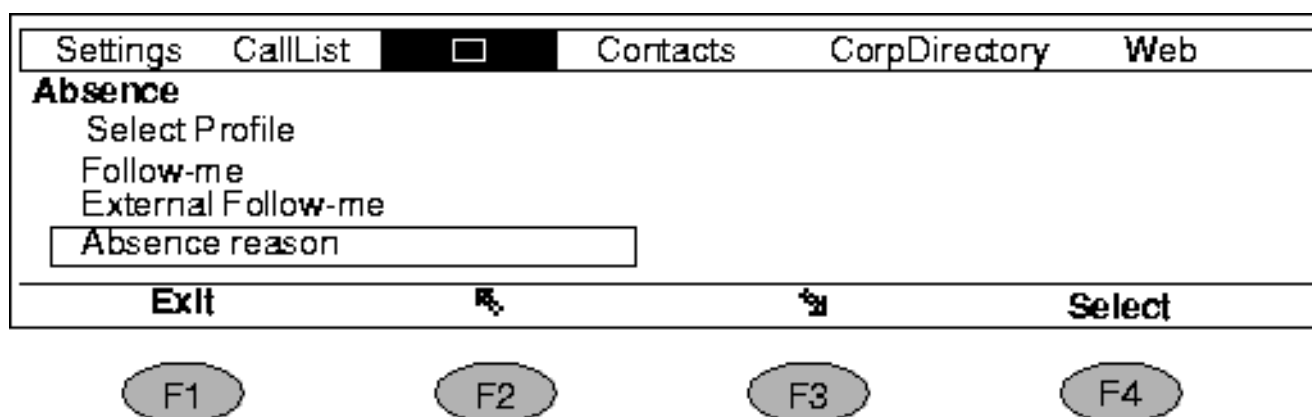


Figure 60:

- Select **Absence reason** menu.

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>Absence reason</b>					
<div style="border: 1px solid black; padding: 2px;">No Absence</div> <div style="border: 1px solid black; padding: 2px;">Lunch</div> <div style="border: 1px solid black; padding: 2px;">Busy</div> <div style="border: 1px solid black; padding: 2px;">Absent</div>					
<b>Exit</b>				<b>Select</b>	
F1	F2	F3	F4		

Figure 61:

- Select the wanted absence type.

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>Lunch</b>					
Return time: <b>HH:MM</b>					
<b>Cancel</b>		<b>Erase</b>		<b>OK</b>	
F1	F2	F3	F4		

Figure 62:

- Enter the return time or date and press **OK** (F4). The follow me lamp is turned on.

## 6.4.2

## CANCELING MESSAGE DIVERSION FROM YOUR TELEPHONE

- 1) Press **Absence** (F2).
- 2) Select **Absence reason** menu.
- 3) Select **No Absence** Menu. The follow me lamp is turned off.

## 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 soft key **MoreInfo** or the \* key to have the call diverted.

## 6.5 SELECTING A PROFILE

A profile is a priority list of extension numbers on which an user can be reached. The different profiles must be predefined in the exchange.

### 6.5.1 SELECTING A PROFILE FROM YOUR TELEPHONE

- Press **Absence** (F2).

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>Absence</b>					
Select Profile					
Follow-me					
External Follow-me					
Absence reason					
Exit				Select	
F1	F2	F3	F4		

Figure 63:

- Select the **Select Profile** menu.

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>Select Profile</b>					
Enter profile number:					
Cancel	No Profile	Erase	OK		
F1	F2	F3	F4		

Figure 64:

- Enter the wanted profile number and press **OK** (F4).

### 6.5.2 DEACTIVATING A PROFILE

- Press **Absence** (F2).
- Select the **Select Profile** menu.
- Press **No Profile** (F2) to deactivate the profile.

## 6.6 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.

### 6.6.1 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. This can be done 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.

### 6.6.2 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 Mitel BluStar Web.

#### 6.6.2.1 *From Your Own Telephone*

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

##### 6.6.2.1.1 *Activation*

Dial **\*10\* Profile#**

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

##### 6.6.2.1.2 *Deactivation*

Dial **#10#**



## 7

## MESSAGES

### 7.1 MANUAL MESSAGE WAITING (MMW)

#### 7.1.1 MANUAL MESSAGE WAITING INDICATION

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.

#### 7.1.2 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.

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

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

#### 7.1.4 ORDERING MANUAL MESSAGE WAITING INDICATION

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

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

#### 7.1.5 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 at the own extension, do the following:

- 1) Lift the handset (dial tone).
- 2) Dial *#31#*.
- 3) 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 dialing the following procedure:

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

### 8.3.2 TO CANCEL GROUP DO NOT DISTURB

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

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

### 8.3.3 BYPASS OF GROUP DO NOT DISTURB

A categorized extension or a PBX operator can bypass *group do not disturb* by dialing 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 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 conversation replace the handset.

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

**Note:** Not applicable.

### 9.2 ALARM EXTENSION

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

An IP telephone cannot be an alarm extension but can make calls to 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.

## 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

The free seating function exists by logging on an IP extension user on any IP terminal.

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

## 9.7 GENERAL DEACTIVATION

The following procedure is used to request general cancellation:

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

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

- 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.

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

## 9.14 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

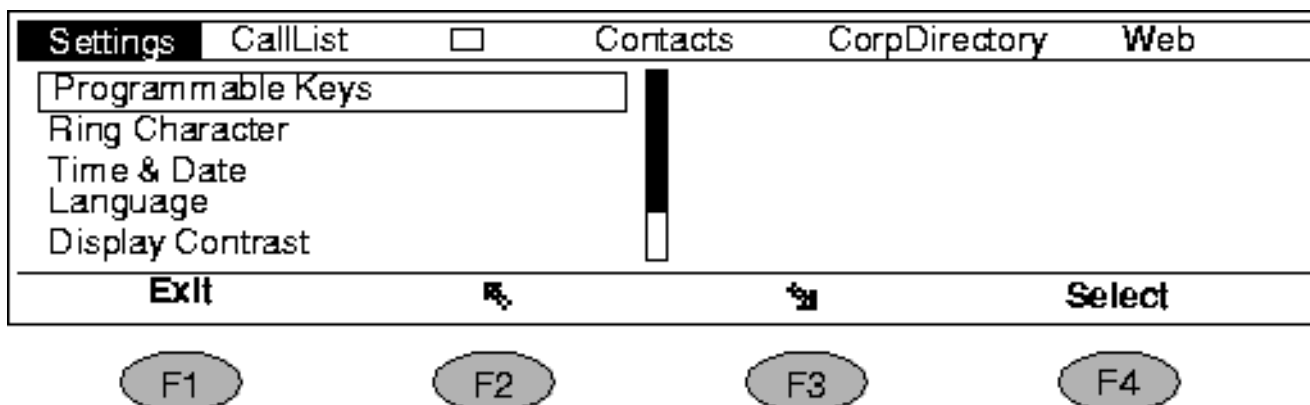
### 10.1

### PROGRAMMING FEATURES

From the top menu bar it is possible to reach the programmable functions in the telephone. Three menus are described in this paragraph: **Settings** , **Call List** and **Contacts** .

After the telephone has been initiated it is possible to change the following settings:

- Data assigned to programmable keys
- Ring character setting
- Time and date presentation
- Language setting
- Display contrast level
- Display backlight level
- Option unit settings (if the telephone has an option unit)
- Hearing level
- Network setting can be shown in the display but only the administrator can change the IP settings.



**Figure 65:**

You can browse through the menus by pressing the keys **Down** (F3) and **Up** (F2).

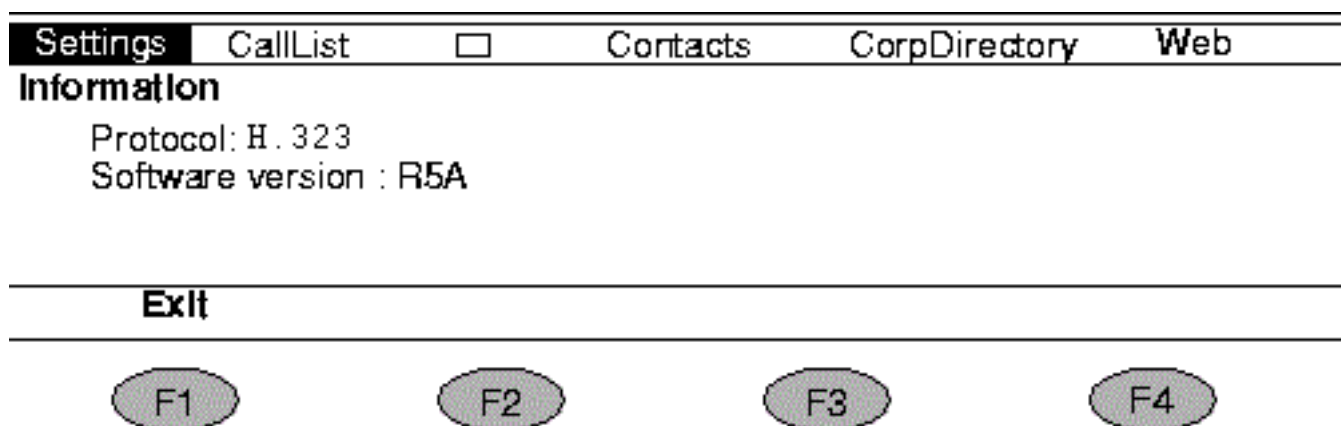
By pressing **Exit** (F1), you will return to the previous menu. By pressing the **Cancel** (F1) key, data is not changed and you will return to the previous menu. Use the **Select** (F4) key to select the option in the frame.

