

Mobile/Remote Extension for MiVoice MX-ONE

USER GUIDE



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1 INTRODUCTION

1.1 GENERAL

These directions for use describe the user procedures to handle the features available for your mobile/remote extension in MX-ONE.

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

Not all systems 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.

In this document is stated lift the handset and replace the handset. This is equal to press <Yes> key or press <No> key in a mobile/remote extension.

1.2 ACCESS METHODS

To get access to the exchange an access number must be dialed, if calling party number cannot be conveyed by the public trunk signaling.

The following 3 access numbers are to be used:

- One is used when the A-number is received in the PBX and it is called R1 or R3. R1 provide a dial tone after number complete. R3 does not provide a dial tone.
- Another one is used when the A-number is not received in the PBX and it is called R2.

The remote extensions can get access to the PBX even without dialing the R1 access number, provided the PBX receives the A-Number from the public trunk. In this case the remote extensions can dial the direct-inward numbers of the PBX.

A-number is received in MX-ONE receive (dial tone after completion, R1)

- Lift the handset (dial tone) [Optional].
- Dial the R1 number and wait for a new dial tone or dial the internal PBX extension number.

A-number is received in MX-ONE (no dial tone after completion, R3)

- Lift the handset (dial tone) [Optional].
- Dial the R3 number and wait for CSTA request or dial the internal PBX extension number.

A-number is not received in MX-ONE

- Lift the handset (dial tone). (Optional)
- Dial the R2 number and wait for a special dial-tone/Recorded voice announcement.
- Dial the PIN code and wait for a new dial tone. The PIN format is: your remote extension number followed by star (*) and your individual authorization code ended up with a hash character (#).

1.3

MORE THAN ONE TELEPHONE CONNECTED TO THE SAME EXTENSION NUMBER

A number of public terminals can be associated to the exchange with the same mobile/remote extension. Only one of them can make/receive calls at a time. This means that while one of the terminals is involved in a call, the rest of the terminals associated to the mobile/remote extension cannot make/receive calls through the exchange.

There is a public terminal associated by default to the mobile extension. This means that all the calls towards the mobile extension are addressed by default to this terminal. However it is possible to change the answering position by means of a procedure:

To change answering terminal

- Lift the handset (dial tone) from the terminal you wish to become the new answering position. (Optional)
- Dial the R1/R3 access number
- Dial *9#

To return to the predefined terminal as answering position

- Lift the handset (dial tone). (Optional)
- Dial the R1/R3 access
- Dial #9#

For further information 1.2 Access methods on page 3

2 TELEPHONE INSTRUMENT

Note: Telephone dependent.

2.1 TRIPLE ACCESS LINE

Note: Not applicable.

2.2 DISPLAY

Note: Telephone dependent.

2.3 SOFTKEYS

Note: Not applicable.

2.4 MENU KEY FUNCTION

Note: Not applicable.

2.5 LOUDSPEAKER FUNCTION

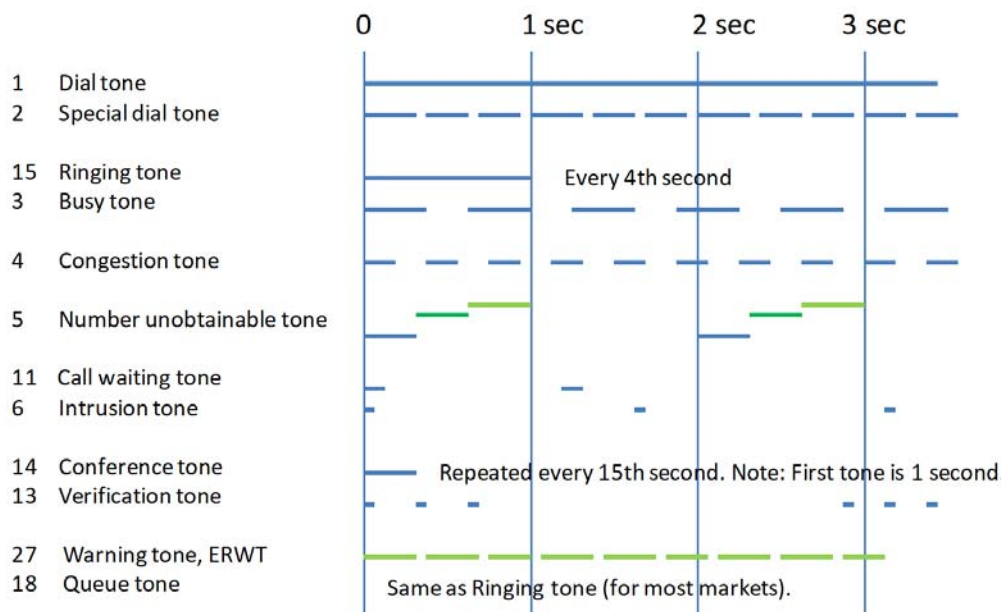
Note: Telephone dependent.

