

# Analog Extension for MiVoice MX-ONE

DIRECTIONS FOR USE



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# 1

## INTRODUCTION

These directions for use describe the user procedures to handle the features available for the extensions with push-button.

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

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

## 2 TELEPHONE INSTRUMENT

Not applicable.

### 2.1 TRIPLE ACCESS LINE

Not applicable.

### 2.2 DISPLAY

Not applicable.

### 2.3 SOFTKEYS

Not applicable.

### 2.4 MENU KEY FUNCTION

Not applicable.

### 2.5 LOUDSPEAKER FUNCTION

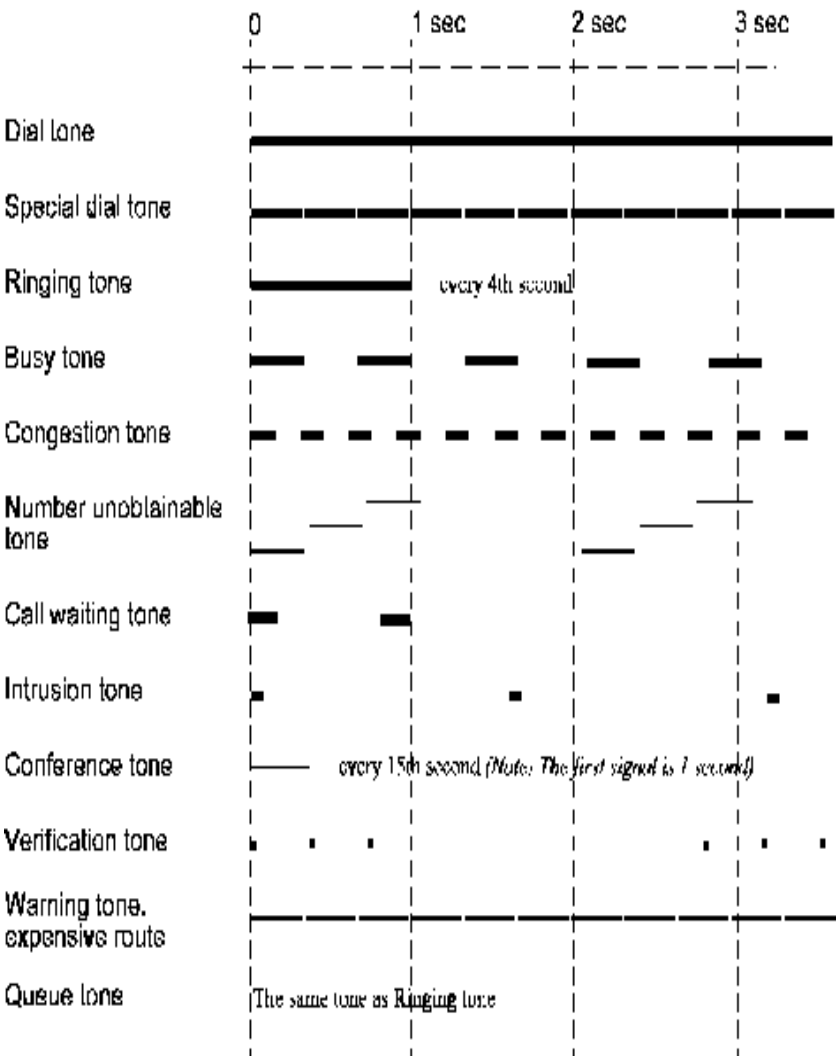
Not applicable.

### 2.6 TONES AND RINGING SIGNALS

#### 2.6.1 TONE CHARACTERISTICS

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

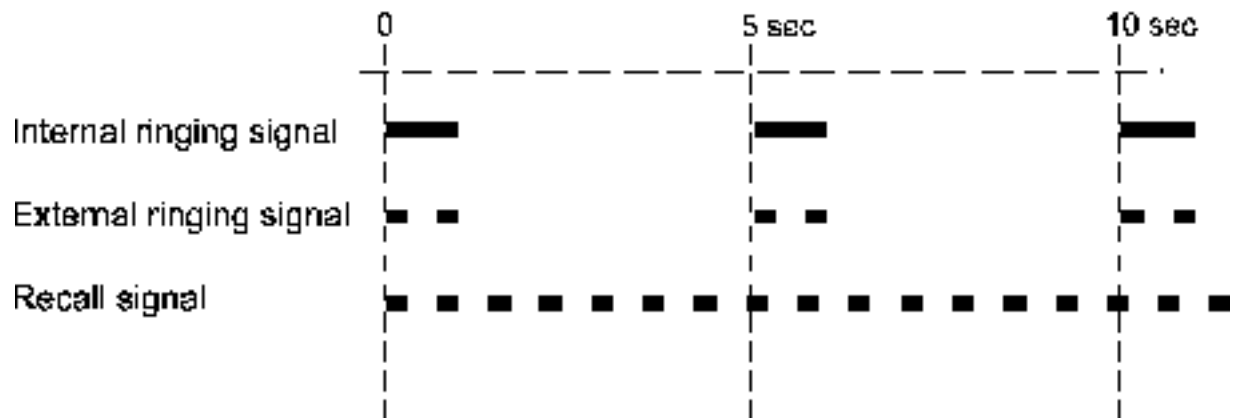
# Tone characteristics



## 2.6.2 RINGING SIGNALS

The following types of ringing signals are described:

## Ringling signals



### 2.6.3 RINGING OPTIONS

Not applicable.