### 10.2

### CHECKING THE SW VERSION

To check the used software (SW):

1. Press the Left navigation key (<) until **Settings** is highlighted in the tab field
2. Select the **Information** menu



**Figure 66:**

Besides the used protocol, the software version in the telephone is shown.

### 10.3

## CHECKING THE PROGRAMMABLE FUNCTION KEYS

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

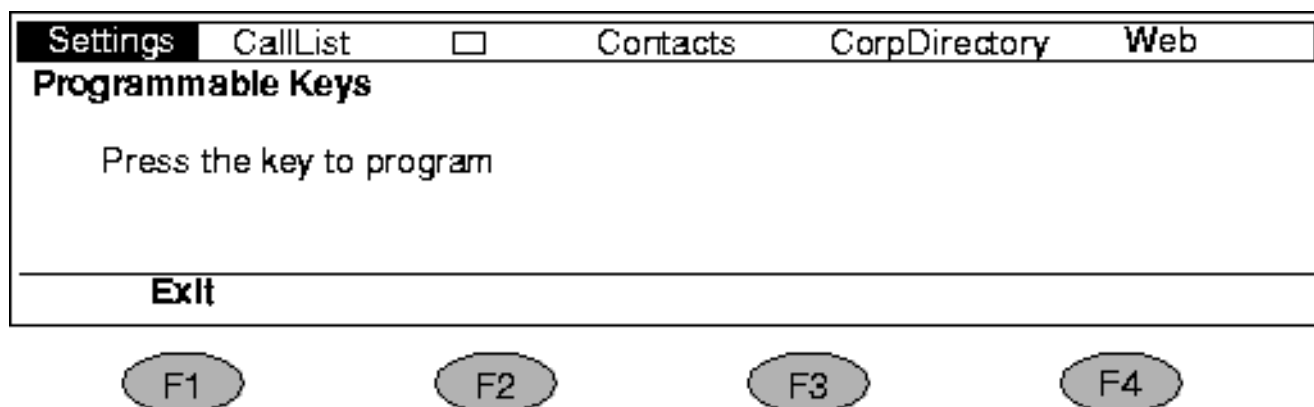
- 1) Press the Left navigation key ( < ) until **Settings** is highlighted in the tab field
- 2) Select the **Programmable keys** menu
- 3) Press the function key that you want to check. The use of the key is shown in the display.
- 4) Press the **Exit** (F1) key to return to the previous menu

### 10.4

## PROGRAMMING A DIAL-BY-FUNCTION KEY

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, use the navigation keys to get to the **Settings** menu and select the **Programmable Keys** menu. The following menu appears:



**Figure 67:**

Some of the keys have already fixed functions programmed and are not possible to change by the end-user. After pressing one of the programmable keys the display will prompt the user to enter a number or a function code:

Settings	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>Programmable Keys</b>					
Current number: 0090510					
<b>Enter new number: 0</b>					
Cancel		Erase		Save	
F1		F2		F3	
				F4	

**Figure 68:**

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 press the **Save** (F4) key.

If you want to delete the last entered character press the **Erase** (F3) key.

If you want to erase the number assigned to a key: do not enter any number and press **Save** (F4).

Press the **Exit** (F1) key to return to the previous menu.

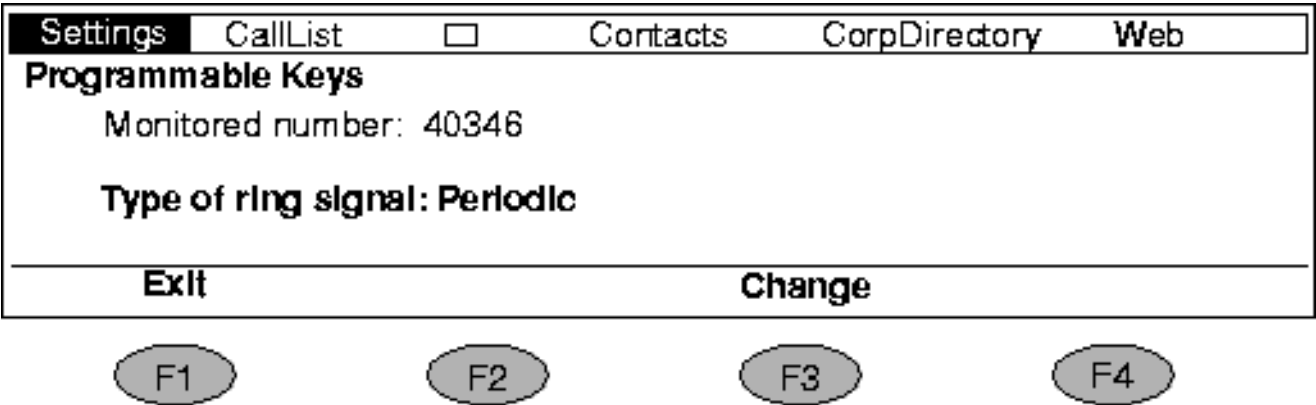
**Note:** To be able to program a Dial-by-function key, the telephone normally has to be logged on to the exchange (this is set by the system administrator).

## 10.5

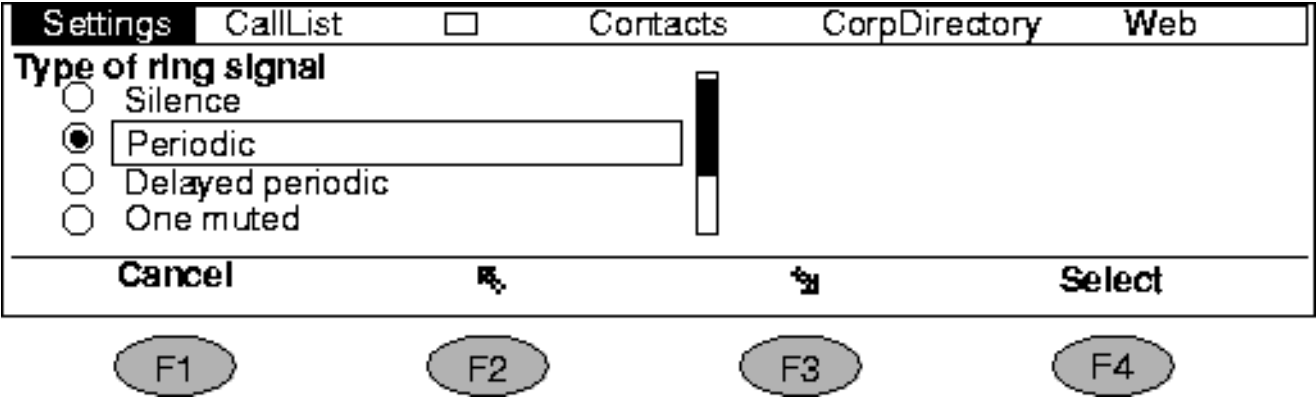
### PROGRAMMING THE RING SIGNAL TYPE ON A LINE OR MONITORING KEY

It is the system administrator that initiates a **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 **Monitoring** key, use the navigation keys to go to the **Settings** menu and select the **Programmable Keys** menu by pressing softkey **F4**. Press the wanted **Line** or **Monitoring** key and the following menu appears:



**Figure 69:**  
The extension number of the telephone that is monitored is shown together with the current type of ring signal for the key. To change the current type of ring signal, press the **Change** (F3) key and the following menu appears:



**Figure 70:**  
Select the wanted type of ring signal by pressing the **Select** (F4) 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 ringing characters can be made in the settings mode. Each ringing character corresponds to a digit between 0 to 9. The following procedure is used:

Use the navigation keys to get to the **Settings** menu and select the **Ring Character** menu:

<b>Settings</b>	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>Ring Character</b>					
Current ring character: 5					
<b>Enter new character(0-9): 8</b>					
Cancel			Save		

F1

F2

F3

F4

Figure 71:



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

Press **Save** (F4) to store your choice. Press **Exit** (F1) 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.