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

Note: Telephone dependent.

2.6.3 RINGING OPTIONS

Note: Telephone dependent.

2.6.4 RINGING SIGNAL VOLUME

Note: Telephone dependent.

2.6.5 LAMP INDICATIONS

Note: Telephone dependent.

3 INCOMING CALLS

3.1 TO RECEIVE A CALL

An incoming call is announced by ringing signals.

- Use the answer method of the phone/Lift the handset.

3.2 RECEIVING CALLS ON ANY OTHER KEY

Note: Not applicable.

3.3 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.

3.3.1 TO ORDER DO NOT DISTURB

Using a procedure

- Lift the handset. (Optional)
- Dial *27#.
- Disconnect the call.

3.3.2

TO CANCEL DO NOT DISTURB

Using a procedure

- Lift the handset (special dial tone). (Optional)
- Dial #27# (dial tone).
- Disconnect the call.

3.4

IMMEDIATE SPEECH CONNECTION

Note: Telephone dependent.

3.5

INDIVIDUAL CALL PICK UP

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

To pick up a call

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

For further information 1.2 Access methods on page 3.

3.6

REJECTING THE INCOMING CALL

- Pressing the <NO> key (or equivalent) of your cellular telephone.

4

OUTGOING CALLS

4.1

TO CALL ANOTHER EXTENSION

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

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

For further information 1.2 Access methods on page 3.

Note: The user can also dial the wanted number immediately after the access number R3.

The user can also dial the wanted number without dialing access number, if calling party number is conveyed by the public trunk signaling.

4.1.1 CALLED EXTENSION IS FREE AND ANSWERS

- Pass on your message to the extension.

4.1.2 CALLED EXTENSION IS FREE BUT DOES NOT ANSWER

New call

- Disconnect the call/replace the handset and call later.

Automatic call back

- Dial 6.
- Wait until the confirmation tone is received and replace the handset.

For further information 4.5 Automatic call back on page 11.

Paging

- Dial 7.

Utilize paging if your exchange has this feature.

4.1.3 CALLED EXTENSION IS BUSY

New call

- Disconnect the call/replace the handset and call later.

Automatic call back

- Dial 6.
- Wait until the confirmation tone is received and replace the handset.

For further information 4.5 Automatic call back on page 11.

Call waiting

- Dial 5.
- Wait for answer.

If call waiting towards 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.

For further information 5.5 Intrusion on page 16.

Paging

- Dial 7.

Utilize paging if your exchange has this feature.

4.2 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 .

4.3 TO CALL THE PBX OPERATOR ASSISTANT

Public telephones associated with a Mobile/Remote extension are able to make calls only if they obtain access to the exchange 4.1 To call another extension on page 8 .

4.3.1 COMMON PBX OPERATOR ASSISTANT NUMBER

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

4.3.2 INDIVIDUAL PBX OPERATOR ASSISTANT NUMBER

Use this to talk to a specific PBX operator:

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

Note: The user can also dial common or individual directory number of PBX operator without dialing access number, if calling party number is conveyed by the public trunk signaling.

