DT290

BusinessPhone Communication Platform

User Guide

Welcome to the User Guide for the Cordless phone DT290 in the BusinessPhone Communication Platform from Ericsson.

The BusinessPhone Communication Platform consists of: *BusinessPhone 50, BusinessPhone 128i, BusinessPhone 250*

The features described in this User Guide are related to version 5.1 of the BusinessPhone Communication Platform. Some might not work in earlier versions of the system and/or might be protected by a hardware dongle that has to be bought separately.

The DT290 Cordless phone is a DECT (Digital Enhanced Cordless Telephony) business Cordless phone and it complies to the Generic Access Profiles (GAP), ensuring that it is compatible with and connectable to DECT products from different manufacturers.

The User Guide describes the facilities of the BusinessPhone Communication Platform and the Cordless phone with a factory defaults programming.

The latest version of this User Guide can also be downloaded from: http://www.ericsson.com/enterprise

Hereby, Ericsson Enterprise AB, S-131 89 Stockholm, declares that this telephone is in conformity with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC.

Details to be found at: Declaration of Conformity: http://www.ericsson.com/sdoc

Table of Contents

Important

This section describes the information that is important to know before you use the DT290 phone and the functions described.

> **Note:** *This User guide describes the supported BusinessPhone Communication Platform functions together with the most commonly used phone specific functions. All phone specific functions are listed in the menu structure., see section "Menu structure" on page 13.*

Before using the DT290 the first time you have to charge and connect the battery, see section "Installation" on page 85.

Coverage area

Your organisations premises is covered by a number of cells which forms the coverage area. You can make and answer calls anywhere within this area, outside the area you will lose contact with the system.

Company coverage:

PIN code

Your phone is initially provided with a pre-set PIN code (Personal Identification Number). You should change this PIN code to a personal PIN code to prevent misuse.

To change the PIN code

Route: *Settings » PhoneLock » ChangePIN*

ChangePIN

Select

Press
EnterOldPIN: is displayed.

Enter the current PIN code (default 0000) and press
Either EnterNewPIN: or Wrong PIN is displayed. In the latter case, you have entered a number that does not match the current PIN code.

Enter the four digits of the new PIN code and press
RepeatNewPIN is displayed.

Enter the new PIN code again and press
Either New PIN accepted or Wrong New PIN is displayed.

Note the new PIN code for future use

If you enter an incorrect new PIN code three times in a row, your phone leaves this menu option.

In other situations, if you enter an incorrect PIN code three times in a row, your phone is blocked and PIN Blocked, Unblock? is displayed. See section "IPEI code" on page 6 to un-block your phone.
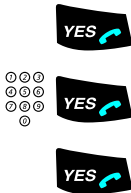
IPEI code

If your phone is blocked because an incorrect PIN code has been entered three times, you can unlock it with the IPEI code (International Portable part Equipment Identity). After entering the IPEI code, you must enter a new PIN code.

The IPEI code is a unique code which has been assigned to your phone. The IPEI code can be found in the ShowIPEI menu.

If your phone is blocked, PIN Blocked, Unblock? appears. The phone must be unblocked before it can be used again.

To display the IPEI code

Route: *Information » ShowIPEI*

Select ShowIPEI **and press**
Enter PIN: is displayed.

Enter the PIN code for your phone (default 0000) and press
The 13-digit IPEI code is displayed.

Press to leave this menu

> **Note:** *Write down the IPEI code for future use. If you cannot retrieve the IPEI code, please contact your system administrator. Keep the IPEI code secret to prevent misuse of your phone.*

Un-block the DT290

Press
Backdoor: is displayed.

Enter the IPEI code and press
EnterNewPIN: is displayed.

Enter the four digits of the new PIN code and press
RepeatNewPIN is displayed.

Enter the new PIN code again and press
Either New PIN accepted or Wrong New PIN is displayed. In the latter case, the new PIN and the code you have just entered do not match. If New PIN accepted appears, you can use the phone again.

Networks (menu option)

The menu option Networks should only be used for administration purposes by Ericsson service staff. Using this menu option may cause a logout from the DECT/GAP network, and no further calls will be possible.

> **Note:** *In case of a logout, the phone must be logged on again by a service technician.*

Description

1

2

3

11

12

20

```
Michael   132
01-Dec 11:32
```

13

4   YES   C   NO   14

5

6   15

7   1   2 ABC   3 DEF

4 GHI   5 JKL   6 MNO

16

7 PORS   8 TUV   9 WXYZ

8   *   0   #

9

10

17   INT

18   R

DT290

19

1   Antenna

2   Volume Up
Off hook: raise earpiece volume. See section "Adjustments" on page 75.

3   Volume Down
Off hook: lower earpiece volume. See section "Adjustments" on page 75.

4   Off hook / Yes
Answer call, accept.

5   Clear / Mute
Delete latest entered digit. Backspace when editing text. Cancel a menu option. Microphone-, ringer- and warning on/off, see sections "During Calls" on page 23 and "Adjustments" on page 75.

6   Control key (up)
Scroll up through menus or name list. Move left in choices.

7   1 / Space
Space when editing text. See section "Phone Book" on page 67.

8   Star / Pause / Text case
Insert a dial tone pause. Upper/lower case in text mode. See section "Phone Book" on page 67.

9   Battery (rearside)
See section "Installation" on page 85.

10   Microphone

11   Warning light
Ringing, message waiting, battery low, exit cover area.

12   Earpiece

> **Please note:** *The phone may retain small magnetic articles around the earpiece region.*

13   Display (3 rows)
Display at rest. Michael is the network name and 132 is (your) extension number. See section "Display info" on page 11.

14   On/Off / On hook / No
Switch on/off, end call, one menu back. Cancel a menu option.

15   Control key (down)
Scroll down through menus, name list. Move right in choices.

16   Keypad

17   Handsfree
Activate handsfree speaking. See sections "Incoming Calls" on page 15, "Outgoing Calls" on page 18 and "During Calls" on page 23.

18   R/Message
Put call on hold (inquiry), take call off hold or enter the message system. See sections "During Calls" on page 23 and "Internal Messages" on page 37.

19   Accessory connectors
See section "Installation" on page 85.

20   Loudspeaker (rearside)
For handsfree speaking function. See sections "Incoming Calls" on page 15, "Outgoing Calls" on page 18 and "During Calls" on page 23.

Display info

The display gives you visual feedback on all actions that you perform, and also textual warnings. The upper two rows are text rows (12 possible characters in each row), showing menus that you can access, names and numbers that you edit or dial, your phone ID etc. The lower row displays different statuses, visualised by icons.

The DT290 display

Signs in the text rows

> **Menu pointer**
Shows the menu that can be accessed by pressing the YES key.

‹ **Number to long for display**
There are more digits to the left.

─ **Dash**
Indicates that a pause is programmed in the telephone number.

(**CallList icon**
Marks an entry in the CallList. Three different call types are displayed:

(‹– *Incoming call*

(–› *Outgoing call*

(✕ *Missed call*

! **Exclamation Mark**
Marks an unread entry in an entry list.

Display icons

Signal strength
On when your phone is locked to the system. The bars indicate reception quality. Four bars indicate optimal reception.

Ringer off
Ringing signal muted or microphone off.

Key lock
Keys are locked.

Call
On when your phone is off hook and flashes during ringing.

Message
Message received.

Call info
New unanswered entry in the *MissedCalls* list.

Battery gauge
The battery cells are flashing sequentially when the battery is being charged and is on when charging is completed. Indicates the amount of talk and standby time left.

> **Note:** *An alarm sounds when there is less than 15 minutes calling time left in the battery.*

Additional display features

Depending on which network you are connected to, additional display features are available. For example displaying of date and time. Ask your system administrator if you require additional display features.

Menu structure

The available phone specific functions and network functions can be accessed via the DT290 menus.
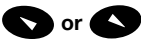
⬬ or ⬬   **Press to access the on hook menu when in stand-by mode or to access the off hook menu during a call (see below)**

Menu Structure

Options available when "on hook"

PhoneBook		Settings			Networks	Information
Find&Call		Alarm *	SetAlarm		SelectNet	CallList *
Store	AddNew	AutoKeyLock	AlarmOff		Priority *	MissedCalls *
	AddCallList	Alerts			Rename	LastCall *
			RingVolume	Internal	Delete	TotalCalls
Find&Edit	Edit		RingType	External	Subscribe	ShowIPEI
DeleteAll	Delete			CallBack		
				Message		
			KeySound	On		
			DiscreetRng	Off		
			Vibrator	OnIfSilent		
				On		
		PhoneLock	PowerOn	Off		
		MasterReset	Subscript			
		Language	ChangePIN			
		MessageKey	Mess.KeyNo			
		Display	Light			
			Contrast			

⬬ ⬬   Move within a menu.

YES ☎   Make selection. Move to submenu.

NO ⊗   Move to previous menu.

C MUTE   Move to idle display.

Options available when "off hook"

Find&Call	GotoDTMF *
CallList *	DTMF-Long *

Note * *Available under certain circumstances.*

Navigation keys

Cancel

Confirm   YES ☎   C MUTE   ⊗ NO   Back

Left/Up   ⬬   ⬬   Right/Down
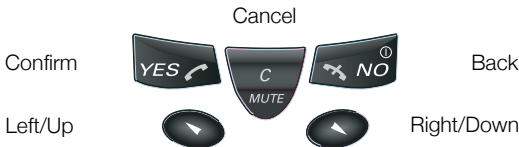
Switching On/Off

Switch on the DT290

Press until the display lights up
If the phone does not switch on or the battery icon starts flashing, the battery is low. Charge the battery. While charging you can still use your phone.