<b>Settings</b>	CallList	<input type="checkbox"/>	Contacts	CorpDirectory	Web
<b>Time &amp; Date</b>					
Time Format					
Date Format					
Time					
Date					
Exit				Select	

F1

F2

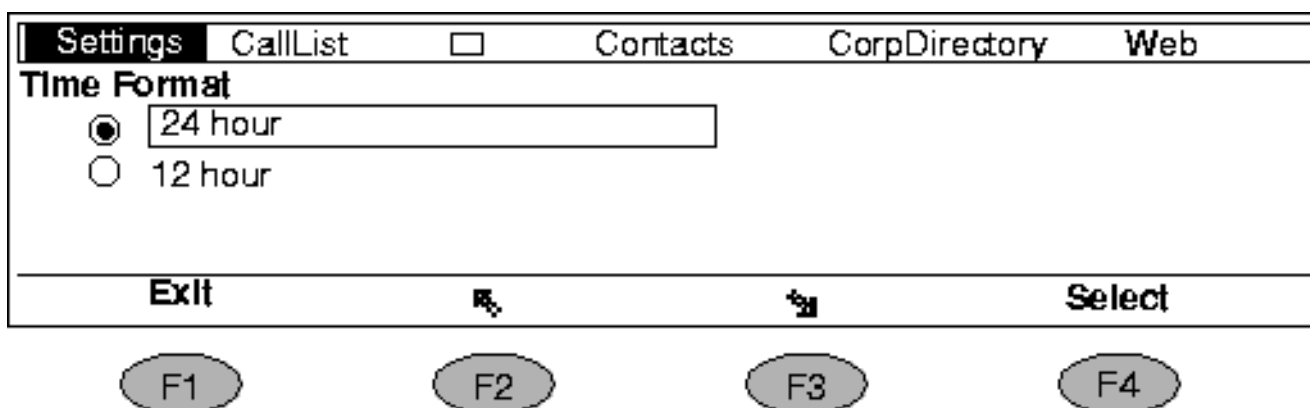
F3

F4

Figure 72:

**Note:** The option Time and the option Date are not used and can therefore not be selected in this menu.

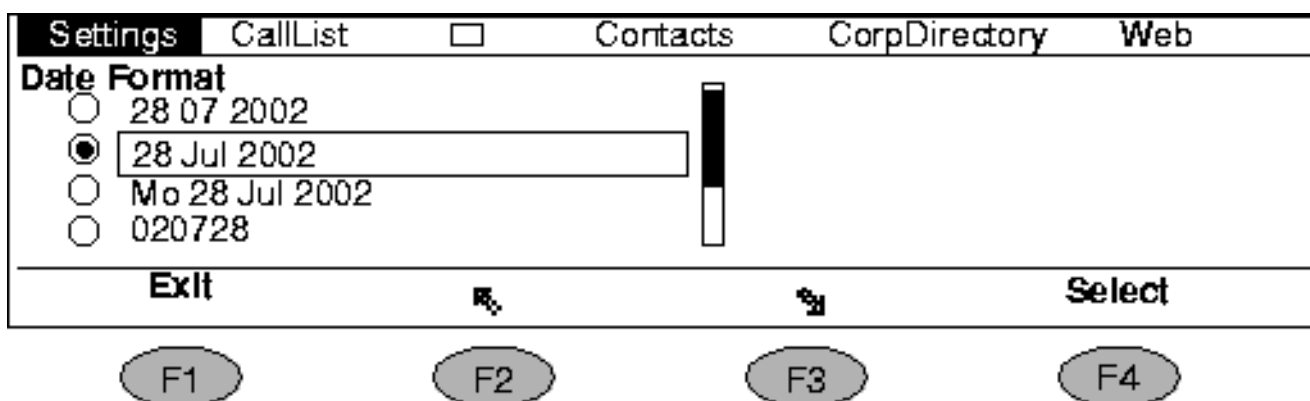
Use the navigation keys to get to the **Settings** menu and select the **Time&Date** menu. If you want to change the time format, select the **Time Format** menu and the following is shown:



**Figure 73:**

To change between 12 hour and 24 hour mode press **Up** (F2) key and the **Select** (F4) key.

If you want to change the date format, select the **Date Format** menu and the following appears:



**Figure 74:**

To browse through the different available formats, press the **Up** (F2) or **Down** (F3) keys. Select the wanted format by pressing **Select** (F4).

## 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 navigation keys to go to the **Settings** menu and select the **Language** menu. The display will show:

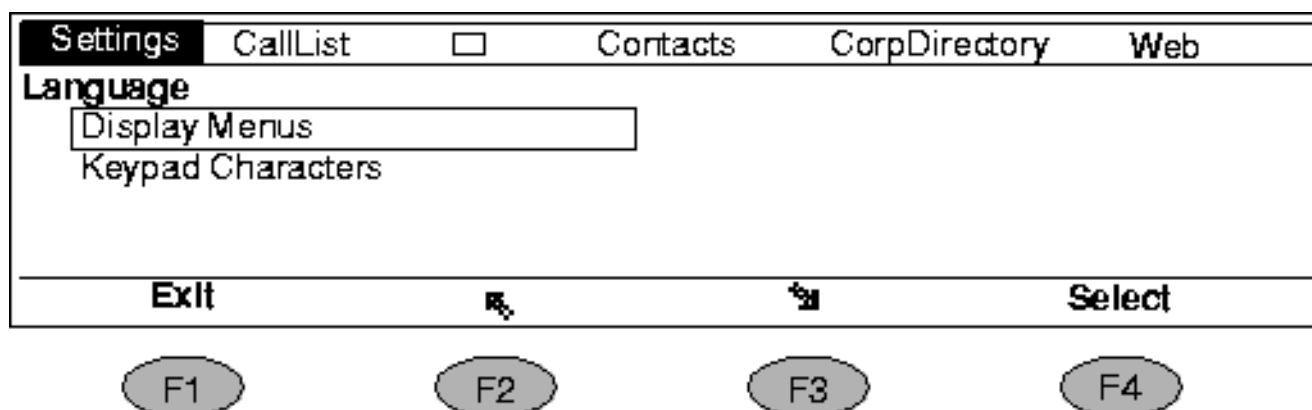


Figure 75:

Select **Display menus** to change language on the displayed texts or select **Keypad characters** to change alphabet on the input characters, the display will for example show.

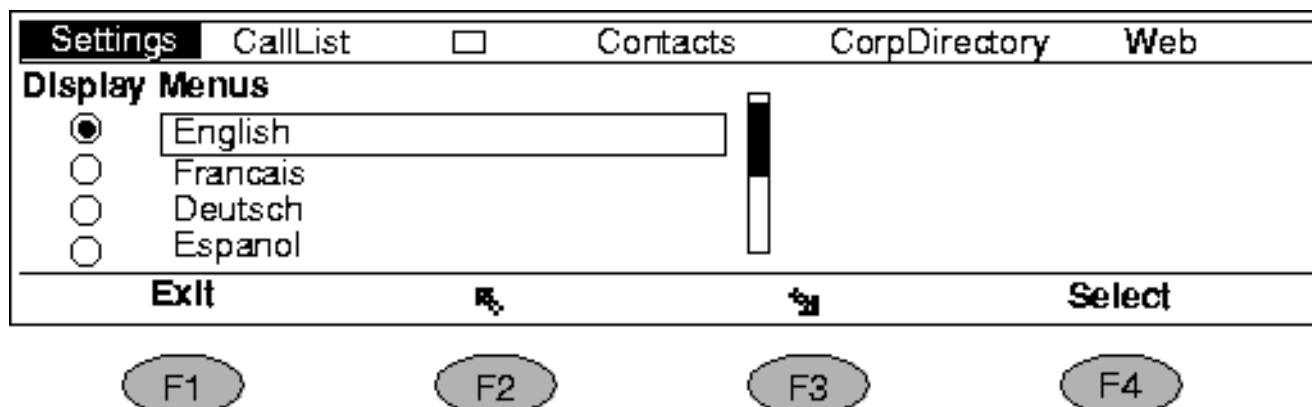


Figure 76:

You can browse through the different languages that are available for your telephone by pressing the **Up** (F2) or **Down** (F3) keys. Select the wanted language by pressing **Select** (F4). A tone is heard as acknowledgement.