4.4 TO MAKE AN EXTERNAL CALL

Mobile/Remote extensions are able to make calls only if they obtain access to the MiVoice MX-ONE system 4.1 To call another extension on page 8 .

4.4.1 NORMAL EXTERNAL CALLS

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

Using dialing procedure

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial the wanted subscriber number or the abbreviated number. (from for example local phone book)

Using common abbreviated dialing

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

- Dial the wanted abbreviated number.

Note: The user can also dial the wanted number immediately after the access number R1 without waiting for a new dial tone.

The user can also dial the wanted number without dialing access number, if calling party number is conveyed by the public trunk signaling.

4.4.2 EMERGENCY CALLS

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

Using dialing procedure:

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

4.4.3 EXTERNAL CALLS ON INDIVIDUAL EXTERNAL LINE

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *0* individual external line number# external destination code and external number.

For further information 1.2 Access methods on page 3.

4.4.4 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.

4.5 AUTOMATIC CALL BACK

If a called extension (in your exchange or private network) is busy or not answering, you can request the system to call back automatically as soon as the extension 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.

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

4.5.1 TO ORDER

When you meet busy, no answer and not available.

- Dial 6.
- Disconnect the call.

4.5.2 TO ANSWER

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

4.5.3 TO CANCEL A SINGLE CALL BACK

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial #37*extension number#.
- Disconnect the call.

For further information 1.2 Access methods on page 3.

4.5.4 TO CANCEL ALL CALL BACKS

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

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial #37#.
- Disconnect the call.

For further information 1.2 Access methods on page 3.

4.6 AUTOMATIC CALL BACK IF ALL EXTERNAL LINES ARE BUSY

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

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

4.6.1 TO ORDER

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

4.6.2 TO ANSWER

When a suitable external line becomes free, you will be called back. Answer in the normal way within a predefined time otherwise the Call Back will be cancelled. After answer, the dialed external number is automatically transmitted, you may need to dial any remaining digit.

4.6.3 TO CANCEL A CALL BACK TO EXTERNAL LINE

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial #37* route access code#.
- Disconnect the call.

For further information 1.2 Access methods on page 3.

4.7 BYPASS

Ordered by an extension

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

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

For further information 1.2 Access methods on page 3.

Ordered by help of assistance

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

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

4.8 DIAL BY NAME

Note: Not applicable.

4.9 EXTERNAL NUMBER REDIAL

4.9.1 TO REDIAL LAST EXTERNAL NUMBER

- Lift the handset (dial tone). (Optional)
- Dial the access number
- Dial ***. The last dialed external number from any of the associated terminals of the mobile/remote extension is automatically redialed.

Note: The user can also redial the last dialed external number without dialing access number, if calling party number is conveyed by the public trunk signaling.

4.9.2 TO REDIAL ANY EXTERNAL NUMBER

Note: Not applicable.

4.10 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.

4.11 NUMBER PRESENTATION RESTRICTION

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

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

- Dial *42#B-number.

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 the 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.
- or
- Ask the connected party to hangup and then use Refer back to pick up the waiting call.

5.1.2.2 *To park an ongoing call*

For further information 5.8 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*

For further information 5.9 Refer back on page 18 .

5.1.2.4 *To transfer an ongoing call*

For further information 5.13 Transfer on page 19 . 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.
- Dial suffix-procedure digits for inquiry (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

- Dial suffix-procedure digits for inquiry (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 the member you must use the Intrusion procedure.

- Dial suffix-procedure digits for inquiry (dial tone)
- Dial the extension number (busy tone).
- Dial 4.

You will now be connected with this conference member outside the conference for consultation. You can also release the member 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 conference - you will return to the conference and the consulted conference member will be disconnected from the conference.
- 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 * 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 refer back to the external party or prepare for a transfer of the external party by dialing the number you want to transfer to.

5.4

DISPLAY OF CHARGING

Note: Not applicable.

5.5

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.

5.6 INTRUSION ON A SPECIFIC EXTERNAL LINE

Note: Not applicable.