### 2.6.4 RINGING SIGNAL VOLUME

Not applicable.

### 2.6.5 LAMP INDICATIONS

Not applicable.

## 3 INCOMING CALLS

### 3.1 TO RECEIVE A CALL

An incoming call is announced by ringing signals and a flashing lamp. There are two different ringing signals, one for internal and one for external calls.

#### 3.1.1 RECEIVING CALLS

- Lift the handset.

#### 3.1.2 RECEIVING CALLS ON ANY OTHER KEY

Not applicable.

#### 3.1.3 IMMEDIATE SPEECH CONNECTION

Not applicable.

### 3.2 TO CALL ANOTHER EXTENSION

You can call another extension either by dialing the latest number or abbreviated number:

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

#### 3.2.1 CALLED EXTENSION IS FREE AND ANSWERS

- Pass on your message to the extension.

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

##### **New call**

- Replace the handset and call later.

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

- Dial 6.
- Replace the handset.

4.2 Automatic call back on page 10.

##### **Paging**

- Dial 7.

Utilize paging if your exchange has this feature.

## 3.2.3

## CALLED EXTENSION IS BUSY

**New call**

- Replace the handset and call later.

**Automatic call back**

- Dial 6.
- Replace the handset.

4.2 Automatic call back on page 10.

**Call waiting**

- Dial 5.
- Wait for answer.

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

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

**Intrusion**

- Dial 4.

5.6 Intrusion on page 16.

**Paging**

- Dial 7.

Utilize paging if your exchange has this feature.

## 3.3

## TO RECEIVE A SECOND CALL

A second call can only be received when the calling party has initiated a call waiting (and your telephone has category for receiving call waiting calls) 5.1 Call waiting on page 14 .

## 3.4

## TO CALL THE PBX OPERATOR ASSISTANT

## 3.4.1

## COMMON PBX OPERATOR ASSISTANT

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

## 3.4.2

## INDIVIDUAL PBX OPERATOR ASSISTANT

Use this to talk to a specific PBX operator:

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



## 3.5 DO NOT DISTURB, DND

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

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

### 3.5.1 TO ORDER DO NOT DISTURB

#### **Using a procedure**

- Lift the handset (dial tone).
- Dial \*27#.
- Replace the handset.

### 3.5.2 TO CANCEL DO NOT DISTURB

#### **Using a procedure**

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

## 3.6 INDIVIDUAL CALL PICK UP

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

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

- Lift the handset (dial tone).
- Dial the extension number (busy tone).
- Dial 8.

## 4 OUTGOING CALLS

### 4.1 TO MAKE AN EXTERNAL CALL

#### 4.1.1 NORMAL EXTERNAL CALLS

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

##### **Using dialing procedure**

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

##### **Using abbreviated dialing**

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

4.8 Speed dialing on page 13

#### 4.1.2 EMERGENCY CALLS

You can make an emergency call either by the usual dialing procedure or by dialing an abbreviated number (if programmed with the emergency number).

- Dial the wanted emergency number, e.g. 112/911 or similar (usually an external destination to a public emergency center).

#### 4.1.3 EXTERNAL CALLS ON INDIVIDUAL EXTERNAL LINE

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

#### 4.1.4 FORBIDDEN AREA CODE

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

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

### 4.2 AUTOMATIC CALL BACK

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

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

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

#### 4.2.1 TO ORDER

When you meet busy or no answer.

- Dial 6.
- Replace the handset.

#### 4.2.2 TO ANSWER

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

#### 4.2.3 TO CANCEL A SINGLE CALL BACK

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

#### 4.2.4 TO CANCEL ALL CALL BACKS

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

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

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

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

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

#### 4.3.1 TO ORDER

- Dial 6 (dial tone).
- Dial the complete external number, part of it or no number.
- Dial #.
- Replace the handset.

#### 4.3.2 TO ANSWER

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

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

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

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

### 4.4 BYPASS

#### **Ordered by an extension**

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

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

#### **Ordered by help of assistance**

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

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

### 4.5 DIAL BY NAME

Not applicable.

### 4.6 EXTERNAL NUMBER REDIAL

#### 4.6.1 TO REDIAL LAST EXTERNAL NUMBER

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

#### 4.6.2 TO REDIAL ANY EXTERNAL NUMBER

**Note:** Not applicable.

## 4.7 NUMBER PRESENTATION RESTRICTION

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

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

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

## 4.8 SPEED DIALING

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

### 4.8.1 COMMON SPEED DIALING NUMBERS

External telephone numbers that are of importance, and frequently used by everybody in the company are provided directly by the exchange. These abbreviated numbers consist of 1-10 digits.