**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 BACKLIGHT LEVEL

It is possible to increase and decrease the backlight level of the display.

Select the **Settings - Display Backlight** menus and the display will show:





**Figure 77:**

Increase the level by pressing the **+** (F3) key and decrease by pressing the **-** (F2) key. Save the level by pressing the **Save** (F4) key.

## 10.10

### SETTING THE DISPLAY CONTRAST

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

Select the **Settings - Display Contrast** menus and the display will show:



**Figure 78:**

Increase the level by pressing the **+** (F3) key and decrease by the **-** (F2) key. Save the level by pressing the **Save** (F4) key.

## 10.11

### SELECTING OPTION UNIT

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** menus and the display will show:

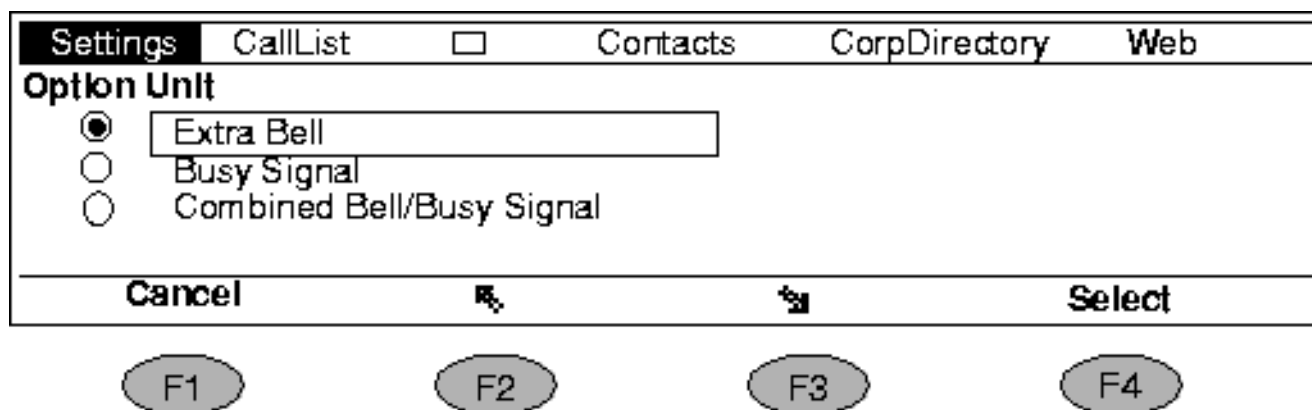


Figure 79:

## 10.12

## SETTING THE HEARING LEVEL

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

Select the **Settings** menu and select the **Hearing Level** menu. The display will show the following:

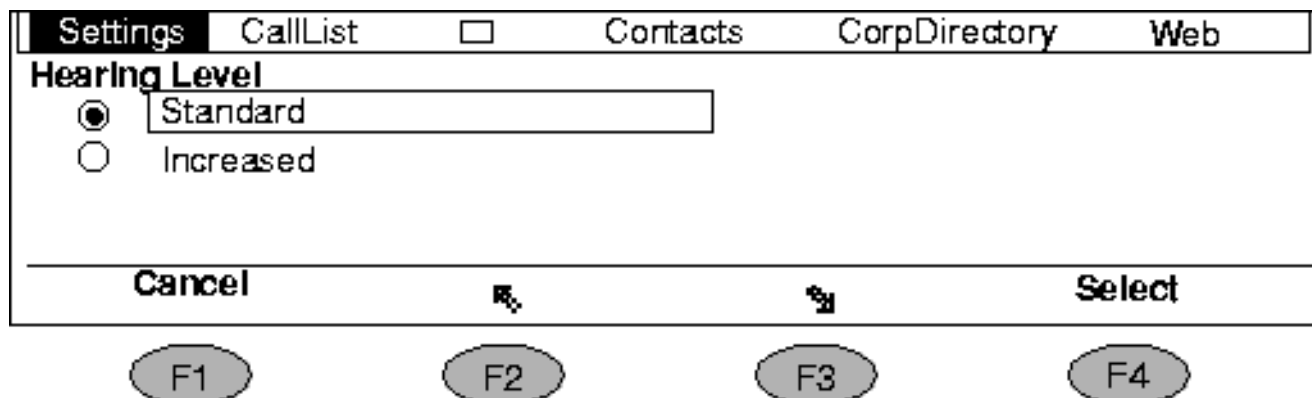


Figure 80:

You can toggle between the two values Standard and Increased by pressing the **Up** (F2) or **Down** (F3) keys. Select the wanted level by pressing **Select** (F4).

## 10.13 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 425*.

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

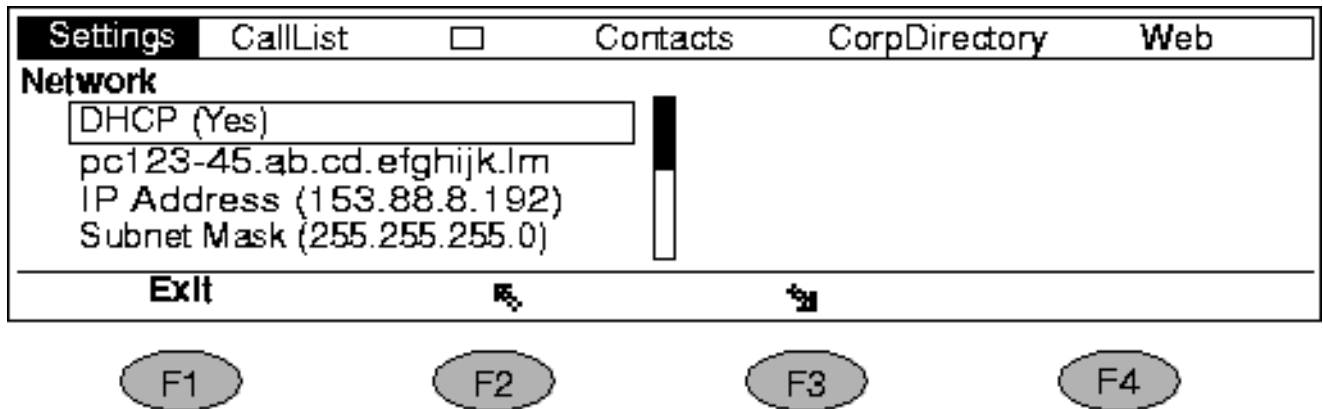


Figure 81:

## 10.14 PASSWORD OR PIN MENU

Select the **Settings** menu 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

### 10.14.1 CHANGE PIN

To change PIN, do the following:

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

### 10.14.2 SHOW PASSWORD MENU

Select **Password (No)** and press **Change** (F3) to change between **Yes** or **No**.

If the system requests a password 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.

## 10.15

## MANAGING CONTACTS

There is a local list of contacts in the telephone.

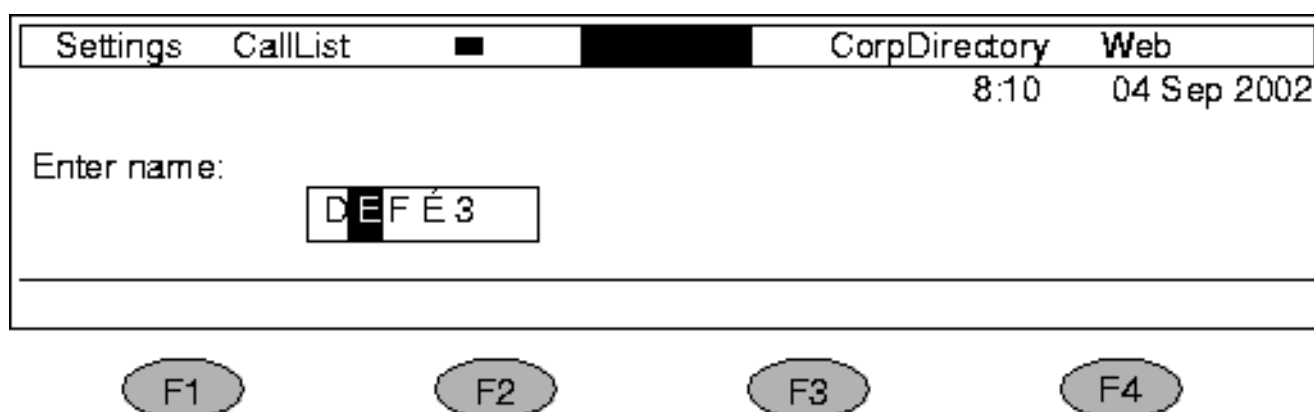
**Note:** In DBC 425 01, Contacts is named PhoneBook.