5.7 INQUIRY

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

To use

You have a speech connection.

- Dial suffix-procedure digits for inquiry (dial tone). The connected party is automatically parked. The suffix-procedure digits are set by the system administrator.
- Dial extension/external number.

To revert to the original party

- Dial 2.

Other features available during inquiry are:

- Refer back (5.9 Refer back on page 18)
- Transfer (5.13 Transfer on page 19)
- Conference (5.2 Conference on page 15)

5.8 PARKING

5.8.1 INDIVIDUAL

You can park an ongoing call temporarily.

To park

- Dial suffix-procedure digits for inquiry (dial tone).
- Replace the handset.

Note: You will be recalled after some seconds.

To readmit the call

Note: Not applicable.

To readmit the call from any telephone

Note: Not applicable.

5.8.2 COMMON

Note: Not applicable.

5.9

REFER BACK

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

To use

- Dial 2.

To end

- Dial 2.

5.10

SPEED DIALING

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

5.10.1

COMMON SPEED DIAL NUMBERS

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

To use

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

Note: The user can also dial the abbreviated number without dialing access number, if calling party number is conveyed by the public trunk signaling.

5.10.2

INDIVIDUAL SPEED DIAL NUMBERS

Note: Not applicable.

5.10.3

DIAL-BY-FUNCTION KEY

Note: Not applicable.

5.11

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, except for suffix-procedure digits set for inquiry service request and refer back, and conference suffix digits when a parked party exists.

5.12 TIMER

Note: Telephone dependent.

5.13 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.

5.13.1 TRANSFER AFTER ANSWER

- Make an inquiry call (dial suffix-procedure digits for inquiry and wait for dial tone).
- Dial the extension or external number and wait for answer.
- Announce the call.
- Replace the handset or if a suffix digit is used, press the appropriate key. To get the valid procedure, contact your system administrator.

5.13.2 TRANSFER BEFORE ANSWER

- Make an inquiry call (dial suffix-procedure digits for inquiry and wait for dial tone).
- Dial the extension or external number and wait for ringing tone.
- Replace the handset or if a suffix digit is used, press the appropriate key. To get the valid procedure, contact your system administrator.

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

6 CALL FORWARDING

6.1 DIVERSION, OF YOUR OWN TELEPHONE

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 and dial the access number.

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 (dial tone). (Optional)
- Dial the access number.
- Dial *21#. Special dial tone is provided.
- Disconnect the call.

6.1.1.2

*To cancel from your own telephone***Using a procedure**

- Lift the handset (special dial tone) (Optional)
- Dial the access number.
- Dial #21#, (normal dial tone).
- Disconnect the call.

6.1.1.3

To order from the answering position

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *21*own extension number*diversion position extension number# (special dial tone).
- Disconnect the call.

6.1.1.4

To cancel from the answering position

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial #21*own extension number# (dial tone).
- Disconnect the call.

6.1.2

DIRECT DIVERSION TO PAGING

Note: The Direct Diversion to paging procedures (*218/#218) are also supported, but not described here.

6.1.3

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.

6.1.3.1

To order

Using procedure

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *211# (special dial tone).
- Disconnect the call.

6.1.3.2

To cancel

Using procedure

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial #211# (dial tone).
- Disconnect the call.

6.1.4

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).

6.1.4.1

To order

Using procedure

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *212# (special dial tone).
- Disconnect the call.

6.1.4.2

To cancel

Using procedure

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial #212# (dial tone).
- Disconnect the call.

6.2

DIVERSION, REMOTE FOR OTHER USER

6.2.1

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 order Direct diversion for another extension:

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *#21* extension number to divert#*
- Disconnect the call.

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

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *#21* diverted extension number#*
- Disconnect the call.

6.2.2

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 order Diversion on no answer for another extension:

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *#211*extension number to divert#*
- Disconnect the call.

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

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *#211*diverted extension number#*
- Disconnect the call.

6.2.3

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 order Diversion on busy for another extension:

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *#212*extension number to divert#*
- Disconnect the call.