**To use**

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

### 4.8.2 INDIVIDUAL SPEED DIALING NUMBERS

Up to ten of your most important and frequently needed telephone numbers can be programmed on your telephone as individual abbreviated numbers from 0-9. 10.1 Programming of features on page 48 for programming.

**To use**

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

### 4.8.3 DIAL-BY-FUNCTION KEY

Not applicable.

## 5 DURING CALLS

### 5.1 CALL WAITING

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

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

#### 5.1.1 TO REQUEST CALL WAITING INDICATION

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

- Dial 5.
- Wait for an answer.

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

#### 5.1.2 TO ANSWER A CALL WAITING CALL

If you are busy with a call and you hear call waiting tone you can terminate your ongoing call, park it temporarily or transfer it if you wish to answer the new call.

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

- Replace the handset.

Your telephone now rings to announce the waiting call.

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

5.7 Parking on page 17.

Your telephone now rings to announce the waiting call.

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

5.8 Refer back on page 17.

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

5.12 Transfer on page 18. Your telephone now rings to announce the waiting call.

## 5.2 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.

### 5.2.1 TO INITIATE A CONFERENCE

- A call to the first party is established.
- Press the R-key (dial tone).
- Dial the second party's extension number (inform about the conference).
- Dial 3.

During the conference, conference tone will be heard.

### 5.2.2 TO ADD A NEW PARTY IN A CONFERENCE

- Press the R-key (dial tone)
- Dial the new party's extension number (inform about the conference).
- Dial 3.

### 5.2.3 INTERNAL CONSULTING DURING A CONFERENCE

As 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.

- Dial 1 (dial tone)
- Dial the extension number (busy tone).
- Dial 4.

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

Returning to the conference is possible as follows:

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

### 5.2.4 TO LEAVE A CONFERENCE

- Replace the handset.

**Note:** A tone burst is heard each time a participant enters or leaves the conference. The conversation is changed back to a normal two party connection when there

is only two parties left. When the conference leader leaves the conference the conference will continue and the first one to park the conference will be the new conference leader.

## 5.3 CUSTOMER IDENTITY STORAGE USING FEATURE CODE

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

### To enter a customer identity

- You are in speech with an external party.
- Park the external party by pressing the R-key, wait for dial tone.
- Dial \*77\* wanted customer identity# (dial tone). The wanted customer identity is a number that can consist of 1 to 20 digits.
- You could now either return to the external party by pressing the R-key or prepare for a transfer of the external party by dialing the number you want to transfer to.

## 5.4 DISPLAY OF CHARGING

Not applicable.

## 5.5 INQUIRY

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

### To use

You have a speech connection.

- Press the R-key (dial tone). The connected party is automatically parked.
- Dial the extension/external number.

### To revert to original party

- Dial 2.

Other features available during inquiry are:

- Refer back ( 5.8 Refer back on page 17).
- Transfer ( 5.12 Transfer on page 18).
- Conference ( 5.2 Conference on page 15).

## 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 meeting busy

- Dial 4.



If intrusion on the called extension is not allowed you will continue to receive busy tone. Before the intrusion is performed a warning tone is sent to the parties in the ongoing call. During the time the three parties are connected a warning tone will be heard.

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

## 5.7 PARKING

### 5.7.1 INDIVIDUAL

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

**To park**

- Press the R-key (dial tone).
- Replace the handset.

**To re-admit the call**

- Lift the handset within 30 seconds
- You have now speech connection with the original conversation partner.

If you do not re-admit the call within 30 seconds you will be recalled. If it is an external call, after a further 30 seconds, if still unanswered, it will be diverted to the PBX operator.

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

- Lift the handset (dial tone).
- Dial the extension number where the call is parked (busy tone).
- Dial 8.

### 5.7.2 COMMON

Not applicable.

## 5.8 REFER BACK

During inquiry you can switch between the connected party and the parked party.

**To use**

- Dial 2.

**To end**

- Press the R-key (You will clear down the connected call).
- Replace and Lift the handset (You will be connected to the parked party).

## 5.9 INTRUSION ON A SPECIFIC EXTERNAL LINE

Not applicable.

## 5.10 SUFFIX DIALING (DIALING DURING SPEECH)

When communicating with and controlling a voice mail system, or for example, retrieving information via your telephone about your bank account, you need to use Dual Tone Multi-Frequency (DTMF) signals, this is known as suffix dialing. The suffix dialing function is permanently active for all calls in the exchange. All digits entered are automatically converted by the exchange into DTMF signals which are then transmitted along the connected lines.

## 5.11 TIMER

Not applicable.

## 5.12 TRANSFER

You can transfer a call to another extension (in your exchange or private network), subscriber or the PBX operator. The parked call will be transferred to the connected party.