> **Note:** *If the signal strength icon is off and the message* No network *is displayed you cannot make or answer calls.*

Switch off the DT290

> **Note:** *During calls, you cannot switch off your phone.*

Press until the display turns blank
Your phone is switched off.

Incoming Calls

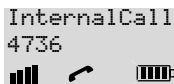A ringing signal indicates an incoming internal- or external call. You can also see who has called you in the CallList.

Answer calls

The ringing type tells you whether the call is an internal, external or call-back call and the display indicates an incoming call.

Display example:

```
InternalCall
4736
```

If the number is stored in the Phone Book, the associated name is shown instead.

YES

Press to answer
If you do not answer the call, the number is stored as a missed call in the CallList. See section "CallList" on page 16.

> **Note:** *Calls can be answered at any time, no matter if you are programming, or keying in a number etc.*

Handsfree

INT

Press to answer the call in handsfree speaking mode
You are connected to the caller via the loudspeaker and microphone.

End the call

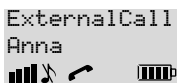**Press**
The duration time of the call is shown.

Mute ring sound or warning sound

If the phone rings or a warning sounds at an inconvenient moment you can temporarily suppress the sound:

Press to turn off the ringing for the moment
The ring off icon appears.

```
ExternalCall
Anna
```

Even with the sound off, you can still answer the call. The warning light and hook icon keep flashing. If you do not answer the call, the number is stored as a missed call in the CallList. To turn off the ring sound permanently, see section "Volume control" on page 75.

> **Note:** *If you decide not to answer the call, press the NO key. The call is rejected and there is no entry in the CallList.*

CallList

The last 20 dialled numbers, missed calls and answered calls are stored in the CallList (if supported by the network).

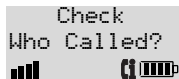The different call types in the CallList are marked with the following icons:

(<– *Incoming call*

(–> *Outgoing call*

(✕ *Missed call*

> **Note:** *An exclamation mark (!) after an entry number means that you have not read that entry yet.*

When there are new unanswered calls, the call info icon is displayed and the display shows:

```
      Check
Who Called?
ııl         (I IIIIII
```

Press if you do not want to return a call

To return a call

Press shortly
The CallList including dialled numbers, missed calls and answered calls appears. Each entry in the list is displayed with a number in the upper left corner of the display. The phone beeps if there are no names or numbers available for redial.

```
1   (X  05-Mar
Sabrina!
ııl         (I IIIIII
```
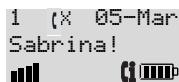
or **Scroll until you have the right number or name**

Press to dial the selected number

> **Tip:** *If you press the C/MUTE key instead of the YES key, you can edit the number before dialling.*

You can also access the CallList via the CallList menu.

> **Route:** *Information » CallList*

The CallList menu is only displayed, if names or numbers are available for returning a call.

You can permanently store the numbers from your CallList in your Phone Book. See section "Add numbers from the CallList" on page 72.

Outgoing Calls

Sometimes you make a call but the person is not available. These functions will help you in your attempts to establish contact with the called party.

You can also make a call via the Phone Book, see section "Phone Book" on page 67.

Make calls

How to make internal and external calls.

Enter the number
The number is displayed.

```
00535554505
```
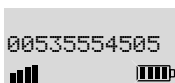
Press when the number is correct
Your phone will go off hook and dial the number.

> **Notes:**
> *Correct a wrong entry by pressing the C/MUTE key.*
>
> *If you decide not to make the call while keying in the number, press the NO key to stop.*
>
> *If you receive a call while keying in the number, simply press the YES key to answer.*
>
> *You can make your calls faster by using abbreviated numbers or dial-by-name. See section "Abbreviated Numbers" on page 47.*

Off hook dialling

If you prefer to dial a number off hook:

YES

Press and hold and wait for the dial tone
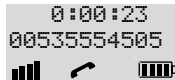
> **Note:** *A short press activates the CallList.*

Dial the number and wait for a connection

```
    0:00:23
00535554505
```

Handsfree

While you are waiting for a connection, dial tone or during the call:

INT

Press to switch the call to handsfree speaking mode
You are connected to the caller via the loudspeaker and microphone.

To end calls

NO

Press to end the call
The duration of the call is displayed.

Last External Number Redial

When you initiate an external call the system automatically stores all the dialled digits, irrespective of whether the call was successful or not.

✳ ✳ ✳ **YES**

Press to redial the last dialled external number
The display will show the dialled number.

Redial number from CallList

Dialled numbers are stored in the CallList (if supported by the network).

YES **Press shortly**
The CallList including dialled numbers, missed calls and answered calls appears. Each entry in the list is displayed with a number in the upper left corner of the display. The phone beeps if there are no names or numbers available for redial.

or **Scroll until you have the right number or name**

YES **Press to dial the selected number**

> **Tip:** *If you press the C/MUTE key instead of the YES key, you can edit the number before dialling.*

You can also access the CallList via the CallList menu.

> **Route:** *Information » CallList*

The CallList menu is only displayed, if names or numbers are available for returning a call.

You can permanently store the numbers from your CallList in your Phone Book. See section "Add numbers from the CallList" on page 72.

For more information about the CallList, see section "CallList" on page 16.

Automatic Call-back

You call an extension and receive busy tone or get no answer. This can also be used if no external line is free:

5 **Press**
Verification tone.

NO **Press**
You are called back if the extension finishes the ongoing call or the next time the extension finishes a new call. You have to answer within eight seconds otherwise the Call-back service is cancelled.

Busy extension

You call an extension and receive busy tone.

Camp-on

You can notify a busy extension of your call by a muted ringing call (if this function is allowed).

4 **Press to camp-on**
Stay off hook. When the called extension replaces the handset it will be called automatically.

> **Note:** *If you receive the busy tone again, the desired extension does not allow Camp-on.*

Intrusion

You can intrude on an ongoing call on a busy extension (if this function is allowed).

8 **Press to intrude**
Intrusion tone is heard and a three-party call is established. When the called extension replaces the handset and you keep off hook, the called extension will be recalled automatically.

> **Note:** *If you still hear the busy tone, then your extension does not have the authority to intrude or the desired extension is protected against Intrusion.*

Call Statistics

Your phone can tell you the duration of your last call and display the total time of all external calls made.

To see the time spent on your last call

Route: *Information » LastCall*

LastCall   **Select**

Press
The length of the last call is displayed in hours, minutes and seconds.

Press to leave this menu

To see the time spent on all outgoing external calls

Route: *Information » TotalCalls*

TotalCalls   **Select**

Press
The total time of all external calls made is displayed in hours, minutes and seconds.

Press to leave this menu

or

Press to delete the entry from the list

During Calls

The BusinessPhone Communication Platform allows you to handle calls in many different ways. You can for instance make an inquiry, transfer the call or create a conference, mute the microphone and ringer, change the dial mode or put the call on hold to perform other tasks.

Transfer and Inquiry

You have an ongoing internal or external conversation and you want to transfer the ongoing call.

Press to put the current call on hold
Dial tone.

> **Tip:** *You can also use the* Find&Call *or* CallList *menu options.*

Call the third party
You can transfer the call before answer or wait for answer.

> **Note:** *Make sure, that you are connected to the desired party. Please read the notes and warnings in section "Useful Hints" on page 84.*

2 **Press to switch between calls**

> **Note:** *Sometimes the R key must be pressed twice. Whether you can put internal calls on hold or transfer calls to external lines depends on your PBX. Consult your system administrator.*

or

Press to transfer the call

Transfer to a busy extension

You can even transfer calls to busy extensions. The other party will hear a muted signal (Camp-on), and the call will be extended, as soon as the ongoing call is terminated (if Camp-on is allowed).

Call-back

You are called back, if you have transferred an external call and the other extension has not answered the call within a certain time. Your phone will ring again.

Conference

You have an ongoing conversation and you want to establish a telephone conference.

Press
Dial tone.

Call the third party

3 Press to establish a three party conference
Now you have established a three party conference. To mark the conference, all conference members will hear a periodical conference tone.

Repeat the procedure to include other persons to the conference
In this way, you can include up to six parties in a conversation. How many of them can be external callers depends on the programming of the system.

Press to leave the conference

Handsfree speaking

You can switch to handsfree speaking (and back to standard speaking procedure) at any time during a call.

Press to switch handsfree speaking on or off
During handsfree speaking, you are connected to the caller via the loudspeaker and microphone.

Dial mode

If your phone system normally uses pulse dialling you can switch between long and short DTMF tones if required. For some teleservices the standard tones sent out by the phone are too short. In this case the phone must be switched to long tones.

To switch the phone to short tones

GoToDTMF **Select**

Press
The phone now uses short DTMF tones.

To switch the phone to long tones during a call

DTMF-Long **Select**

Press
The phone switches to long tones for the duration of the call. If the phone is set to long tones, the tones are transmitted for the same length of time as you keep the keys pressed down.

Send a dial tone pause while dialling on hook
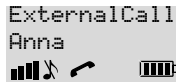
✳ **Press for one second**

Mute microphone

To mute the microphone, during an ongoing conversation:

Press and hold
The caller will not hear the conversation in your room. Short beeps and the ring off icon indicate that the microphone is off.

```
ExternalCall
Anna
ull▶       ▥▥▥▶
```

Press quickly
Short beeps and the ring off icon indicate that the microphone is off.