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

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *#212*diverted extension number#*
- Disconnect the call.

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 and dial the access number.

6.3.1

TO ORDER FOLLOW-ME FROM YOUR OWN TELEPHONE

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial **21*extension number of the answering position#* (special dial tone).
- Disconnect the call.

For further information 1.2 Access methods on page 3.

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, 8.3 Internal group hunting on page 34.

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial **21*own extension number#*.
- Disconnect the call.

For further information 1.2 Access methods on page 3.

6.3.3

TO RE-DIRECT 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). (Optional)
- Dial the access number if the answering position is another mobile/remote extension.
- Dial *21*own extension number* the extension number of the new answering position# (special dial tone).
- Disconnect the call.

For further information 1.2 Access methods on page 3.

6.3.4

TO RE-DIRECT 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). (Optional)
- Dial the access number if the answering position is another mobile/remote extension.
- Dial *21* own extension number*extension number of the new answering position# (special dial tone).
- Disconnect the call.

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). (Optional)
- Dial the access number.
- Dial *21*own extension number *own extension number# (special dial tone).
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

6.3.5

TO CANCEL FOLLOW-ME FROM YOUR OWN TELEPHONE

Using a procedure

- Lift the handset (special dial tone). (Optional)
- Dial the access number.
- Dial #21# (dial tone).
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

6.3.6

TO CANCEL FOLLOW-ME FROM ANSWERING POSITION

- Lift the handset (dial tone). (Optional)

- Dial the access number if the answering position is another mobile/remote extension.
- Dial #21*own extension number# (dial tone).
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

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:

1. Lift the handset (dial tone). (Optional)
2. Dial *21*extension number to divert * internal number of follow-me position#
3. Disconnect the call.

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

1. Lift the handset (dial tone). (Optional)
2. Dial #21*diverted extension number#
3. Disconnect the call.

6.4

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 and dial the access number.

6.4.1

TO ORDER EXTERNAL FOLLOW-ME

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *22# (special dial tone).
- Dial the route access code and the external number#.
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

6.4.2

TO CANCEL EXTERNAL FOLLOW-ME

Using a procedure

- Lift the handset (dial tone). (Optional)
- Dial the access number.

- Dial #22# (dial tone).
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

6.4.3

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:

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

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

1. Lift the handset (dial tone). (Optional)
2. Dial #22* *diverted extension number*#
3. Disconnect the call.

6.5

PERSONAL NUMBER

6.5.1

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.

6.5.2

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.

6.5.2.1

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#

6.5.3

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.

6.5.3.1

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/remote 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

6.5.3.2

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.

6.5.3.3

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

MESSAGING

7.1

MANUAL MESSAGE WAITING, MMW

7.1.1

CALLING THE PARTY THAT REQUESTED MANUAL MESSAGE WAITING

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

For further information 1.2 Access methods on page 3 .

7.1.2

MANUAL MESSAGE WAITING INDICATION

If there is a message waiting you will hear a special dial tone after lifting the handset (or equivalent) and dialing the access number.

7.1.3

CHECKING THE PARTY THAT REQUESTED MANUAL MESSAGE WAITING

Note: Not applicable.

7.1.4

ORDER MANUAL MESSAGE WAITING INDICATION

To order manual message waiting to another extension

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *31*extension number#.
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

7.1.5

CANCEL MANUAL MESSAGE WAITING INDICATION

To cancel manual message waiting to another extension

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial #31*extension number#.
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

To cancel manual message waiting at own extension

- Lift the handset (dial tone). (Optional)

- Dial the access number and wait for a special dial tone.
- Dial #31#.
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

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). (Optional)
- Dial the access number.
- 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). (Optional)
- Dial the access number.
- Dial 8 and answer the call.

8.2 GROUP DO NOT DISTURB

The group do not disturb feature allows a directory number having GroupDoNotDisturb programming category set) to mark a group of extensions as group do not disturb, i.e. calls to extensions in the group are not indicated. The calls shall be forwarded to an answering position defined for the group. An extension with group do not disturb activated can still make outgoing calls in the normal way.