### 5.12.1 TRANSFER AFTER ANSWER

- Make an inquiry call (press the R-key and wait for dial tone).
- Dial the extension or external number and wait for answer.
- Announce the call.
- Replace the handset.

### 5.12.2 TRANSFER BEFORE ANSWER

- Make an inquiry call (press the R-key and wait for dial tone).
- Dial the extension or external number and wait for ringing tone.
- Replace the handset.

**Note:** If the wanted extension is busy or transfer to this extension is forbidden you will be recalled.

## 6 CALL FORWARDING

### 6.1 DIVERSION

#### 6.1.1 DIRECT DIVERSION

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

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

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

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

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

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

- Lift the handset (dial tone).
- Dial \*21# (special dial tone).
- Replace the handset.

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

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

- Lift the handset (special dial tone).
- Dial #21# (dial tone).
- 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

*Remote Programming of Direct Diversion*

By using Direct diversion, incoming calls are directly forwarded to a predefined extension. Using remote programming of Direct diversion, you can manage the Direct diversion settings of other extensions besides the extension you are currently located at. You can, for example, activate Direct diversion for extension 1234 while being located at extension 5678.

Follow the steps below to activate Direct diversion for another extension:

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

Follow the steps below to terminate Direct diversion for another extension:

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

## 6.1.2

## DIVERSION ON NO ANSWER

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

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

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

**To order**

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

**To cancel**

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

## 6.1.2.1

*Remote Programming of Diversion on No Answer*

By using Diversion on no answer, incoming calls are forwarded to a predefined extension after a number of signals. Using remote programming of Diversion on no answer, you can manage the Diversion on no answer settings of other extensions besides the extension you are currently located at. You can, for example, activate Diversion on no answer for extension 1234 while being located at extension 5678.

Follow the steps below to activate Diversion on no answer for another extension:

- Lift the handset (dial tone).
- Dial \* 211 \* *extension number to divert* #
- Replace the handset.

Follow the steps below to terminate Diversion on no answer for another extension:

- Lift the handset (dial tone).
- Dial # 211 \* *diverted extension number* #
- Replace the handset.

### 6.1.3

## DIVERSION ON BUSY

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

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

### **To order**

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

### **To cancel**

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

### 6.1.3.1

## *Remote Programming of Diversion on Busy*

By using Diversion on busy, incoming calls are forwarded to a predefined extension when you are busy in a call. Using remote programming of Diversion on busy, you can manage the Diversion on busy settings of other extensions besides the extension you are currently located at. You can, for example, activate Diversion on busy for extension 1234 while being located at extension 5678.

Follow the steps below to activate Diversion on busy for another extension:

- Lift the handset (dial tone).
- Dial \* 212 \* *extension number to divert* #
- Replace the handset.

Follow the steps below to terminate Diversion on busy for another extension:

- Lift the handset (dial tone).
- Dial # 212 \**diverted extension number* #
- Replace the handset.

### 6.1.4

## DIVERSION TO PAGING

### **To order**

- Lift the handset (dial tone).
- Dial \*218# (special dial tone).
- Replace the handset.

### **To cancel**

- Lift the handset (special dial tone).
- Dial #218# (dial tone).
- Replace the handset.

## 6.1.5

## DIVERSION TO PAGING FROM DIVERTEE POSITION

**To order**

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

**To cancel**

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

## 6.1.6

## DIVERSION TO EXTRA PAGING NUMBER, USED BY VISITORS.

**To order**

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

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

**To cancel**

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

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

## 6.2

## EXTERNAL FOLLOW-ME

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

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

As a reminder that your telephone has external follow-me you will hear a special dial tone each time you lift the handset to make a call.

## 6.2.1

## TO ORDER EXTERNAL FOLLOW-ME

- Lift the handset (dial tone).
- Dial \*22# (special dial tone).

- Dial the route access code and the external number#.
- Replace the handset.

## 6.2.2 TO CANCEL EXTERNAL FOLLOW-ME

### Using a procedure

- Lift the handset (dial tone).
- Dial #22# (dial tone).
- Replace the handset.

## 6.2.3 REMOTE PROGRAMMING OF EXTERNAL FOLLOW-ME

Using remote programming of External follow-me, you can manage the External follow-me settings of other extensions besides the extension you are currently located at. You can, for example, activate External follow-me for extension 1234 while being located at extension 5678.

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

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

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

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

## 6.3 FOLLOW-ME

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

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

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

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

#### Using a procedure

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

### 6.3.2 TO ACTIVATE FOLLOW-ME TO UNKNOWN TELEPHONE

If you want your calls to follow you but you do not know the extension number in advance you can still achieve Follow-me by diverting your telephone to your own extension before leaving your room.

If you are a member of an internal group hunting group, this procedure makes you temporarily out of the group, 8.4 Internal group hunting on page 33 .

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

### 6.3.3 TO REDIRECT FROM ANY ANSWERING POSITION

If you are already in the room containing extension 1234 and are unable to return to your own room before moving to another (third) room you can order a new answering position from extension 1234 or from the new answering position.