Press again, to turn the microphone on

> **Note:** *It is advised to use this feature instead of putting a call on hold. A call on hold may be diverted to your operator, directly or after some time.*

Call Waiting

If you hear the Call Waiting tone during an ongoing conversation, another person is trying to contact you.

To terminate the ongoing call and answer the waiting call

Press to finish the ongoing call
The waiting call is signalled on your phone.

Press to answer the new call

> **Note:** *The Call Waiting function might be blocked for use on your extension (programmed by system administrator).*

Call Forwarding

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position.

If you urgently need to talk to someone who has forwarded his calls, the system is also equipped with a bypass function.

Depending on the type of Diversion you are also able to record your personal greeting, see section "Personal Greeting" on page 46.

> **Note:** *You can still make calls as usual.*

Diversion on no reply

If you are not available to answer incoming calls (internal or external), your system administrator can program your extension to automatically divert calls to a programmed diversion address (default time: 15 seconds).

Diversion on busy

If your extension is busy and you receive an incoming call (internal or external), your system administrator can program your extension to automatically divert the call to a programmed diversion address.

Fixed Diversion

This function directs your calls to a pre-programmed answering position (e.g. secretary).

Activate Fixed Diversion

✶21#   **Dial**

YES   **Press**

✆   **Wait for the call icon to stop flashing**

NO   **Press to finish the procedure**
All calls to your extension are directed to a pre-programmed address. The display shows the actual diversion state.

```
DIVERSION
4736->5450
```

Cancel Fixed Diversion

#21#   **Dial**

YES   **Press**

✆   **Wait for the call icon to stop flashing**

NO   **Press to finish the procedure**

Individual Diversion

This feature gives you the possibility to divert your calls to internal and external positions, e.g. to any directory number, a colleague's extension, an external number or a common abbreviated number (e.g. your car phone).

> **Note:** *In order to prevent misuse, Individual External Diversion can be blocked for your extension, see section "Security" on page 63.*

Program and activate Internal Diversion

Divert your calls to an internal position.

✳21✳   **Dial**

Enter the new diversion address

 # YES☎   **Press**
Verification tone.

Wait for the call icon to stop flashing

Press to finish the procedure
You can make outgoing calls as usual. A special dial tone reminds you that *Call forwarding* is active. The display shows the actual follow me state.

> **Note:** *An Individual Internal Diversion cannot be activated if an Individual External Diversion is already activated.*

Cancel Internal Diversion

#21#   **Dial**

Press

Wait for the call icon to stop flashing

Press to finish the procedure
Individual Diversion is cancelled.

Program and activate a new external diversion address

To set a new individual external diversion address:

✳22✳

Dial

0

Dial the digit(s) for external call access and enter the new external diversion address
A maximum of 24 digits.

> **Note:** *If your public network requires waiting for a second dial tone, press ✳.*

 # YES ☎

Press
Verification tone.

Wait for the call icon to stop flashing

NO

Press to finish the procedure

> **Note:** *Individual External Diversion can also be used via the DISA function, see section "Other Useful Facilities" on page 55.*

Cancel External Diversion

#22# YES ☎

Dial and press

Wait for the call icon to stop flashing

NO

Press to finish the procedure

> **Note:** *The programmed diversion address is not removed from the memory, the Diversion is just inactive.*

Re-activate External Diversion

Divert your calls to an external position.

✳22✳# YES ☎

Dial and press

Wait for the call icon to stop flashing

NO

Press to finish the procedure
You can make outgoing calls as usual. A special dial tone reminds you that *Call forwarding* is active. The display shows that you have activated an External Diversion.

Follow me

If you are in another room, you can still answer your calls by forwarding them to where you are. To activate Follow me, *Individual Diversion* must be active on your phone.

Activate Follow me

> **Note:** *This procedure has to be executed from the telephone the calls are diverted to.*

✳ *2 1* ✳   **Dial**

✳   **Dial your number and press**

Dial the new number to where incoming calls should be diverted

YES   **Press**
Special dial tone.

📞   **Wait for the call icon to stop flashing**

NO   **Press to finish the procedure**

Cancel Follow me

Follow me and Individual Diversion can also be cancelled from the answering position.

2 1 ✳   **Dial**

Dial your number

YES   **Press**
Dial tone.

📞   **Wait for the call icon to stop flashing**

NO   **Press to finish the procedure**

Bypass Call Forwarding

Bypass Call Forwarding makes it possible to call a specific extension, even if Call Forwarding is activated on this extension.

✳ 6 0 ✳　**Dial**

Enter extension number

YES **Press and wait for answer**
You will be connected to the specified extension, regardless of which type of Call Forwarding the called extension has activated.

Information

If you are not in the office for a certain period of time (e.g. meeting, vacation, lunch, illness), this feature allows you to inform your callers why you are absent. External callers will be routed to the operator who also has access to your absence info.

> **Note:** *When you have activated a diversion with a Personal Greeting, callers will receive this greeting instead of your activated absence information.*

You can inform your callers with:

1 Pre-defined texts
Enter the reason for your absence and the date and time of your return.

2 Voice information
Record a voice message and name the reason of your absence.

Enter Information

To store text or voice information.

✳ *23* ✳   **Dial to enter the information mode**

Select *Pre-defined text* or *Voice information*

Pre-defined texts

Enter *Code* and

Enter *Completing info* from the table below

	Code	Completing info
Time of return	1	hour (00-23) minute (00-59)
Date of return	2	month (01-12) day (01-31)
Lunch	3	back at, hour minute
Meeting	4	back at, hour minute
Vacation	5	back, month day
Illness	6	back, month day

YES **Press**

Wait for the call icon to stop flashing

NO **Press to finish the procedure**
Internal callers receive the information on the display (or as spoken information to callers without display phone). External callers will be routed to the operator who also has access to your absent info.

Pre-defined texts example:

Vacation, back June 27

✳23✳ **Press**

5 **Enter code**

0627 **Enter month and day**

YES **Press**

Wait for the call icon to stop flashing

NO **Press to finish the procedure**
Information active.

```
5 VACATION
BACK  Jun 27
```

Voice information

✱23✱ **YES ☎**   **Press**

☎   **Wait for the call icon to stop flashing**

9   **Press and speak**

✱   **Press to play-back and listen to your recording**

9   **Press and speak to re-record**

**NO**   **Press to activate**
Internal callers will hear the information via the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absent info.

> **Note:** *You can dial your own extension number if you want to check your Information.*

Erase Information, Save Information

$\#23\#$ **YES**   **Dial and press to erase info**

   Wait for the call icon to stop flashing

NO   **Press to finish the procedure**

or

$\times 23\times\#$ **YES**   **Dial and press to deactivate and save for later use**
Information is passive.

   Wait for the call icon to stop flashing

NO   **Press to finish the procedure**

Use saved information

When the information is switched off:

$\times 23\times\#$ **YES**   **Dial and press to activate saved info**
Information is active.

   Wait for the call icon to stop flashing

NO   **Press to finish the procedure**

Internal Messages

You can send a call-back or a voice message when you call an extension and receive busy tone or get no answer.
This section also describes how to record a personal voice message and how to forward a voice message.

Password protection

The first time you enter the message system (only possible from own extension) you might be requested to change your password if it is default (0000).

> **Note:** *Some systems are programmed to allow the default password.*

Follow the voice announcements
You are requested to enter a new password, confirm and save it. If you use the default password, you are requested to try again.

Press to finish the procedure

or

Continue with any of the message functions
If you want to change your password again, it is possible from the message system or via the function "Select password" on page 64.

Send Message

To send a message to an extension when you receive busy tone or get no answer.

Call-back

To send a *Call me* message.

9 #   **Press to send**

Voice

To send a voice message.

9 9   **Press and speak**

✶   **Press to play-back and listen to your recording**

9   **Press and speak to re-record**

**Press to send**

Check and Store Received Messages

A received message is indicated with a message icon (envelope) in the display (a special dial tone can also be used to indicate a waiting message, if programmed). In addition you can see the number of queued messages in the display.

Received messages are divided into following three categories:

• New messages (not heard)

• Heard messages

• Stored messages

Voice messages can also be forwarded to other mailbox numbers (individual or common), see section "Forward a Voice Message" on page 40.

> **Note:** *Messages are deleted from the system after a certain time. The time depends on which category the message belongs to. Please ask your system administrator regarding this.*

Press to enter the message system

or

✱ *5 9* # **YES**
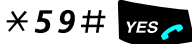
Dial and press

> **Note:** *It is possible to program a number or function on the R/Message key, if this is done, the default function to enter your message system directly does not work any more. If you want to use the Message Waiting function (default) again, the number to enter the message system has to be re-entered. See section "Programming a number or function on the R/Message key" on page 50.*

You can check and store your received messages. Up to 20 messages can be stored. Voice messages will be heard. *Call me* messages will call the sender automatically (these messages cannot be stored).

> **Note:** *Depending on the configuration, you might be asked for your password before you can retrieve your messages. See section "Security" on page 63.*

Press to finish the procedure

Forward a Voice Message

Your received voice messages (in the individual mailbox) can be forwarded to other mailbox numbers (individual or common). When you forward a voice message to an individual mailbox, the mailbox number is the same as the extension number. See also section "Mailbox System" on page 42.