There are a number of ways to add numbers and names into the Contacts list:

- Keypad. Enter the name and number by using the 0-9 keypad, in the same way as with a mobile telephone.
- Call list. Add an incoming call from the **CallList** into the Contacts list, see 10.16 Call List on page 94.
- Web-interface. Use the standard web-browser in your PC to enter the name and number, see 13 Web Server on page 100.
- My Dialog 4000 Contacts. Use the PC application to add or delete numbers from your Microsoft Outlook contacts list, see 14 My Dialog 4000 Contacts on page 105.

When entering the name by using the keypad, the most common letters are written above each key on the telephone. To get the letter A press key 2 once, for B press key 2 twice, to get C press key 2 three times and so on.

A frame with the characters associated to the key is shown in the display when pressing the key on the keypad. In on page 92 the key 3 has been pressed.



**Figure 82:**

Press \* to switch between upper and lower case or vice versa.

By default, the first character you enter is written in upper case, and the rest of the word is written in lower case. Every new word starts with an upper case character (that is, after an entered space).

Example: to enter the name Smith, do the following

- Select the **Contacts** tab.
- Press **Down** (F3) until the **Add** menu appears and press **Select** (F4).
- **Enter name** is displayed
- Press 7777 for S
- Press 6 for m
- Press 444 for i
- Press 8 for t

- Press 44 for h

If the word to enter contains a digit, the digit can be created by pressing the digit key for more than 1 second.

Phone key	Number of times to press the key																		
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1	Space	-	?	!	,	.	:	;	"	'	(	)	1						
2	A	B	C	À	Ä	Æ	À	Ç	2	Г									
3	D	E	F	È	É	3	Δ	Φ											
4	G	H	I	Ì	4														
5	J	K	L	5	Λ														
6	M	N	O	Ñ	Õ	Ø	Ò	6											
7	P	Q	R	S	ß	7	Π	Σ											
8	T	U	V	Ü	Ù	8													
9	W	X	Y	Z	9														
0	+	&	@	/	#	%	\$	€	£	¥	\	§	¿		0	Θ	≡	Ψ	Ω
#	#	*	<	=	>	_	μ		[	]	{	}							

Figure 83: Default Character Map of all Available Upper Case Characters

**Note:** You can select a different character map in the menu Keypad characters.

### 10.15.1

### ADDING AN ENTRY TO THE CONTACTS LIST

If you want to add the name and number from the call list, see 10.16 Call List on page 94 .

When using the keypad, do the following:

- Select the **Contacts** tab.
- Press **Down** (F3) until the **Add** menu appears and press **Select** (F4).
- **Enter name** is prompted. Enter the name according to the description above. Press **Save** (F4).
- **Enter number** is prompted. Enter the associated number: Press **Save** (F4).
- The programmed name and number are shown in the display. If you want to change the data, press **Edit** (F1). Otherwise press **OK** (F4).

### 10.15.2

### EDITING AN ENTRY IN THE CONTACTS LIST

To change anything in the name or in the number for an entry, do the following:

- Select the **Contacts** tab.
- Press **Down** (F3) until the **Edit** menu appears and press **Select** (F4).

- **Enter name** is prompted. Use the keypad to enter the name and press **Search** (F4).
- When the entry is found, change the name. Use the description above. Press **Save** (F4).
- To change to number press **Number** (F2) and **Enter number** is prompted. Change the number. Press **Save** (F4).
- The changed name and number are shown in the display. If you want to change again, press **Edit** (F1) otherwise press **OK** (F4).

As an alternative, the web browser can be used, see 13 Web Server on page 100.

### 10.15.3

## DELETING AN ENTRY FROM THE CONTACTS LIST

To delete an entry, do the following:

- Select the **Contacts** tab.
- Press **Down** (F3) until the **Delete** menu appears and press **Select** (F4).
- **Enter name** is prompted. Use the keypad to enter the name and press **Search** (F4).
- If the entry that you want to delete is found, press **Delete** (F4).
- The deleted name and number are shown in the display. If you change your mind and would like to keep the entry press **Cancel** (F1) otherwise press **OK** (F4).

## 10.16

## CALL LIST

Your telephone keeps a call list with 50 positions. Use the navigation key to get to the **CallList** menu. In the call list the telephone numbers of the missed calls are stored together with the incoming, outgoing and answered calls.

		Telephone number	Time	Date	Call duration
<div> <div>Settings</div> <div>CallList</div> <div>Contacts</div> <div>Corp Directory</div> <div>Web</div> </div>					
2	A Anderson	40345	12:25	31 03	
2	R Torres	40174	11:54	31 03	
+	L Nelson	40708	10:45	31 03	0:01:15
+		00045554236	15:36	30 03	0:13:10
+	B Brown	40718	13:45	30 03	0:06:01
more...					
					Call
F1		F2	F3	F4	

Figure 84:

From this menu it is possible to make a call by selecting the wanted number with **Down** (F3) or **Up** (F2) keys and press **Call** (F4). When the **more...** (F1) key is pressed the following options are shown:

- **Show missed calls / Show all calls.** The two ways to sort the list.
- **Add: <name>.** Add the item to your Contacts.
- **Delete: <name>.** Delete this item from the call list
- **Exit call list.**

Explanations of the icons, see 2.12.2 Display Layout on page 20 .

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

11

WEB

In the Web menu you can access any page on another WAP site.

**Note:** In DBC 425 01, Web is named WAP Services.

The keys are used in the following way:

- The **home** navigation key: if it is pressed for at least two seconds it is always possible to go back to the idle mode menu. With a short pressing of the **home** key, you return to the home page (the predefined WAP portal).
- The **<** navigation key is used to go back to the previous page
- When one of the **key pad keys (0-9)** is pressed for more than one second, the corresponding digit is created (instead of the letter).

Text strings with an underscore are clickable links.

There is an **Options** (F1) key in most WAP pages. The **Option** menu has at least the following functions:

**Exit**

Go to the Web top menu.

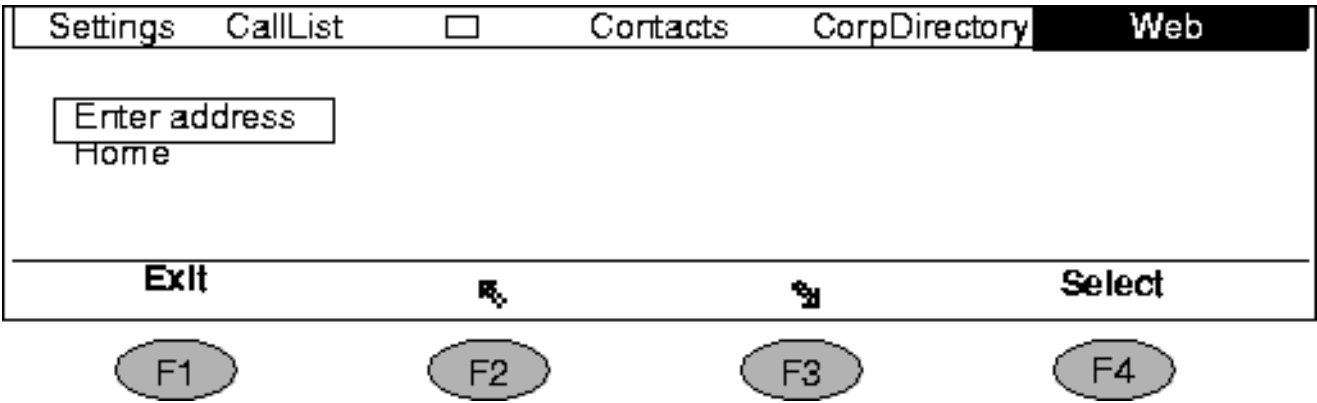
**Home**

Go to the home page (predefined WAP portal).

**Refresh**

Updates the current page by downloading it from the WAP site.

Use the navigation key to select the Web menu. The display shows:



**Figure 85:**

The **WAP address** menu is used when you want to browse other WAP pages than the central directory, 11.1 Other WAP Sites on page 96 .

**Home** menu: when this menu is selected you will reach the predefined WAP portal. The prerequisite is that the network administrator has defined this portal.

11.1

OTHER WAP SITES

An IP address or a search path (URL) can be entered by selecting **Enter address** . The address is entered according to the following:



Enter address

Address: **wap.tv4.se**

**Exit** **Erase** **OK**

F1 F2 F3 F4

**Figure 86:**

Press the **OK** (F4) key and the wanted WAP page will be shown.

**Note:** If a key pad key (0-9) is pressed for more than one second, the corresponding digit is created (instead of the letter).