8.2.1 TO ORDER GROUP DO NOT DISTURB

An extension having GroupDoNotDisturb programming category set can activate group do not disturb by dialing the following procedure:

- Lift the handset (dial tone). (Optional)
- Dial *25* group number# (special dial tone).
- Disconnect the call.

8.2.2 TO CANCEL GROUP DO NOT DISTURB

An extension having GroupDoNotDisturb programming category set can cancel group do not disturb by dialing the following procedure:

- Lift the handset (dial tone). (Optional)
- Dial #25* group number#.
- Disconnect the call.

8.2.3 TO BYPASS GROUP DO NOT DISTURB

An extension having GroupDoNotDisturb programming category set can bypass group do not disturb by dialing the following procedure:

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

The call is indicated on the dialled extension number

8.3 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.

8.3.1 TO ANSWER A GROUP CALL

A group call is answered in the normal way.

8.3.2 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). (Optional)
- Dial the access number.
- Dial #29* Group number# (special dial tone).
- Disconnect the call.

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

Using a procedure

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial *21* own extension number# (special dial tone).
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

8.3.3

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). (Optional)
- Dial the access number.
- Dial *29* Group number# (special dial tone).
- Disconnect the call.

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). (Optional)
- Dial the access number.
- Dial #21# (dial tone).
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

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

Note: 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

Note: Not applicable.

9.5 CHOICE OF LANGUAGE

Note: Not applicable.

9.6 DATA COMMUNICATION

Note: Not applicable.

9.7 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). (Optional)
- Dial the access number.
- Dial 8.

For further information 1.2 Access methods on page 3 .

9.8 DATA PRIVACY

Note: Not applicable.

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

9.10.1 GENERAL

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

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

Log on can be done:

- From a DTS, mobile/remote extension or ATS telephone.

Log off can be done:

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

9.10.2 PROCEDURES

9.10.2.1 *Activation*

The procedure used is:

***11*RAC*FEN#**

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

9.10.2.2 *Deactivation*

The procedure used is:

#11#

9.10.2.3 *From a PBX operator assistant*

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

9.11 GENERAL DEACTIVATION

The following procedure is used to request general cancellation:

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial #001#.
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

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

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

9.12 HOT-LINE (NON-DIALED CONNECTION)

9.12.1 DIRECT HOT-LINE

An extension number can be defined as a direct hot-line. Call is automatically generated to a predefined extension position or external subscriber when you lift the handset. The only call that can be placed from this type of line is the direct hot-line call.

9.12.2 DELAYED HOT-LINE

An extension number can be defined as a delayed hot-line. Call is automatically generated to a predefined extension position or external subscriber after access number is dialed and no digit is dialed before the timer expires. Otherwise the call is treated as a normal call.

9.13 INTERCEPTION SERVICE

9.13.1 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.

9.13.2

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

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

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

9.13.2.1

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

9.13.2.2

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.

9.13.3 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.

9.13.3.1 *To cancel from your extension telephone*

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

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

alternatively

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

9.13.3.2 *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 (Optional)
- 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.

9.13.4 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.

9.13.5

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 (Optional)
- Key #91#
- Await verification tone, disconnect the call

9.13.6

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*extension number#
- Await verification tone, disconnect the call

9.14

LEAST COST ROUTING

9.14.1

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.

9.14.2

PROCEDURE

9.14.2.1

Outgoing call by using LAC

- Lift hand set (Optional)
- Dial LAC If provided a dial tone is received.

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

9.15 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:

9.15.1 TO ORDER MALICIOUS CALL TRACING

- Dial suffix-procedure digits for inquiry (dial tone).
- Dial *39#

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

9.16 MULTIPLE REPRESENTED DIRECTORY NUMBER, MDN

A mobile/remote extension can only be multiple represented on a digital telephone as a specific line pick-up with TNS (MNS key). The mobile/remote extension cannot perform the common-hold service. Refer to the directions for use for DIGITAL TELEPHONES or contact your system operator for assistance.