Press

or
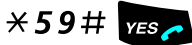
✳ 5 9 # **YES**

Dial and press

> **Notes:** *Depending on the configuration, you might be asked for your password before you can retrieve your messages. See section "Security" on page 63.*
>
> *It is possible to program a number or function on the R/ Message key, if this is done, the default function to enter your message system directly does not work any more. If you want to use the Message Waiting function (default) again, the number to enter the message system has to be re-entered. See section "Programming a number or function on the R/Message key" on page 50.*

Follow the voice announcements
You can forward new, heard or stored voice messages.

> **Note:** *The forwarded message is a copy, i.e. it can be deleted without deleting the original message.*

Repeat the procedure to forward the message to another mailbox

Press to finish the procedure

Dictaphone function

If you want to record and retrieve personal voice messages you can use the Dictaphone function. A dictaphone message is treated as a normal message. How to retrieve dictaphone messages, see section "Check and Store Received Messages" on page 39.

Record message

To start the recording:

*58# YES   **Dial and press**

       Wait for the call icon to stop flashing

Record your message
The maximum recording time is four minutes and 15 seconds.

```
RECORDING


▁▂▃     ⌁     ▯▯▯▯▮
```

Select options below:

*   **Press to play-back**

9   **Press and speak to re-record**

NO   **Press to stop the recording and save the message**

Mailbox System

While you are away from the office, callers can leave messages in your individual mailbox. You are also able to record your personal greeting, see section "Personal Greeting" on page 46.

The first time you enter the message system (only possible from own extension), you might be requested to change your password if it is default (0000). See section "Password protection" on page 37.

The mailbox system is a part of the message system.

Individual mailbox system

Callers are able to leave messages in your individual mailbox.

Activate

Divert your extension to the mailbox system.

✳21✳ **Dial**

Dial the number to the mailbox system
Ask the system administrator for your defined mailbox system number.

 # YES **Press**

Wait for the call icon to stop flashing

NO **Press to finish the procedure**
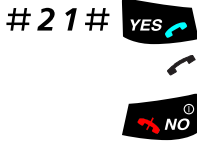
Deactivate

 # 2 1 # YES 📞   **Dial and press**

📞   **Wait for the call icon to stop flashing**

📞 NO   **Press to finish the procedure**

Retrieve messages internally

When the message icon appears in the display.

✉ R   **Press to enter the message system**

or
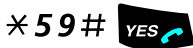
✳ 5 9 # YES 📞   **Dial and press**

See section "Check and Store Received Messages" on page 39.

> **Note:** *It is possible to program a number or function on the R/Message key, if this is done, the default function to enter your message system directly does not work any more. If you want to use the Message Waiting function (default) again, the number to enter the message system has to be re-entered. See section "Programming a number or function on the R/Message key" on page 50.*

Retrieve messages - externally

To retrieve your messages from an external position:

⠿   **Dial your company's telephone number**

⠿   **Dial the number to the mailbox system**
During the procedure you will be asked for your extension number and your password.

The following mailbox functions can also be used from an external position:

- Change Password
- Check and Store Received Messages
- Forward a Voice Message
- Send Message
- Outcall (External) Notification
- Personal Greeting

Outcall (External) Notification

With this function the message system can notify you when new voice messages arrive. You can specify an external number, where you will be called at a pre-programmed time or as soon as a new message arrives.

> **Note:** *This feature may be restricted or not available. Ask the system administrator for the availability and more information.*

You can be notified in two different ways (depending on the programming of the system):

Notification with mailbox access:

You acknowledge the notification via your password (has to differ from the default value 0000). See section "Select password" on page 64 to select a new password. You have full access to the mailbox system.

Notification without mailbox access:

You get a short voice announcement, informing that someone has left a message for you. You acknowledge the notification by pressing any key. You have to call back the mailbox system to retrieve the message.

> **Note:** *If you do not acknowledge the notification within the pre-programmed time, the connection is cancelled and repeated later (ask the system administrator for the programmed number of notification attempts).*

Programming

Press

or
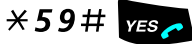
✳ *5 9* ♯ **YES**📞 **Dial and press**

> **Notes:** *Depending on the configuration, you might be asked for your password. See section "Security" on page 63.*
>
> *It is possible to program a number or function on the R/Message key, if this is done, the default function to enter your message system directly does not work any more. If you want to use the Message Waiting function (default) again, the number to enter the message system has to be re-entered. See section "Programming a number or function on the R/Message key" on page 50.*

Follow the voice announcements
You can program the external notification number, the notification time and activate/deactivate the function. The external number (including the digit(s) for external call access) can consist of up to 24 digits. The time is entered in 24h-format, e.g. 2030 for half past eight with values automatically set to even quarters, i.e. 2013 will be 2015.

> **Note:** *The notification number and time must be programmed before you activate the notification.*

NO **Press to finish the procedure**

Personal Greeting

Depending on the type of Diversion you want to activate, you can leave three different personal greetings to the caller. The diversion state can be on no reply, on busy or an activated Individual Diversion.

Press

or

$\ast 5\,9\,\#$ **YES**

Dial and press
During the procedure you will be asked for your extension number and your password.

> **Note:** *It is possible to program a number or function on the R/Message key, if this is done, the default function to enter your message system directly does not work any more. If you want to use the Message Waiting function (default) again, the number to enter the message system has to be re-entered. See section "Programming a number or function on the R/Message key" on page 50.*

2 **Press to configure your Personal Greeting**

Enter diversion code
Select an option below and follow the voice announcements.

Type of diversion	Code
Diversion greeting on busy	1
Diversion greeting on no reply	2
Individual diversion greeting	3

Press to store the recorded greeting
When you activate the diversion, the recorded greeting is played to the next caller.

NO **Press to finish the procedure**

> **Note:** *When you have activated a Diversion with a Personal Greeting, callers will receive this greeting instead of your activated absence information.*

Abbreviated Numbers

By using abbreviated numbers, you can make calls simply by pressing a few keys. Frequently used external numbers are stored as *common abbreviated numbers* in the exchange.

Up to 10 *individual abbreviated numbers* (your personal most frequently used external numbers) can be stored and used on the keys 0 to 9.

Common abbreviated numbers

External numbers are stored centrally in your BusinessPhone Communication Platform. Common abbreviated numbers can be dialled from every extension that has the authority to do so.

Dial the common abbreviated number
Please refer to your telephone directory.

Press to make the call

Individual abbreviated numbers

You can program and activate your most frequently used external numbers on the keys 0 to 9.

✳✳   **Press**

Dial the abbreviated number
A number between 0 and 9.

YES   **Press to make the call**

Program individual abbreviated number

How to program external numbers on the keys 0 to 9.
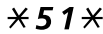
✳ *51* ✳   **Enter programming mode**

✳   **Select an abbreviated number between 0 and 9 and press**

0   **Dial the digit(s) for external call access and dial the number**
The number can consist of up to 24 digits.

> **Note:** *If your public network requires waiting for a second dial tone, press ✳.*

YES   **Press**

Wait for the call icon to stop flashing

NO   **Press to finish the procedure**

Cancel one specific individual abbreviated number

＃ 5 1 ✳   **Press**

⁑ ＃   **Enter an abbreviated number between 0 and 9 and press**

YES 📞   **Press**

📞   **Wait for the call icon to stop flashing**

NO   **Press to finish the procedure**

Cancel all individual abbreviated numbers

＃ 5 1 ＃   **Press**

YES 📞   **Press**
Confirmation tone.

📞   **Wait for the call icon to stop flashing**

NO   **Press to finish the procedure**

Dial-By-Name

You can call someone by pressing the first character(s) of a name and then scroll through the name list to search for the name and number.

Example:

Call *Jim* (ext. no. 123):

5 **Press and hold until the display shows the first name beginning with *J***

```
Jack
432
```

Scroll down the name list until you find *Jim*

```
Jim
123
```

YES **Confirm and Jim's number will be dialled**

> **Note:** *You can press the C/MUTE key instead of the YES key if you want to edit the number before dialling.*

Programming a number or function on the R/Message key

You can program a number that you are calling very often or program a function (depending on system).

> **Route:** *Settings » MessageKey » Mess.KeyNo*

Enter the number

YES **Press**

> **Note:** *Only one number or function can be programmed. If you change it, the default function to enter your message system directly does not work any more. If you want to use the Message Waiting function (default) again, the number to enter the message system has to be re-entered.*

Group Facilities

When you are working together in a team the following group facilities can be very useful.

Group Hunting

Your phone can be included in one or several hunt groups. In a hunt group all members are represented with one common directory number. 16 hunt groups can be programmed, each containing 1 to 20 members. A member can be either an extension number, an operator console or a fictive number. Please ask your system administrator if you require this function.

> **Note:** *The number of Cordless extensions in a hunt group are limited to eight (including tandem configurations).*

Incoming calls to the hunt group are directed to free extensions in the group. The hunt order within the group can be changed to suit your needs. If all members of the hunt group are busy, an incoming call is being queued. If no one answers this call before the programmed time, the call is forwarded to the programmed answering position (e.g. operator).

> **Note:** *If all members in a hunt group are busy, the Call-back or Intrusion functions are not available.*

Log in

Before you can answer group hunting calls, you must log in.

To log in to one hunt group:

✱28✱ **Dial**

Dial the hunt group code
Please ask your system administrator for the configured number.