## 12

## CORPORATE DIRECTORY

The corporate directory, which holds all contacts in your organization, resides on a corporate directory server. When you search a contact in the corporate directory, a request is sent to the corporate directory server, which returns a list of names that matches the search. You can then choose to view the contact details, to call the contact, or to add it to your personal contacts.

## 12.1

## SEARCHING A CONTACT IN THE CORPORATE DIRECTORY

To search a contact in the corporate directory, do the following:

1. Select the **CorpDirectory** menu and the following menu will be shown:

The screenshot shows a software interface for searching the corporate directory. At the top is a menu bar with options: Settings, CallList, a small square icon, Contacts, CorpDirectory (which is highlighted), and Web. Below the menu bar, there are two input fields. The first is labeled 'Name or Phone' and contains the text 'An\_' followed by 'Abc' in a smaller font. The second is labeled 'Organization' and is empty. To the right of the 'Organization' field is a 'Search' button. Below these input fields are three buttons: 'Search', 'Erase', and a button with a downward arrow. At the bottom of the interface are four function key buttons: F1, F2, F3, and F4. The document number M0001173A is located in the bottom right corner.

2. Enter the name or number you wish to search and press **Search**.  
To search a name, enter the *last name* first, then the *first name*, adding a space between the last and first names.

*Example:* To search for all persons with a last name starting with B and a first name starting with S, enter "b s".

To search only a first name, add a space before the name.

*Example:* To search for all contacts with the first name of Susan, enter a space followed by the name, that is, "Susan". All contacts called Susan are displayed, as are all contacts called *Susanne*.

3. The search result is displayed and can for example be shown as:

The screenshot shows a terminal window titled "Corporate Directory". Inside the window, there is a header bar with the title and a "New Search" link on the right. Below the header, a list of search results is displayed: "3056 Andersen Stina" and "3062 Andersson Anne". At the bottom of the window, there is a horizontal bar containing a left arrow, a right arrow, and the word "Select". Below the terminal window, there are four oval-shaped buttons labeled F1, F2, F3, and F4. The text "M0001174A" is visible in the bottom right corner of the terminal window frame.

4. You can call by scrolling down in the list to the number of the wanted contact and call by pressing the **Select** key.

It is also possible to view the details by scrolling to the name of the wanted contact and press **Select**.

From details it is also possible to add the contact into the personal contact by scrolling to **Add to contacts** and press **Select**.

**Note:** Depending on the type of Corporate Directory system used, the display can look different and how to enter the search criteria can also differ.

## 13

## 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 performed:

- Contacts: Add, change and delete items
- Call List: View the list, add an item in the list to the phone book, make a call to a number in the list and delete items.
- Settings, Programmable keys: add, change, delete numbers and change the type of ring signal for the Monitoring keys.
- Settings, Hearing level: select standard or increased.
- Password: change the password for the web interface (only for DBC 425 01).

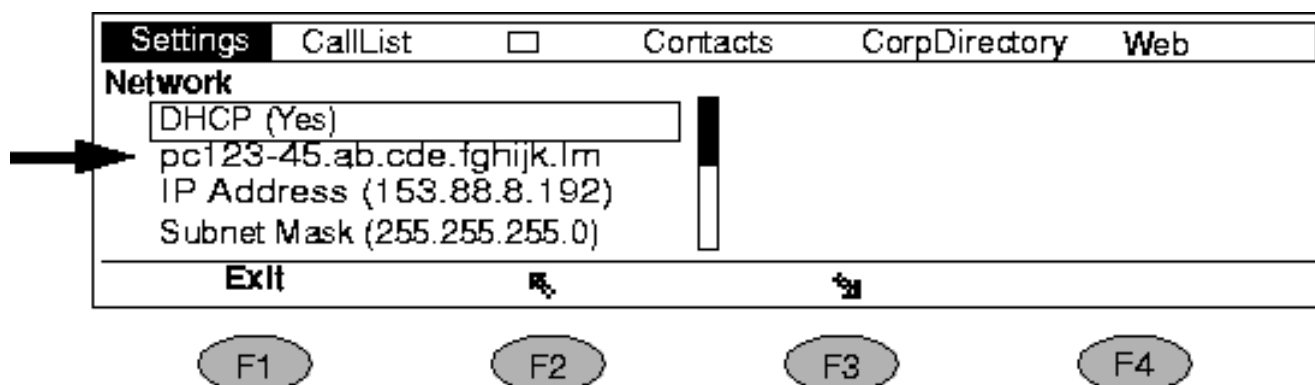
The web address of your telephone has to be entered in the address field in your web browser. To know the web address there are two methods:

- The web address shown in the Network menu which is the normal case, see 13.1 Accessing the Web Interface with the Web Address on page 100.
- The IP address of the telephone, see 13.2 Accessing the Web Interface with the IP Address on page 101.

## 13.1

## 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 navigation key and select the **Settings** menu. In the shown list select **Network** and the second item is the web address.

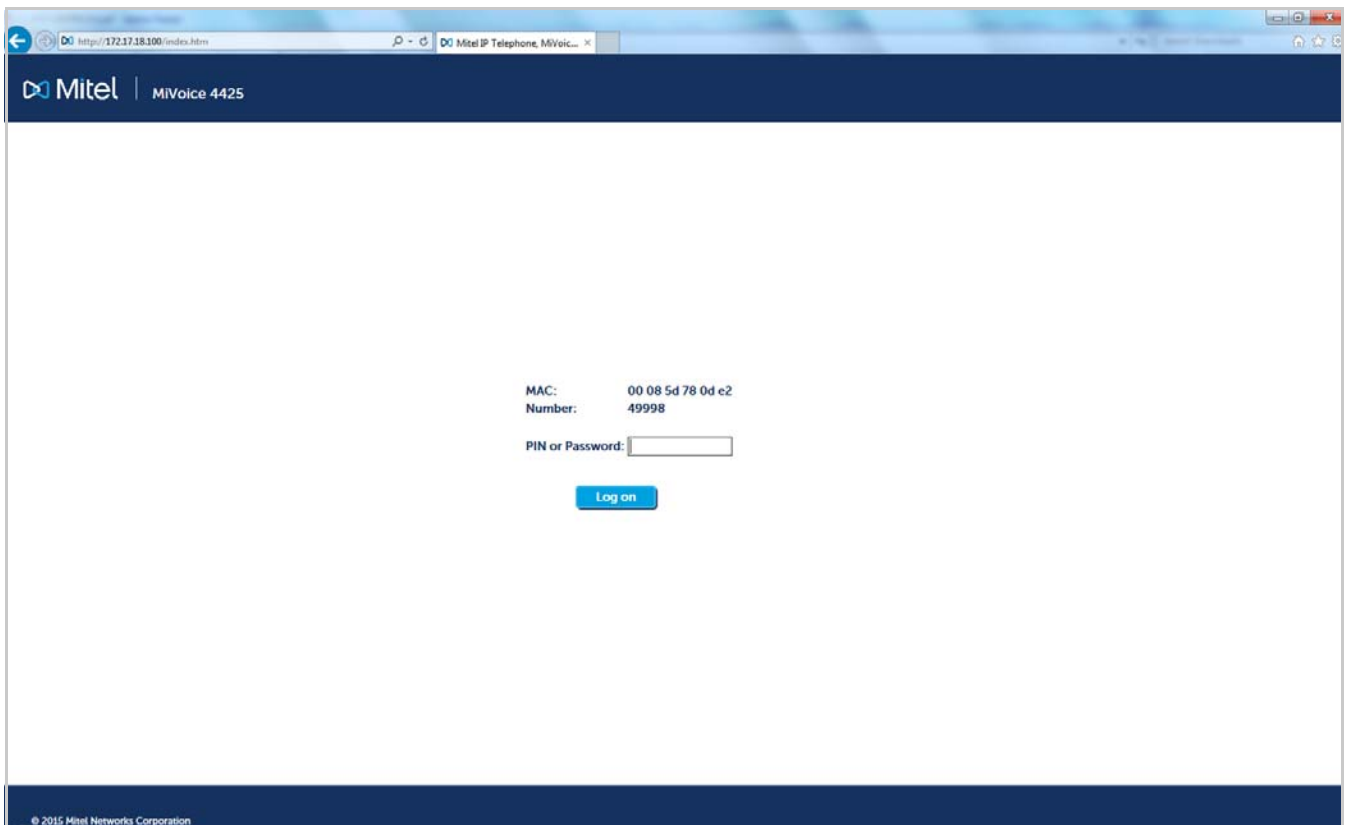


**Figure 87:**

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

`http://pc123-45.ab.cde.fghijk.lm`

In your web browser you will see:



**Figure 88: The Web Interface**

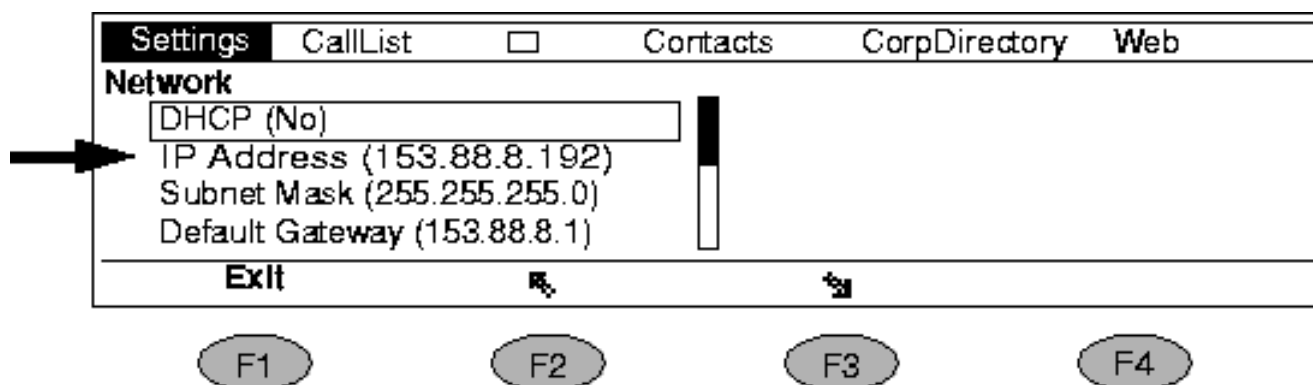
If you fail to access this web page when using an earlier used web address, check the web address on the display in your telephone. If your telephone has been disconnected from the LAN for a couple of days, this web address might have changed.

The description of the functions in the web interface, see 13.3 Using the Function in the Web Interface on page 103 .

## 13.2

## ACCESSING THE WEB INTERFACE WITH THE IP ADDRESS

If a fixed IP address is used by your telephone, that means a DHCP server is not used, the IP address of the telephone has to be used. To know the IP address, use the navigation key and select the **Settings** menu. In the showed list select **Network** and the second item is the IP address.

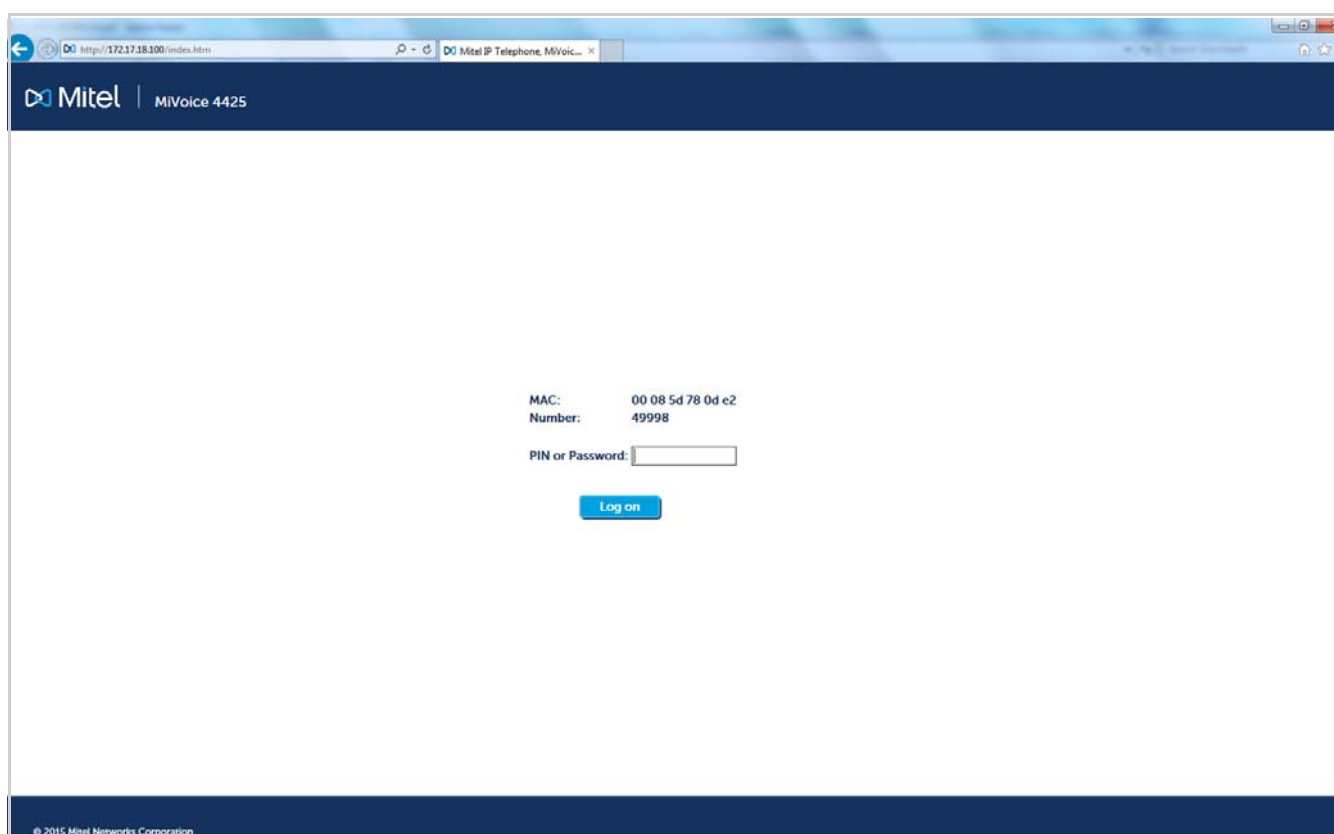


**Figure 89:**

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 90: The Web Interface**

The description of the functions in the web interface, see 13.3 Using the Function in the Web Interface on page 103 .

### 13.3 USING THE FUNCTION IN THE WEB INTERFACE

#### DBC 425 02

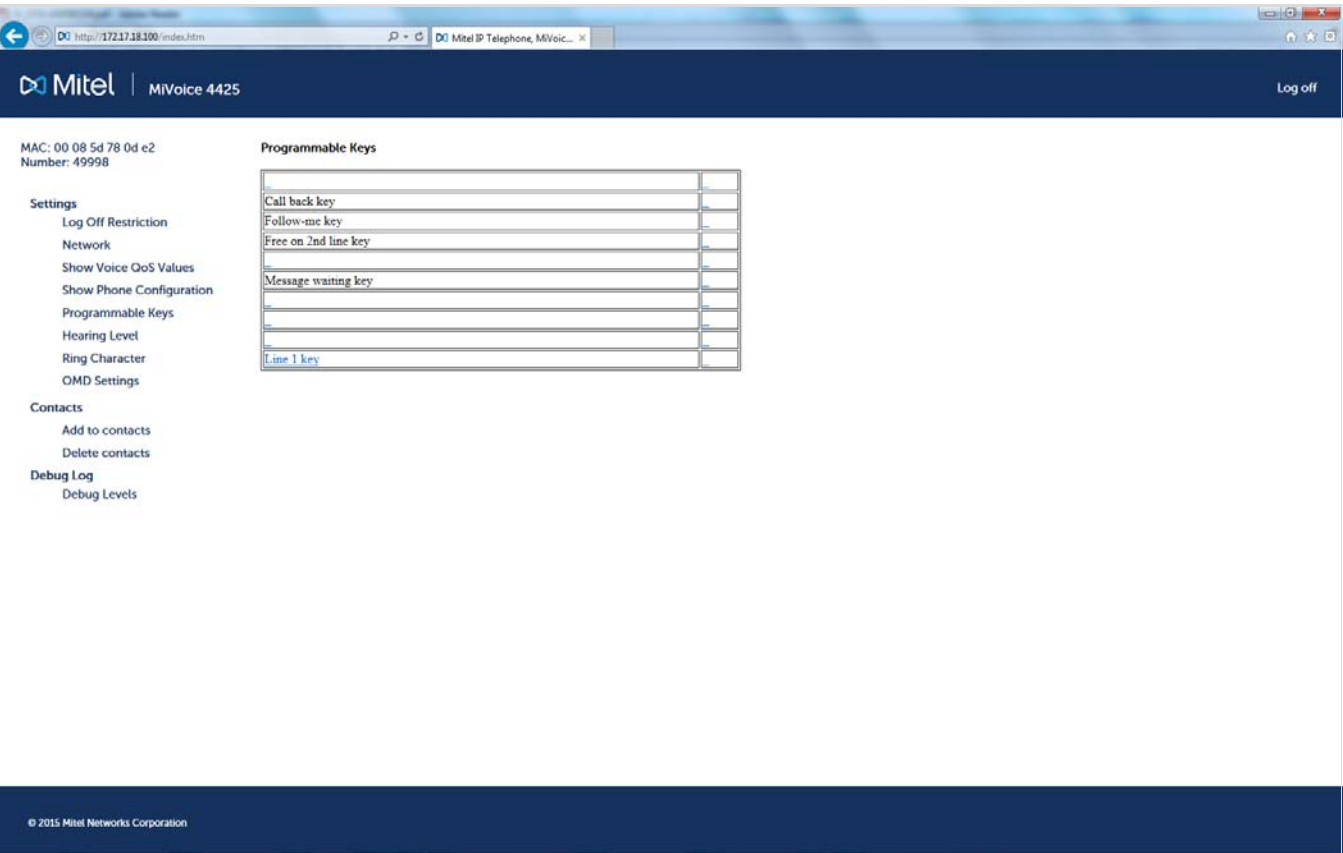
Log on to the telephone by entering the PIN in the **PIN or Password** text box. Use the same PIN as for logging on your telephone to the exchange. If you have no PIN for logging on to the exchange, it is not possible to log on tho the web interface. The PIN must be 4 digits or more.