9.17 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#.

9.18 NAME AND NUMBER LOG

Note: Not applicable.

9.19 NAME IDENTITY, NI

Note: 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 signaled on universal signaling devices, for example a bell. In order to answer the call use the following procedure:

- Lift the handset (dial tone). (Optional)
- Dial the access number.
- Dial 8.

For further information 1.2 Access methods on page 3 .

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). (Optional)
- Dial the access number.
- Dial *84*route number*external line number#.
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

To cancel flexible night service

- Lift the handset (dial tone) (Optional).
- Dial the access number.
- Dial #84#.
- Disconnect the call.

For further information 1.2 Access methods on page 3 .

Note: This service is only valid for manual lines.

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

9.21 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

Note: 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/canceled 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. (Optional)
- Key *FC1* absence code * time #.
- You will now hear special dial tone.
- Disconnect the call.

The absence 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. (Optional)
- Key #FC#.
- You will hear normal dial tone.
- Disconnect the call.

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 TO PROGRAM ABBREVIATED NUMBERS

Note: Not applicable.

10.2 TO PROGRAM RING SIGNAL TONE CHARACTER

Note: Telephone dependent.

10.3 TO PROGRAM RING SIGNAL TONE VOLUME

Note: Telephone dependent.

11 MISCELLANEOUS

11.1 TELEPHONE REGISTER

Note: Telephone dependent.

11.2 LABELING

Note: Telephone dependent.

11.3 CLEANING

Note: Telephone dependent.

11.4 WALL MOUNTING

Note: Telephone dependent.

11.5 HEADSET FUNCTION

Note: Telephone dependent.

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)

A mobile/remote extension can only be multiple represented on a digital telephone as a specific line pick-up with TNS (MNS key). The mobile/remote extension cannot perform the common-hold service. Refer to the directions for use for DIGITAL TELEPHONES or contact your system operator for assistance.

13

LIST OF FEATURES AND PROCEDURES

| Features | Procedure, using AS Standard | Alternatives |
|---|-----------------------------------|--|
| ACCOUNT CODE | | |
| - pre-dialing | *61*code# | Finland, Norway: *71* |
| AUTHORIZATION CODE | | |
| - pre-dialing | *72*code# | Germany, The Netherlands, Sweden: *75* U.S. and Canada: *6* |
| - Lock/Unlock Common Authorization Code | *73*code# | U.S. and Canada: *71* |
| - Change Individual Authorization Code | *74*old-code*new-code# | |
| - Dial With Individual Authorization Code | *75*code# | Germany, The Netherlands, Sweden: *72* |
| - Lock/Unlock Individual Authorization Code | *76*code# | |
| AUTOMATIC CALL BACK | | |
| - to order: | | |
| - busy extension or no reply | 6 (suffix) | |
| - busy external line | 6 external number# | |
| - 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# |
| BYPASS (of Diversion and DND) | *60*B-number# | U.S. and Canada: *1*B-number# |
| CALL PICKUP | | |
| - of individual call | 8 (suffix) | France, New Zealand: 4 Sweden: 6 |
| - group | 8, or *8# | Finland and Sweden *0# U.S. and Canada *59# |
| CALL WAITING | | |
| - to initiate call waiting | 5 (suffix) | France, New Zealand: 6 Sweden: 4 |
| - to answer call waiting | 2 or * (suffix) | |
| COMMON SPEED DIALING NUMBERS | see List of speed dialing numbers | |
| CONFERENCE | 3 (suffix) | |

| | | | |
|----------------------------------|--|---|--|
| CUSTOMER IDENTITY STORAGE | | *77*customer identity# | |
| DIVERSION | | See also FOLLOW ME and PERSONAL NUMBER LIST | |
| - | 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# | |
| - | Diversion to paging | | Direct diversion to paging is supported, but procedures (*218/#218) are not shown here). |
| DO NOT DISTURB | | | |
| | - group DND, to order | *25# | |
| | - group DND, to cancel | #25# | |
| | - individual DND, to order | *27# | |
| | - individual DND, to cancel | #27# | |
| EXTERNAL FOLLOW ME | | | |
| | - to order | *22#route access code and external number# | U.S. and Canada: *23# |
| | - to cancel | #22# | U.S. and Canada: #23# |