**YES** **Press**

Wait for the call icon to stop flashing

NO **Press to finish the procedure**

To log in to all hunt groups:

✱28✱✱# **Dial**

YES **Press**

Wait for the call icon to stop flashing

NO **Press to finish the procedure**

Answer calls

It is possible to have group hunting information in the display. If you require a different display layout, please contact your system administrator.

Answer group hunting calls in the normal way

Log out

To log out from one hunt group:

✻28✻

Dial

Dial the hunt group code
Please ask your system administrator for the configured number.

⌗ YES
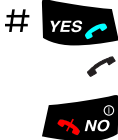
Press

Wait for the call icon to stop flashing

Press to finish the procedure

> **Note:** _If you are logged in to more than one huntgroup and log out from one of them, the display will show the following text:_

```
PBX GROUP(S)
LOGGED OUT
```

To log out from all hunt groups:

⌗28✻✻⌗

Dial

Press

Wait for the call icon to stop flashing

Press to finish the procedure

Group Call Pick-up

In a Pick-up group, any member can answer any individual call to group members. You answer a call to the group by dialling a special answering number. Please ask your system administrator for the configured number.

Dial the group call pick-up code and press

Common Bell

The Common Bell facility allows all extensions of the system (operator included) to pick-up the call from an extension that has been predefined as a common bell extension.

Dial the common bell pick-up code and press
Please ask your system administrator for the common bell pick-up code.

If two or more extensions simultaneously attempt to answer a call from the common bell extension, only the first extension will pick it up. The other extensions will receive the *number unobtainable tone*. This will also happen if you dial the common bell pick-up code and there are no calls waiting at the common bell extension.

Other Useful Facilities

By using these facilities your productivity will be increased, e.g. you can set reminders for important meetings, place the costs for external calls on separate accounts and much more ...

Reminder

The phone can be set to remind you at any time within the next 24 hours (multiple settings are allowed).

✳ *3 2* ✳   **Dial**

 # YES   **Dial reminder time and press**
(00-23) hour + (00-59) minute.

Wait for the call icon to stop flashing

NO   **Press to finish the procedure**
When the time is reached your phone rings with recall signal.

> **Note:** *If you receive busy tone, your extension does not have the authority to set a Reminder.*

Cancel Reminder
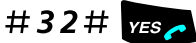
 # 3 2 # YES   **Dial and press**
All settings are cancelled.

Wait for the call icon to stop flashing

NO   **Press to finish the procedure**

Automated Attendant

The Automated Attendant facility sends voice instructions to external and internal callers, informing them of all possible options they can choose. Voice instructions lead the callers step by step to the desired destination.

Dial the Automated Attendant directory number
Please ask your system administrator for the automated attendant directory number.

Press

Wait for the call icon to stop flashing

Press to finish the procedure

Doorphone

The Doorphone is used to monitor the admission to your company, i.e you can open the doorlock from your phone.

Answering doorphone calls

Press
You will be in speech connection with the calling party.

Opening of the doorlock

After you have answered the doorphone, you can open the door making an inquiry to the door-opener's directory number.

Press

Dial the door-opener's directory number
Please ask your system administrator for the number.

Account Number

An account number can be entered to debit telephone costs to different accounts. Depending on the system configuration the account number has to be entered from a verified account number list (predefined) or you can invent an own account number. The following prerequisites apply:

• With the Verified Account Number you can restrict the making of external calls (not a specific number or area), so everyone who is allowed to make external calls will receive an account number which has to be used each time he/she wants to make an external call.

• Verified account numbers contain up to 10 digits.

• Own account numbers contain up to 15 digits.

The account numbers can also be used via the DISA function, see section "Direct Inward System Access (DISA)" on page 58.

Verified or own account number

Before an outgoing call:

✳ *9* ✳   **Dial**

YES   **Enter account number and press**
Valid digits 0-9. Internal dial tone. Make the external call.

Direct Inward System Access (DISA)

If you are working externally and you have the need to make business calls, call your company PBX to make an external call to the desired party. You just pay the costs for the phone call to your company. The other costs will automatically be placed on your extension number or on a special project.

> **Note:** *To activate this function, you have to change the default password from **0000** to a personal one. Which code to use and how to change it, see section "Select password" on page 64.*

You can also divert calls from your office extension to your external position, see section "Call Forwarding" on page 27. During the procedure you will be prompted for your password.

Dial the public number of your company

followed by the DISA number
Ask the system administrator for the defined DISA number.

> **Note:** *If want to register the call on an account number, you should use the Account Number procedure before you enter the external number, see section "Account Number" on page 57.*

Dial the external number

or

Use the External Diversion function
Procedure, see section "Call Forwarding" on page 27.

> **Note:** *If you program a new diversion address, remember to reset it when you return to your office.*

Tandem Configuration

The tandem configuration is a unit, consisting of two telephones using the same directory number. One of the telephones is defined as the *primary* and the other one as the *secondary*.

This function enhances the communication for users that, for example, have a wired phone on their desk (the *primary* telephone) and need to be mobile within their company's building with their own Cordless phone (the *secondary* telephone). Basically the tandem configuration works as follows:

To activate the Tandem Configuration
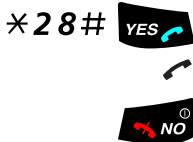
✳28# YES 📞 **Dial and press to log on the secondary telephone**

📞 **Wait for the call icon to stop flashing**

NO **Press to finish the procedure**

```
SECOND USER
LOGGED ON
▂▃▄▅         ▐▓▓▓▓▌▷
```
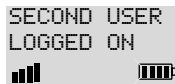
For incoming calls:

• Both telephones are treated as 1 single extension.

For outgoing calls:

• Both telephones are treated as 2 separate extensions.

To deactivate the Tandem Configuration
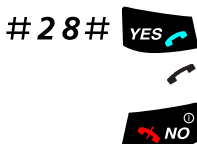
#28# YES 📞 **Dial and press to log off the secondary telephone**

📞 **Wait for the call icon to stop flashing**

NO **Press to finish the procedure**

For incoming calls:

• The *secondary* telephone cannot be called and the *primary* telephone works as a normal *stand-alone* telephone.

For outgoing calls:

• Both telephones are treated as 2 separate extensions.
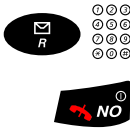
Transferring a call between members of a tandem unit

Press and dial own directory number

Press to transfer the call

Networking

Networking is the connection of several premises within a company. The connection can be set up via leased lines, public lines, Local Area Network (LAN) or Wide Area Network (WAN). Ask your system administrator about details regarding networking.

IP calls

IP calls are internal calls sent via an internal data network (LAN or WAN) and the transfer of data and voice is made on the same line. If you are connected to an internal data network the IP connection is made automatically. To minimise the traffic on the network the speech quality is decreased.

If the speech quality is not acceptable you can disconnect the IP call and switch to a non-IP call (alternative network). The switch from the IP net to the non-IP net is made during the call, so the call does not have to be disconnected.

If you want to switch to a non-IP net during the call:

Press

＊ 6 1 ＊   **Dial**
During the procedure the other party is put on hold. When the procedure is ready you will receive a special ringing tone and the call is resumed in the non-IP net.

> **Note:** *A switch to a non-IP call can only be performed if the original call is an IP call, otherwise you will receive a blocking tone.*

Key Lock

If you carry the phone in your pocket, you might accidentally press the keys and make a call. To prevent this, you can have them blocked by using the AutoKeyLock option.

To enable or disable key locking

> **Route:** *Settings » AutoKeyLock*

AutoKeyLock

Select

YES ☎

Press
The current setting is displayed.

⌄ **or** ⌃
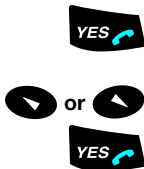
Select the setting you want

YES ☎

Press to confirm

> **Note:** *After enabling the Key Lock function do not press a key for 30 seconds. If the enabling time has expired the keys are blocked and a key symbol is displayed.*

During Key Lock the keys are blocked, so you cannot use your phone. If a key is pressed the message Press * to unlock keys is displayed.

```
  Press * to
 unlock keys
 ▮▮▮ ⚷       ▱▱▱▱
```
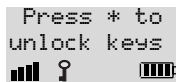
If you have locked the keys and you receive a call, you can answer the call as usual without switching Key Lock off. When the call is ended the keys are locked again.

To unblock the keys temporarily

⌄ **or** ✳

Press
Unlock Keypad? is displayed.

YES ☎

Press to switch off the Key Lock
The key symbol disappears; the keys are enabled again.

Phone Lock

You can protect your phone against unauthorized use or against adding or deleting telephone network subscriptions. Both security features are off by default. See also section "PIN code" on page 5.

Securing against unauthorized use

You can set the phone so that the PIN code must be entered after switching on.

Route: *Settings » PhoneLock » PowerOn*

PowerOn **Select**
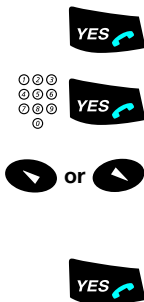
YES **Press**
Enter PIN: is displayed.

YES **Enter the PIN code (default 0000) and press**
The current setting is displayed.

or **Select one of the following options:**
- LockOn to enable protection.

- LockOff to disable protection.

YES **Press to confirm**

Securing against adding or deleting subscriptions

You can set the phone so that the PIN code must be entered when adding or deleting telephone network subscriptions.

Route: *Settings » PhoneLock » Subscript*

Subscript **Select**
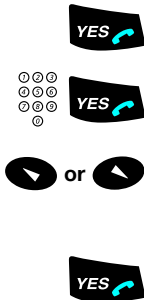
YES **Press**
Enter PIN: is displayed.