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

### 6.3.4 TO REDIRECT FROM ANSWERING POSITION

If you are already in the room containing extension 1234 and are unable to return to your own room before moving to an another (third) room you can order a new answering position from extension 1234 or from the new answering position.

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

If you do not know the extension number in advance you can order Follow-me to unknown extension from extension 2222.

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

### 6.3.5 TO CANCEL FOLLOW-ME FROM YOUR OWN TELEPHONE

#### Using a procedure

- Lift the handset (special dial tone).
- Dial #21# (dial tone).
- Replace the handset.

### 6.3.6 TO CANCEL FOLLOW-ME FROM ANSWERING POSITION

- Lift the handset (dial tone).



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

### 6.3.7

## REMOTE PROGRAMMING OF FOLLOW-ME

Using remote programming of Follow-me, you can manage the Follow-me settings of other extensions besides the extension you are currently located at. You can, for example, activate Follow-me for extension 1234 while being located at extension 5678.

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

- Lift the handset (dial tone).
- Dial \* 21 \* *extension number to divert* \* *internal number of follow-me position* #
- Replace the handset.

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

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

## 6.4

## PERSONAL NUMBER

### 6.4.1

## GENERAL

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

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

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

However, if the Boss-secretary service is initiated, PN profile1 is reserved. This results in limiting the number of PN profiles to four (profiles 2,3,4 and 5). The Boss-secretary service can be activated and deactivated by both the boss and secretaries by dialing a procedure. The feature can also be deactivated by the system administrator. When the Boss-secretary service is active, active profile1 is shown in the display of boss telephone, and Personal number key LED lights on both the boss' and the secretaries' telephones. If the Boss-secretary service is inactive, the display shows the normal idle state.

### 6.4.2

## PROCEDURES

The value of Profile is 1 to 5.

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

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

## 6.4.2.1

*From your own telephone***Activation**

The procedure used is:

\*10\*Profile#

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

**Deactivation**

The procedure used is:

#10#

## 6.4.3

**PROFILE DESIGNING AND ORDERING**

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

## 6.4.3.1

*Important when designing your search profiles*

- Avoid a ringing time longer than 45 seconds for your profiles. Usually the caller hangs up after 3-6 ringing signals. If you do need a longer ringing time, the maximum time is 60 sec.
- Consider the time you need to react and answer on each answering position in your profiles. You might need up to 15 seconds to react and answer on a desk telephone, and 20-25 seconds for a mobile telephone.
- There must be an answering position at the end of every profile (voice mail or operator assistant/secretary). If not, calls might end up unanswered.
- Consider what should happen when you are busy on a telephone. The available options are:
  - Busy (the search will stop here)
  - Activate Free on 2nd (if available)
  - Diversion to Voice mail
  - Diversion to the operator assistant
- If an answering machine, a FAX or other answering service is used as an early answering position, it might interrupt the searching, so it is recommended to put it last in the search order.
- Design the different profiles to fit your most used positions. Make sure you use as few answering positions as possible for each profile. Profile examples:
  - In office
  - At home
  - On travel
  - Absent/not reachable
- Consider to associate a name to the personal number profile. The maximum length for the name is 10 characters. Name for personal number profile examples are:
  - In office

- At home
- On travel
- On Vacation
- In Hospital

#### 6.4.3.2

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

**Name: In office**

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

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

**Name: At home**

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

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

**Name: Boss**

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

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

#### 6.4.3.3

*Setting form for the Personal number search profiles*

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

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

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

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

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

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

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

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

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

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

**Profile 5 Name .....**

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

## 7 MESSAGES

### 7.1 INTEGRATED VOICE MAIL

Not applicable

### 7.2 MANUAL MESSAGE WAITING, MMW

#### 7.2.1 MANUAL MESSAGE WAITING INDICATION

If there is a message waiting you will hear a special dial tone after lifting the handset.

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

- Lift the handset (special dial tone).
- Dial the number to the message retrieval center (PBX-operator).
- Ask for your message.

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

Not applicable.

#### 7.2.4 ORDER MANUAL MESSAGE WAITING INDICATION

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

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

#### 7.2.5 CANCEL MANUAL MESSAGE WAITING INDICATION

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

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

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

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

## 7.2.6

### REPLY TO MANUAL MESSAGE WAITING INDICATION

**To reply to manual message waiting (and also cancel the indication)**

- Lift the handset (dial tone).
- Dial \*32#. (directory number is not needed, but can if known be dialed instead of the service code)
- Replace the handset.

## 8 GROUP FEATURES

### 8.1 CALL PICK UP GROUP

#### 8.1.1 OWN GROUP

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

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

#### 8.1.2 ALTERNATIVE ANSWER GROUP

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

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

### 8.2 COMMON BELL GROUP

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

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

### 8.3 GROUP DO NOT DISTURB

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

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

#### 8.3.1 TO ORDER GROUP DO NOT DISTURB

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

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



### 8.3.2 TO CANCEL GROUP DO NOT DISTURB

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

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

### 8.3.3 BYPASS OF GROUP DO NOT DISTURB

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

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

The call is indicated on the dialed extension number.