Click on the **Log on** button.

#### DBC 425 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.



**Figure 91: Programmable Keys Web Page**

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

By clicking the **Change** button, it is possible to select different ring signal types. The same procedure can be applied for the **Line 2** , **Inquiry** or **Monitoring** keys:

Mitel

MiVoice 4425

Logga ut

MAC: 00 08 5d 78 0d e2  
Nummer: 204

Inställn.

Utloggning spärrad

Nätverk

Show Voice QoS Values

Show Phone Configuration

Programmerbara knappar

Volym

Ringkaraktär

OMD Inställn.

Kontakter

Lägg till i Kontakter

Ta bort kontakt

Debug Log

Debug Levels

Ringsignalstyp

Tyst:

Normal:

Fördröjd normal:

En dämpad:

En fördröjd dämpad:

Ändra

Tillbaka

© 2015 Mitel Networks Corporation

Figure 92: Changing the Ring Signal Type



## 14

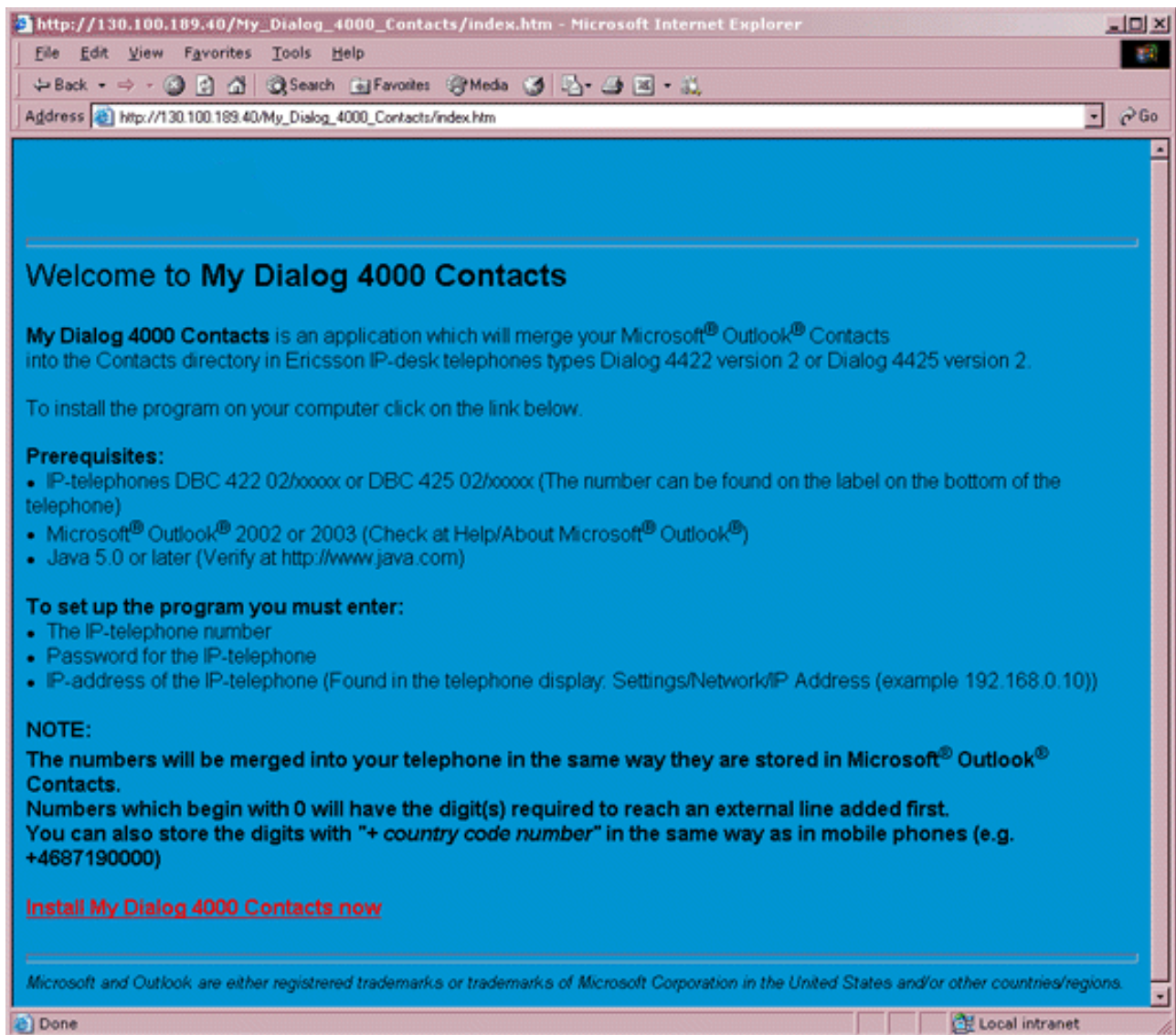
## MY DIALOG 4000 CONTACTS

**Note:** This part only applies to DBC 425 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 a local PC, your system administrator should provide a link to the installation page.

Click on the **Install My Dialog 4000 Contacts now** link, see picture below:



**Figure 93: Installing My Dialog 4000 Contacts**

When starting the application on the PC the following window appears:



**Figure 94: Logging in to My Dialog 4000 Contacts**

Enter the telephone number, password or PIN (same password or PIN as to the Web interface) and the IP address to the telephone. The IP address can be found in the Settings menu of the telephone, see 13.2 Accessing the Web Interface with the IP Address on page 101.

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.

## 15 MISCELLANEOUS

### 15.1 TELEPHONE REGISTER (OPTIONAL)

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

### 15.2 LABELING

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.mitel.com>

The DCM is also included on the CD *Enterprise Telephone Toolbox*, which can be ordered via 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.

### 15.3 CLEANING

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

### 15.4 WALL MOUNTING

The telephone can be wall mounted. This can be used for instance in conference rooms or public areas, see installations instructions for DBC 425.

### 15.5 HEADSET FUNCTION

For more information, see 2.15.4 Headset on page 35.

## 16

## LIST OF FEATURES AND PROCEDURES

Table 3

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 DIVERSION &amp; DND</b>		*60*B-number#	
<b>CALL PICK UP</b>			
-	individual	Press CallPickUp (F3) key	Or 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 CallWaiting (F2) key	Or press 5 (suffix) France, New Zealand: 6 Sweden: 4
<b>CONFERENCE</b>		Press Conference (F3) key	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 public destinations
-	to order	*22#route access code and external number#	U.S. and Canada: *23#
-	to cancel	#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	#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	Press Access 1 or Access 2	
<b>INTRUSION</b>		Press Intrusion (F4) key, when receiving a busy message	Or press 4 (suffix) France, New Zealand, Sweden: 8
<b>LANGUAGE SELECTION</b>		Press the Settings key, select Language and then Display menus with the F4 key. Browse through the languages by pressing the F2 or F3 keys. Select the wanted language by pressing the F4 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	Press Absence (F2), select Absence reason menu, select wanted absence type, enter return time or date and press OK (F4)	Or *23*reason for absence*, or *23*reason*return date/time# U.S. and Canada: *24*extension#
-	to cancel	Press Absence (F2), select Absence reason menu and select No Absence Menu	Or #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	Press the Call Pick-up (F3) key	Or 8, *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	*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	