YES **Enter the PIN code (default 0000) and press**
The current setting is displayed.

or **Select one of the following options:**
- On to enable protection.

- Off to disable protection.

YES **Press to confirm**

Security

You can block your extension in order to prevent unauthorized use of your phone, e.g. if your external calls are placed on a specific account number.

Block Extension

∗72# **YES** 📞   **Dial and press to block your extension**
Verification tone.

📞   **Wait for the call icon to stop flashing**

NO   **Press to finish the procedure**

Un-block Extension

#72∗   **Dial**

⊙⊙⊙   **Dial your password**

YES 📞   **Press to re-open**
Verification tone. Your extension is open for use.

📞   **Wait for the call icon to stop flashing**

NO   **Press to finish the procedure**

Select password

You can use your four-digit password for blocking your phone from unauthorized use, for making external calls from any blocked extension, for entering the message system or when you are using the DISA function.

> **Note:** *The first time you enter the message system you might be requested to change your password if it is default (0000). This procedure is performed directly in the message system. See section "Internal Messages" on page 37.*

 # ✳ 7 2 ✳ **Dial to select a new password**

Dial your present password
The default password is *0000*.

✳ **Press**

Dial your new password

 # YES **Press**
Verification tone.

📞 **Wait for the call icon to stop flashing**

NO **Press to finish the procedure**

Bypass Blocked Extension

In order to make a call, you can temporarily bypass a blocked extension.

Bypass own extension

$*72*$ **Dial**

Dial your password

YES **Press**
Dial tone. You can make one call from your extension.

Bypass another extension

This makes it possible to make a call on another, blocked extension, by using your password.

$*72*$ **Dial**

Dial your password

$*$ **Press**

Dial your extension number

YES **Press**
Dial tone. You can make one call from the blocked extension.

Least Cost Routing

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system. If the extension has been configured to use LCR, each external call will be analysed and the cheapest way will be selected.

Use Least Cost Routing

0 **Dial the digit(s) for external call access and the external number**
The usual way of making an outgoing external call.

Calling Least Cost Routing

If LCR has been installed in your system, but your extension is not configured to use it automatically, you also have the opportunity to get the cheapest connection by dialling the LCR code before you dial an external number.

Dial the LCR code
Please ask your system administrator for the LCR code.

0 **Dial the digit(s) for external call access and the external number**

Phone Book

Your phone is equipped with a personal Phone Book where you can make up to 100 entries (names and numbers). You can consult and change the Phone Book via the PhoneBook menu option.

The Phone Book lists all names in alphabetical order. You can freely add names and numbers to the Phone Book.

> **Notes:**
> *It is not possible to download a pre-programmed Phone Book to the DT290.*
>
> *Phone Book numbers have a maximum of 24 digits.*
>
> *Phone Book names have a maximum of 12 characters.*
>
> *An indication that the Phone Book is full, means that you have to delete an entry before you can add a new one.*

Use the Phone Book

Access the names and numbers of the Phone Book.

Access PhoneBook
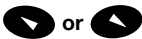
Use the arrow keys to select the required option

Make a call

You can search for a name and number in the Phone Book. When you have accessed the Phone Book:

Route: *PhoneBook » Find&Call*

Select Find&Call **and press**
Enter Name: or Phone book is empty is displayed.

Press the key which has the first letter of the name you are looking for
How to write text, see section "Write text" on page 73.

Press to confirm
The first name beginning with that letter is displayed.

Scroll down until you find the name and press
The number is dialled.

> **Note:** *How to make calls via the CallList, see sections "CallList" on page 16 and "Redial number from CallList" on page 20.*

Add a name or a number

You can use the AddNew option to enter names and numbers in the Phone Book. When you have accessed the Phone Book:

Route: *PhoneBook » Store » AddNew*

AddNew   **Select**

YES 📞   **Press**
Enter Name: or Phone book Full is displayed. In the latter case, you have to delete a Phone Book entry first before you can add a new one.

```
Enter Name:
John_
```

Enter a name
How to write text, see section "Write text" on page 73.

YES 📞   **Press to confirm**
EnterNumber: is displayed.

```
EnterNumber:
053405_
```

Enter the telephone number

✳   **Press if you have to wait for a second dial tone**

YES 📞   **Press to confirm**
The name and number are stored in the Phone Book.

Change a name or a number

With the Edit option, you can change the names and numbers in the Phone Book. When you have accessed the Phone Book:

Route: *PhoneBook » Find&Edit » Edit*

Edit   **Select**

Press
Enter Name: is displayed.

Enter the first letter of the name and press
The first name beginning with that letter is displayed.

Scroll down until you find the name

Press once to change a name

> **Note:** *Press the YES key twice to change a number.*

Correct the name or number

Press to confirm

> **Note:** *Press the YES key only once if you have changed a number.*

Delete a name or a number

You can also delete names and associated numbers from the Phone Book. When you have accessed the Phone Book:

Route: *PhoneBook » Find&Edit » Delete*

Delete   **Select**

YES   **Press**
Enter Name: is displayed.

YES   **Enter the first letter of the name and press**
The first name beginning with that letter is displayed.

Scroll down until you find the name

YES   **Press to delete the name and number**
The name and number are deleted from the Phone Book.

Delete all names and numbers

Route: *PhoneBook » DeleteAll*

DeleteAll   **Select**

YES   **Press**
Delete? appears.

YES   **Press to confirm**
All names and numbers are deleted from the Phone Book.

Add numbers from the CallList

Up to 20 numbers (dialled, answered and missed) can remain stored in the CallList of your phone. You can use the AddCallList option to add these numbers to the Phone Book.

Menu option AddCallList appears only if names or numbers are available for redial. When you have accessed the Phone Book:

Route: *PhoneBook » Store » AddCallList*

AddCallList **Select**
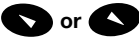
YES **Press**
A list of numbers is displayed. If Phone book Full appears, you have to delete a Phone Book entry first before you can add a new one.

or **Scroll through the list of numbers until you have the number you want to store**

YES **Press**
Enter Name: is displayed.

Enter a name

YES **Press**
Edit Number: is displayed. The number to be added is displayed.

Edit the number if necessary

YES **Press to confirm**
The name and number are stored in the Phone Book.

Write text

The characters that you can enter, are written above each key. Use the keypad to write text. Below is explained how to write text when you add a new name in the Phone Book menu.

AddNew   **Select**

YES   **Press**
The phone changes to text entry mode automatically.

Example (to write SMITH):

7 7 7 7   **Press for S**

6   **Press for M**

4 4 4   **Press for I**

8   **Press for T**

4 4   **Press for H**

YES   **Press to confirm your edit and exit the menu**

Control keys

While entering a name or a number you can use the following keys for control and navigation:

Press to move left

> **Note:** *Moves to the beginning of the text if held longer.*

Press to move right

> **Note:** *Moves to the end of the text if held longer.*

✳   **Press to switch between upper and lower case**

> **Note:** *Pressed for more than one second will add a dial tone pause.*

1   **Press to enter a space**

C MUTE   **Press to correct a wrong entry**

Special characters

See the table below how to find a special character.

Phone key	Number of times to press the key												
	1	2	3	4	5	6	7	8	9	10	11	12	13
1	Space	-	?	!	,	.	:	"	'	(	)	1	
2	A	B	C	Å	Ä	Æ	À	Á	Â	Ã	Ç	2	Γ
3	D	E	F	È	É	Ê	Ë	3	Δ	Φ			
4	G	H	I	ĝ	¡	Ì	Í	Î	ï	4			
5	J	K	L	5	Λ								
6	M	N	O	Ñ	Ö	Ø	Ò	Ó	Ô	Õ	Œ	6	
7	P	Q	R	S	ß	Ş	7	Π	Σ				
8	T	U	V	Ü	Ù	ú	û	8					
9	W	X	Y	Z	Ý	Ÿ	9						
0	0	+	&	@	/	$	%	£	Θ	Ξ	Ψ	Ω	
#	#	*											

Note: *Depending on the selected menu language, other characters might be available, which means that the character order differ from the table above.*

Example special characters:

8 **To enter Ü press 8 (four times)**
1 time   result T
2 times   result U
3 times   result V
4 times   result Ü

YES 📞 **Press to confirm your edit and exit the menu**

Adjustments

This section describes how to set and adjust a personal volume, how to change indication of incoming calls, how to adjust the display, how to change the language and how to revert all DT290 settings to default.

Volume control

You can adjust the volume in the earpiece, of the loudspeaker for handsfree speaking and the volume of the ringer. Use the volume keys to adjust the volume, see section "Description" on page 8 for the location of volume controls.

To turn the microphone, ring sound and warning sound on or off during a call, see section "During Calls" on page 23.

Adjust speaker volume for handsfree speaking

▲ or ▼   **Press to adjust the volume during a call**

If you are not making a call you can still adjust the volume:

YES 📞   **Press**
                You hear the dial tone.

🔊 INT   **Press**

▲ or ▼   **Keep listening and press**
                You hear the dial tone becoming louder or quieter.

NO   **Press to cancel the adjustment procedure**

Adjust earpiece volume

▲ or ▼ **Press to adjust the volume during a call**

If you are not making a call you can still adjust the volume:

YES 📞 **Press**
You hear the dial tone.

▲ or ▼ **Keep listening and press**
You hear the dial tone becoming louder or quieter. If the earpiece is at maximum or minimum volume, you hear a warning tone.