| | | | |
|--|--|---|--------------------------------|
| - | to activate external follow-me for another extension (remotely) | *22*extension number to divert # route access code and external number# | |
| - | to terminate external follow-me for another extension (remotely) | #22* diverted extension number # | |
| FOLLOW ME | | | |
| - | to order from own extension to | | |
| | - known B-number | *21*B-number# | UK: *2* |
| | - unknown B-number | *21*A-number# | |
| - | to cancel from own extension | #21# | UK: #2# |
| - | to cancel from answering position | #21*A-number# | |
| - | to order from answering position to | | |
| | - known C-number | *21*A-number*C-number # | |
| | - unknown C-number | *21*A-number*A-number # | |
| - | to activate follow-me for another extension (remotely) | *21*extension number to divert*number of follow-me position# | |
| - | to cancel follow-me for another extension (remotely) | #21*diverted extension number# | |
| FREE SEATING | | | |
| | - to order logon | *11*authorization code*extension number# | |
| | - to order logoff | #11# | |
| GENERAL DEACTIVATION | | #001# | U.S. and Canada #0# |
| INQUIRY | | | |
| - | to initiate | * | |
| - | to revert to original party | 2 (suffix) | |
| INTERNAL GROUP HUNTING and CASCADE RING GROUP | | | |
| - | to leave all groups temporarily | *21*own extension number# | |
| - | to re-enter all group | #21# | |
| - | to leave a group temporarily | *29*group number# | |
| - | to re-enter a group | #29# | |
| INTRUSION | | 4 (suffix) | France, New Zealand, Sweden: 8 |
| LAST EXTERNAL NUMBER REDIAL | | *** | Finland, Sweden: **0 |
| MALICIOUS CALL TRACING | | | |
| - | to order | *39# | |

| | | | |
|--|-----------------|--|--|
| MANUAL MESSAGE WAITING | | | |
| - | to order | *31* extension number # | U.S. and Canada: *56*extension# |
| - | to cancel | #31# | U.S. and Canada: #56# |
| MESSAGE DIVERSION (Interception message) | | | |
| - | to order | *23* extension number # | U.S. and Canada: *24*extension# |
| - | to cancel | #23# | U.S. and Canada: #24# |
| MESSAGE WAITING INDICATION | | | |
| - | to cancel | #91# | |
| MORE THAN ONE TELEPHONE CONNECTED TO THE SAME MOBILE EXTENSION NUMBER (Multiplicity) | | | Only supported for Mobile extension with public TDM trunk. |
| - | to order | *9# | |
| - | to cancel | #9# | |
| NIGHT SERVICE | | | |
| | Universal | 8, or *8# | |
| | Flexible | | |
| - | to order | *84*route number* external line number# | U.S. and Canada: *8* |
| - | to cancel | #84# | U.S. and Canada: #8# |
| NUMBER PRESENTATION RESTRICTION (per call) | | *42#B-number | |
| PARKING | | * | |
| PERSONAL NUMBER LIST (Call list) | | | |
| - | to order/change | *10*List number# | |
| - | to cancel | #10# | |
| REFER BACK | | 2 | |
| 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) | | | |
| - | to order | 8, or *8# | Finland and Sweden *0# U.S. and Canada *59# |
| TRANSFER | | on-hook or suffix digit (#) | |

14

TELEPHONE NUMBERS

| Name | Number |
|------|--------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

15

LIST OF SPEED DIAL NUMBERS

Individual numbers

Note: Individual abbreviated numbers are not applicable for Mobile extensions.

Common numbers

| Abbr. No. | Complete translated number | Name |
|-----------|----------------------------|------|
| | | |
| | | |
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