## 8.4 INTERNAL GROUP HUNTING

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

### 8.4.1 TO ANSWER A GROUP CALL

A group call is answered in the normal way.

### 8.4.2 TO LEAVE A GROUP TEMPORARILY

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

#### **Using a procedure**

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

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

#### **Using a procedure**

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

### 8.4.3 TO RE-ENTER THE GROUP

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

#### **Using a procedure**

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

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

**Using a procedure**

- Lift the handset (special dial tone).
- Dial #21# (dial tone).
- Replace the handset.

**8.4.4****TO DIVERT THE GROUP TO AN ANSWERING POSITION**

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

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

**8.4.5****TO REVERT TO THE INTERNAL GROUP HUNTING GROUP**

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

## 9 OTHER FEATURES

### 9.1 ACCOUNT CODE

#### 9.1.1 GENERAL

The feature account code provides two different functions:

- Charge a call to an account code instead of charging it to the calling extension's number.
- Prevent unauthorized telecommunication 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 over-written.

### 9.2 ADDITIONAL DIRECTORY NUMBER, ADN

Not applicable.

### 9.3 ALARM EXTENSION

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

### 9.4 AUTHORIZATION CODE

#### 9.4.1 GENERAL

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

To each authorization code a common service profile is affiliated. This is the 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 service profile is used.
- Authorization code dialing. This enables the calling party to use other 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 service profiles than those the extension is programmed with.
- Changing the authorization code from the phone. This enables the authorization code user to change the code when suitable.

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

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

## 9.4.2

## PROCEDURE

### 9.4.2.1

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

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

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

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

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

#### 9.4.2.2

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

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

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

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

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

#### 9.4.2.3

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

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

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

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

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

#### 9.4.2.4

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

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

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

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

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

#### 9.4.2.5

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

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

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

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

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

#### 9.4.2.6

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

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

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

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

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

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

#### 9.4.2.7

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

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

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

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

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

#### 9.4.2.8

#### *Changing individual authorization code*

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

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

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

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

## 9.5

## CHOICE OF LANGUAGE

Not applicable.

## 9.6 DATA COMMUNICATION

Not applicable.

## 9.7 DATA PRIVACY

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

### **To order data privacy**

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

## 9.8 DIRECT INDIALING

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

## 9.9 EMERGENCY STATE

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

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

## 9.10 FREE SEATING

Not applicable

## 9.11 GENERAL DEACTIVATION

The following procedure is used to request general deactivation:

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

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

- Call back (all call back missions are cancelled).
- Diversion/follow-me/external follow-me.
- Manual Message Waiting/Message Diversion.
- Do not disturb.

- Flexible night service.

## 9.12 HOSPITALITY

### 9.12.1 GENERAL

The Hospitality Application offers functionality especially aimed for the Hospitality industry, that is, Hotels, Hospitals, Cruise ships, Exhibition centres and Convention centres and so on. Functionality is provided within the following areas: guest check-in, guest rooms and Service quarters. When the guest calls a service quarter, then the information regarding the guest is displayed on the service quarter. The information available on the service quarter will be used by the hospitality staff to know about the guest.

Guest rooms can have multiple extensions ringing simultaneously by using MDN functionality (applicable for DTS) or parallel ringing. Analog extension can be set with hospitality class of service as normal extension, room vacant and room occupied. It cannot be set to hospitality class of service, service quarter.

Procedure for initiating hospitality class extensions:

Hospitality class is set while initiating the extension.

**Note:** Hospitality class of service cannot be changed except for room vacant and room occupied.

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

### 9.13.1 DIRECT HOT-LINE

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

### 9.13.2 DELAYED HOT-LINE

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

## 9.14 INTERCEPTION SERVICE

### 9.14.1 GENERAL

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

The task of an interception computer is, quickly and simply, to store and display information about those persons (extension users), for example, employees of a company,



who use the PBX. Messages to and from users can be registered simply in the interception computer. This takes place at special answer positions, message diversion positions.

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

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

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

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

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

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

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

## 9.14.2

### TO ORDER MESSAGE DIVERSION

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

- Ascertain what is applicable for your interception computer.

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

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

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

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

#### 9.14.2.1

##### *To order from your extension telephone*

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

alternatively

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

#### 9.14.2.2

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

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

alternatively

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

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

#### 9.14.3

### TO CANCEL MESSAGE DIVERSION

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

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

- Ascertain what is applicable for your PBX.