NO 📞 **Press to cancel the adjustment procedure**

Adjust ringer volume

Route: *Settings » Alerts » RingVolume*

RingVolume **Select**

YES 📞 **Press**
A volume level bar is displayed.
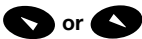
◡ or ◠ **Press to turn the volume up or down**
If you set the volume to its lowest level (ring sound permanently off), the ring off icon appears.

🎵

YES 📞 **Press to confirm**

To turn off the ring sound permanently

C MUTE **Press when the phone is idle**
Silent on?
▁▃▅ 🔋
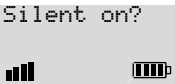
YES 📞 **Press**
The ring off icon appears.

> **Note:** *If the ring sound is permanently off and you have set the Vibrating Alert to OnIfSilent, the vibrator turns on when the phone is ringing, see section "Vibrating Alert" on page 78.*

To turn the ring sound on again:

Press shortly
The ring off icon disappears.

Ringer tones or melodies

You can change the ringer tone for each call type to a different sound or a preprogrammed melody. For each ring signal type, you can choose from four ringer tones or six melodies.

To set the sound for a ringing type

> **Route:** *Settings » Alerts » RingType » Internal/External/CallBack/Message*
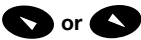
or
Select the ring signal type: `Internal, External, CallBack, or Message`

Press
The current setting is displayed and played.
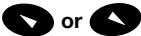
or
Select sound `Low, Medium, High, Mixed` **or** `Melody` **(1 - 6)**
The selected sound is played. The menu options `Low, Medium, High` and `Mixed` refer to the pitch of the ringing tone.

Press to confirm
The table below lists the names of the melodies.

Melody	Name
1	J.S. Bach - Badinerie - BWV 1067 Suite no 2
2	The Black Bear
3	Rimsky Korsakoff - Flight of the Bumble Bee
4	Menuet Boccherini
5	J.S. Bach - Partita no 3 for violin
6	Ericsson soundmark

Discreet Ringing

In the discreet ringing mode, your phone starts ringing at the lowest audible volume level. It then gets louder and louder.

Route: *Settings » Alerts » DiscreetRng*

`DiscreetRng`

Select

YES

Press
The current setting is displayed.

or
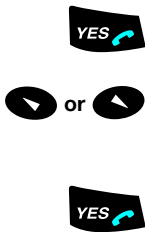
Select one of the following options:
- `On` to activate Discreet Ringing.

- `Off` for no Discreet Ringing.

YES

Press to confirm

Vibrating Alert

If you do not want to be disturbed by the ringing of your phone, but still get the call indication, or if you are in a noisy environment, you can activate the Vibrating Alert.

Route: *Settings » Alerts » Vibrator*

`Vibrator`

Select

YES

Press
The current setting is displayed.

or
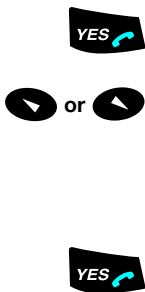
Select one of the following options:
- `On` for Vibrating Alert.

- `Off` for no Vibrating Alert.

- `OnIfSilent` for Vibrating Alert when the ringer is permanently off. See section "Adjust ringer volume" on page 76.

YES

Press to confirm

Key Click

Key Click is the sound you hear each time you press a key. This feature can be enabled and disabled.

Route: *Settings » Alerts » KeySound*

KeySound

Select

Press
The current setting is displayed.

or
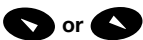
Select one of the following options:
- On to have a Key Click with each key press.

- Off for no Key Click.

Press to confirm

Display light

Your phone has a display which is illuminated when a key is pressed. The illumination automatically goes off after a while, unless you press a key.

Route: *Settings » Display » Light*

Light

Select

Press
The current setting is displayed.

or
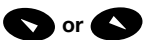
Select one of the following options:
- Automatic to activate illumination of the display when a key is pressed.

- Off for no illumination of the display.

Press to confirm

Display contrast

You can adjust the contrast of the display to one of eight levels to make it easier to read.

Route: *Settings » Display » Contrast*
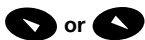
Contrast **Select**

Press
The contrast level bar appears.

Adjust the contrast
You hear an error beep when either limit is reached.

Press to confirm

Language

The default menu language is English. To select another language, use the Language option. Please note that the menu options stay in English until you confirm your language choice.

Route: *Settings » Language*
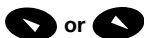
Press to enter the main menu
Option PhoneBook is displayed.

Scroll to Settings **and press**

Scroll to Language **and press**
The current language is displayed.
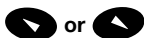
Scroll through the list of languages until you find the language you want

Press to confirm your choice
The language has now been changed.

You can also use the following procedure:

Press for at least seven seconds
The language menu appears.

Select the language of your choice from the list and press

Reset the DT290 settings

You can reset all settings on the DT290 simultaneously. The CallList and the last call information are also cleared. The Phone Book, the PIN code, the subscriptions and the total calls information, however, are not cleared.

Route: *Settings » MasterReset*

`MasterReset`   **Select**

Press
`Enter Pin:` or `Reset All Settings?` is displayed.

If requested enter your PIN code for the phone and press
See section "PIN code" on page 5. `Reset All Settings?` is displayed.

Press to confirm
All DT290 settings revert to default.

Audible Signals

The following different tones are sent from the exchange to your telephone.

Tone characteristics

The tones shown in this section are the most used tones worldwide. Many markets use a differing tone for one or more situations.

Dial tone	▬▬▬▬▬▬▬▬▬▬▬▬▬▬
Special dial tone	▬ ▬ ▬ ▬ ▬ ▬ ▬ ▬ ▬ ▬
Ringing tone or Queue tone	▬▬▬ every 4th second
Busy tone	▬ ▬ ▬ ▬
Congestion tone	▬ ▬ ▬ ▬ ▬ ▬ ▬
Number unobtainable tone	
Call waiting tone	▬ ▬
Intrusion tone	▪ ▪ ▪
Conference tone	▬ every 15th second (to all parties)
Verification tone	▪ ▪ ▪ ▪ ▪ ▪
Warning tone, expensive route	▬ ▬ ▬ ▬ ▬ ▬ ▬ ▬ ▬
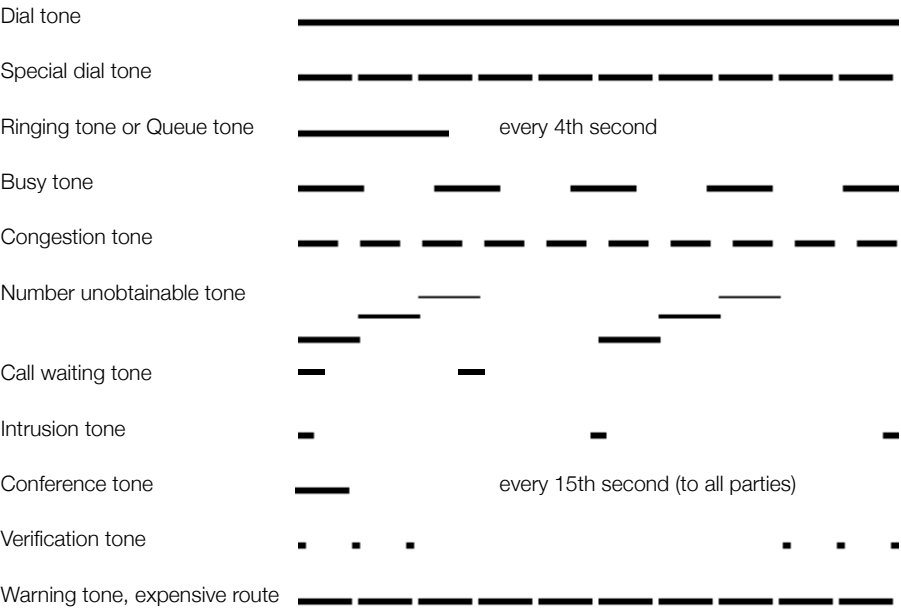
Useful Hints

Connections between external lines

With your BusinessPhone PBX, you can establish an external call diversion or a conference with more than one external party or transfer an external call to another external destination (e.g. a mobile phone). These features are very useful for everyday business life.

> **Note:** *When these features are used, your BusinessPhone will occupy at least two external lines.*

However, there may be disadvantages in connecting to several external lines. We would therefore like to draw your attention to the following:

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered**
- **If you are connected to two external lines, cancel one call by pressing "R" and "1"**

If the external parties are not persons (mailbox, automated information or attendant systems, etc.), connections on external lines can last a long time, which can be costly. Moreover, such calls may occupy two of your system's external lines. You can restrict connections between the external lines by re-programming your system.

Please ask your system administrator or contact our service center for more information.

Installation

This chapter describes the battery (how to connect and charge) and how to connect the clip to the back of your phone.

Check for completeness

Make sure that all the parts are present. If anything is missing, please contact your system administrator or supplier.

The set contains:

1   Cordless phone

2   Battery

3   Clip

4   Assembly card

> **Note:** *It is important to make a note of the IPEI code. The IPEI code may be needed for unblocking the Cordless phone if an incorrect PIN code has been entered three times. See section "IPEI code" on page 6 for further details.*

Preparing for use

When using the Cordless phone for the first time, follow the steps below to prepare the Cordless phone.