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

#### 9.14.3.1

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

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

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

alternatively

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

#### 9.14.3.2

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

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

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

alternatively

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

#### 9.14.4

##### TO ORDER DIVERSION

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

You can choose from the following types of diversion:

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

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

#### 9.14.5

##### TO CANCEL MESSAGE WAITING NOTIFICATION

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

To cancel notification:

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

#### 9.14.6

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

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

To order a printout:

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

## 9.15 LEAST COST ROUTING

### 9.15.1 GENERAL

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

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

### 9.15.2 PROCEDURE

#### 9.15.2.1 *Outgoing call by using LAC*

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

## 9.16 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 calling party number, date, time...and so on).

The following is the procedure for invoking malicious call tracing while connected to a subscriber.

### 9.16.1 TO ORDER MALICIOUS CALL TRACING

- Press the R-key.
- Dial \*39#

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

## 9.17 MULTIPLE REPRESENTED DIRECTORY NUMBER, MDN

Not applicable.

## 9.18 NAME AND NUMBER LOG

Not applicable.

## 9.19 NAME IDENTITY, NI

Not applicable.

## 9.20 NIGHT SERVICE

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

### 9.20.1 NIGHT SERVICE COMMON

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

### 9.20.2 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.

### 9.20.3 NIGHT SERVICE UNIVERSAL

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

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

### 9.20.4 NIGHT SERVICE FLEXIBLE

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

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

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

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

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

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

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

## 9.21 RECORDED VOICE ANNOUNCEMENT (RVA)

### 9.21.1 LISTEN TO RVA

In certain call situations you may listen to recorded announcements.

### 9.21.2 RECORDING RVA

Not applicable

## 9.22 SIMPLIFIED INTERCEPTION

### 9.22.1 GENERAL

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

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

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

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

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

### 9.22.2 EXTENSION PROCEDURES

The following codes are used:

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

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

### 9.22.3 CALLS TO AN EXTENSION WITH ONGOING MESSAGE DIVERSION

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

#### 9.22.4 TO ORDER FROM AN EXTENSION

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

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

The code, reason for diversion, comprises one digit (0-9) and is determined internally by each individual customer.

Time, estimated time of return, is stated with four digits, as hour + minutes, for example, 1430, month + day, for example, 1206, or day + month, for example, 0612. The date format adopted is set by a parameter.

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

- key # immediately after the code.

#### 9.22.5 TO CANCEL FROM AN EXTENSION

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

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

### 9.23 PARALLEL RINGING

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

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

# 10

## SETTINGS

### 10.1

### PROGRAMMING OF FEATURES

#### 10.1.1

#### TO PROGRAM ABBREVIATED NUMBERS

You can program individual abbreviated numbers on all ten digit keys of your telephone. The complete number can comprise a maximum of 20 digits plus \* (Indicating the second dial tone from the public network.) of the maximum programmable 21 characters. The numbers can be extension numbers or external numbers.

##### 10.1.1.1

##### *Programming an abbreviated number*

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

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

##### 10.1.1.2

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

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

##### 10.1.1.3

##### *To erase an abbreviated number*

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

##### 10.1.1.4

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

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

#### 10.1.2

#### TO PROGRAM RING SIGNAL TONE CHARACTER

Not applicable.

#### 10.1.3

#### TO PROGRAM RING SIGNAL TONE VOLUME

Not applicable.



## **11 MISCELLANEOUS**

### **11.1 TELEPHONE REGISTER**

Not applicable.

### **11.2 LABELLING**

Not applicable.

### **11.3 CLEANING**

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

### **11.4 WALL MOUNTING**

Not applicable.

### **11.5 HEADSET FUNCTION**

Not applicable.

## 12

## APPLICATIONS

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

### 12.1

### SECRETARIAL SUPERVISION

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

Secretarial supervision groups are set up by your system administrator.

### 12.2

### EXECUTIVE-SECRETARIAL SERVICE

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

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

### 12.3

### KEY SYSTEMS (MULTIPLE REPRESENTATION)

Not applicable.

# 13

## LIST OF FEATURES AND PROCEDURES

Features	Procedure
AUTOMATIC CALL BACK	
- to order:	6
- busy extension or no reply	6 external number#
- busy external line	
- to cancel:	
- busy extension or no reply	#37*extension number#
- busy external line	#37*external number#
- all ordered call backs	#37#
BYPASS	*60*B-number#
CALL PICKUP	
- to individual	8
- group	8
CALL WAITING	
- to initiate call waiting	5
- to answer call waiting tone	2 or R and replace handset
COMMON SPEED dialing NUMBERS	see List of speed dialing numbers
COMMON BELL CALL PICKUP GROUP	8
CONFERENCE	3
CUSTOMER IDENTITY STORAGE	*77*customer identity#
DATA PRIVACY	*41# wanted number
DIVERSION	
Diversion to common answering position	
- to order from your own telephone	*21#
- to cancel from your own telephone	#21#
- to order from the answering position	*21* A-number*B-number#
- to cancel from the answering position	#21* A-number#
- to activate direct diversion for another extension (remotely)	*21*extension number to divert*#
- to terminate direct diversion for another extension (remotely)	#21*diverted extension number#
Diversion to individual answering position, direct	See common
Diversion to individual answering position, on no answer	
- to order	*211#
- to cancel	#211#

Features	Procedure
<ul style="list-style-type: none"> <li>- to activate diversion on no answer for another extension (remotely)</li> <li>- to terminate diversion on no answer for another extension (remotely)</li> </ul>	<p>*211*extension number to divert#</p> <p>#211*diverted extension number#</p>
<p>Diversion to individual answering position, on busy</p> <ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> </ul>	<p>*212#</p> <p>#212#</p>
<ul style="list-style-type: none"> <li>- to activate diversion on busy for another extension (remotely)</li> <li>- to terminate diversion on busy for another extension (remotely)</li> </ul>	<p>*212* extension number to divert#</p> <p>#212*diverted extension number#</p>
<p>Diversion to individual answering position, to paging</p> <ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> </ul>	<p>*218#</p> <p>#218#</p>
<p>Diversion to paging from diverttee position</p> <ul style="list-style-type: none"> <li>- to order (dial from diverttee extension)</li> <li>- to cancel (dial from your own extension)</li> </ul>	<p>*218*your own extension number#</p> <p>#218#</p>
<p>Diversion to individual answering position, to extra paging number</p> <ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> </ul>	<p>*218*extra paging number#</p> <p>#218*extra paging number#</p>
<p>DO NOT DISTURB</p> <ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> </ul>	<p>*27#</p> <p>#27#</p>
<p>EXTERNAL FOLLOW ME</p> <ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> <li>- to activate external follow-me for another extension (remotely)</li> <li>- to terminate external follow-me for another extension (remotely)</li> </ul>	<p>*22#route access code and external number#</p> <p>#22#</p> <p>*22*extension number to divert # route access code and external number#</p> <p>#22* diverted extension number #</p>
<p>FOLLOW ME</p> <ul style="list-style-type: none"> <li>- to order from own extension to known B-number</li> <li>- to order from own extension to unknown B-number</li> <li>- to cancel from own extension</li> <li>- to cancel from answering position</li> </ul>	<p>*21*B-number#</p> <p>*21*A-number#</p> <p>#21#</p> <p>#21*A-number#</p>

Features	Procedure
<ul style="list-style-type: none"> <li>- to order from answering position to known C-number</li> <li>- unknown C-number</li> <li>- to activate follow-me for another extension (remotely)</li> <li>- to cancel follow-me for another extension (remotely)</li> </ul>	<p>*21*A-number*C-number#</p> <p>*21*A-number*A-number#</p> <p>*21*extension number to divert*number of follow-me position#</p> <p>#21*diverted extension number#</p>
GENERAL CANCELLATION	#001#
GROUP DO NOT DISTURB	
<ul style="list-style-type: none"> <li>- to order (from master extension)</li> <li>- to cancel (from master extension)</li> <li>- to bypass (from master extension)</li> </ul>	<p>*25*group number#</p> <p>#25*group number#</p> <p>*60*extension number#</p>
INDIVIDUAL ABBREVIATED NUMBERS	
<ul style="list-style-type: none"> <li>- to order program and alter</li> <li>- to use</li> <li>- to erase individual abbreviated number</li> <li>- to erase all abbreviated number</li> </ul>	<p>*51*abbreviated number* translated number#</p> <p>**abbreviated number</p> <p>#51*abbreviated number#</p> <p>#51#</p>
INQUIRY	
<ul style="list-style-type: none"> <li>- to initiate</li> <li>- to revert to original party</li> </ul>	<p>R</p> <p>2</p>
INTERNAL GROUP HUNTING	
<ul style="list-style-type: none"> <li>- to leave group temporarily</li> <li>- to re-enter group</li> <li>- to divert the group</li> <li>- to revert to the group</li> </ul>	<p>*21*own extension number#</p> <p>#21#</p> <p>*24*PBX group number*answering position#</p> <p>#24*PBX group number#</p>
INTRUSION	4
INTRUSION ON SPECIFIC EXTERNAL LINE	
<ul style="list-style-type: none"> <li>- to intrude</li> </ul>	*44*individual external line number#
LAST EXTERNAL NUMBER REDIAL	***
MALICIOUS CALL TRACING	
<ul style="list-style-type: none"> <li>- to order</li> </ul>	*39#
MANUAL MESSAGE WAITING	

Features	Procedure
<ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> <li>- to reply and cancel indication</li> </ul>	*31* extension number # #31# *32#
NIGHT SERVICE	
Universal	8
Flexible	
<ul style="list-style-type: none"> <li>- to order</li> </ul>	*84*route number* external line number#
<ul style="list-style-type: none"> <li>- to cancel</li> </ul>	#84#
NUMBER PRESENTATION RESTRICTION	*42# B-number
PARKING	R
REFER BACK	R and replace handset

14

TELEPHONE NUMBERS

Name	Number

15

LIST OF ABBREVIATED NUMBERS

Individual

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

Common

Abbr. No.	Complete translated number	Name