Attach the clip to the back as shown in the figure below
Do not press on the display.
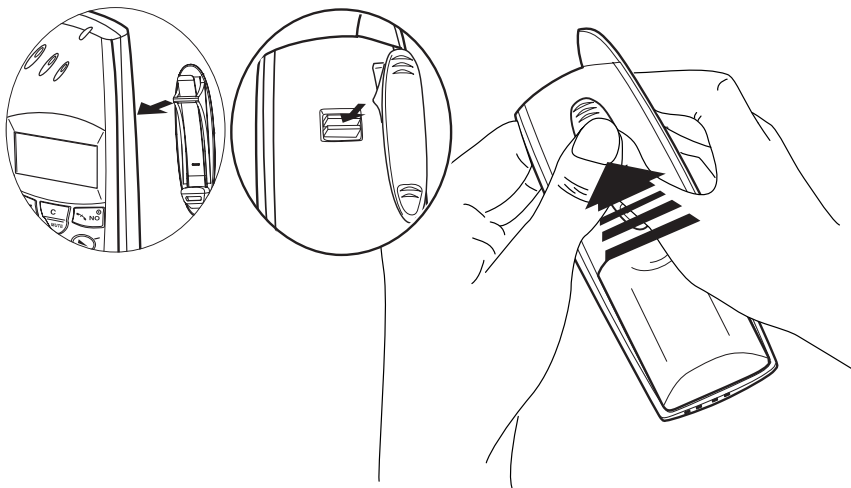
Attach the battery to the phone as shown in the figure below
Make sure that the battery wires are put through the notches as
shown.
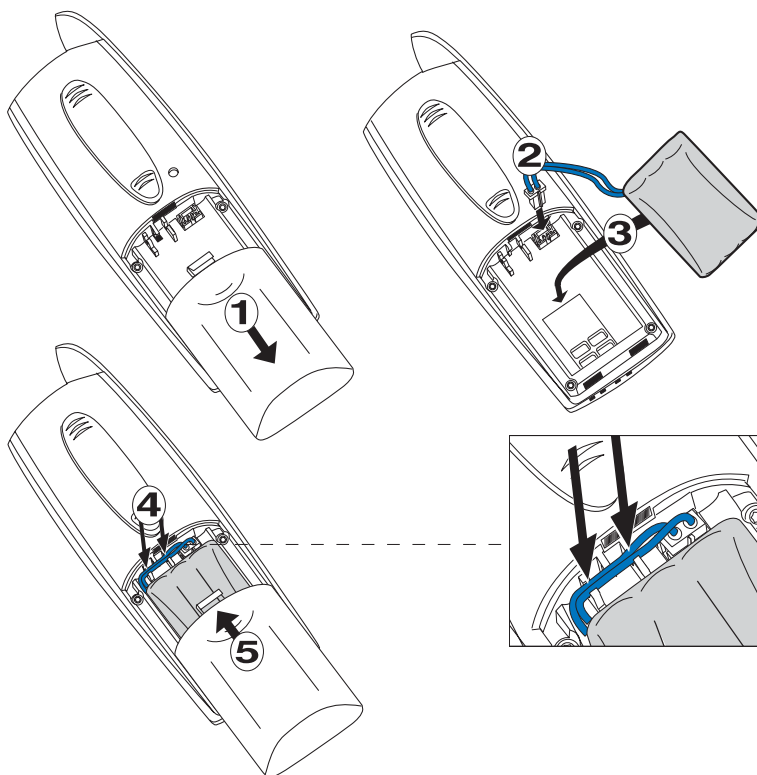
Connect the adapter to the charger and connect it to the mains outlet as shown in the figure below
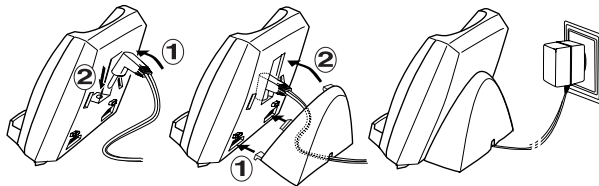
Notes:
Place the DT290 in the charger and charge it for at least 4 hours before using it the first time.

Make sure the local mains voltage corresponds to the voltage on the charger.

Only use the charger that comes with the Cordless phone.

Do not connect the phone to the charger without a battery.

Place the Cordless phone in the charger to charge the battery
Complete charging before you subscribe or use the Cordless phone. The green light of the charger is turned off when charging is completed. For more information about charging the battery, see section "Battery" on page 89.
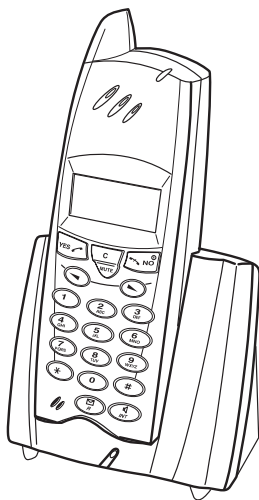
Battery

The Cordless phone is powered by a rechargeable battery. You can fully charge a flat battery by placing the Cordless phone in the charger for 4 hours. A fully charged battery gives you up to 17 hours calling time or up to 140 hours stand-by time.

> **Note:** *The calling time and stand-by time is shortened if the handsfree speaking function is used a lot.*

The Cordless phone has a battery meter, which indicates the power left in the battery.

> **Note:** *The Cordless phone is powered by a Nickel Metal Hydride (NiMH) battery. It can be recharged at any time. To keep the battery fully charged, you can put or leave the Cordless phone in the charger without any problem.*

Reading the battery meter

When the battery is fully charged, the battery meter on the Cordless phone display consists of four blocks. The number of blocks decreases as the battery discharges. If the battery is almost flat, the battery meter and the red light on the Cordless phone flash. An alarm sounds if there is less than 15 minutes calling time left in the battery.

Battery performance

The table below indicates the performance:

	Talk time (hours)	Standby time (hours)	Charge time (minutes)
High capacity battery:	17	140	240

Charging the battery

Place the Cordless phone in the charger as shown in the figure below
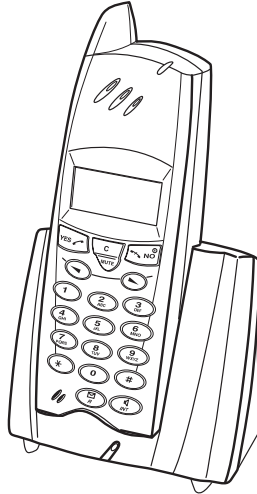
The battery is being charged when the lower green LED on the charger is on (and the battery meter on the display flashes). If the battery is completely flat it can take a few minutes before the lower green LED on the charger comes on.

When the battery is 90% charged, the LED starts flashing (3 second intervals) and when the battery is fully charged, trickle charging starts (LED lights up for 1 second every 30 seconds) and the battery is ready.

> **Notes:**
> *Place the DT290 in the charger and charge it for at least 4 hours before using it the first time.*
>
> *Make sure the local mains voltage corresponds to the voltage on the charger.*
>
> *Only use the charger that comes with the Cordless phone.*
>
> *Do not connect the phone to the charger without a battery.*

Changing the battery

Rechargeable batteries have a limited lifespan. If the stand-by time for the Cordless phone becomes too low, you should replace the battery. Please contact your system administrator or supplier for more information.

> **Note:** *Only use the specified batteries (NiMH pack 600 mAh, 3.6 V).*

The battery does not contain cadmium and is therefore more environmentally-friendly than other rechargeable batteries. However, all batteries should be treated as chemical waste.

Clip

The Cordless phone has a clip to attach the phone to your clothes.

To attach the clip to the Cordless phone

See section "Preparing for use" on page 86 for specific instructions.

To remove the clip from the Cordless phone

> **Note:** *To minimize wear and tear, we recommend that you do not remove the clip from the Cordless phone too often.*

Remove the clip from the back of the phone as shown in the figure below
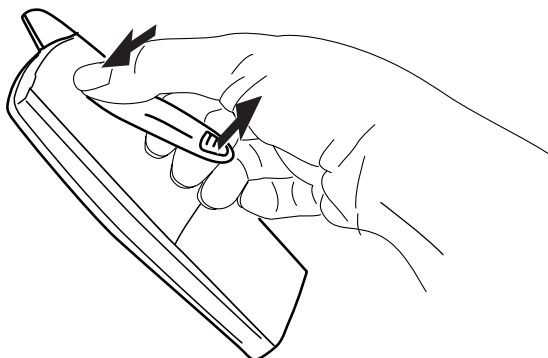
Reference

This section describes the terminology used on the display, the phone communication signals, guidelines, technical specifications, spare parts and accessories.

Terminology

The list below explains the terms which may appear on the display.

Terminology used on display

Term	Meaning
AC	Authentication code (=BasePIN)
BasePIN	= authentication code
DTMF	Dual Tone Multi Frequency or touch tone, for dialling.
IPEI	International Portable part Equipment Identity, unique identity assigned to your Cordless phone by the manufacturer.
PARK	Portable Access Rights Key, unique identity assigned to your network.
PIN	Personal Identification Number for security.

Phone signals

The Cordless phone signal certain events audibly and visually as described below.

Signal	Meaning
Red warning light	Incoming call. Message waiting. Battery almost empty. Cordless phone out of range or not connected.

The Cordless phone also generates audible ring signals, alarm signals and warning tones, and key clicks.

Sound	Meaning
Ring signal	Incoming call.
Alarm signal	4 short beeps every 30 seconds: battery almost empty. 4 short beeps every 2 minutes: Cordless phone out of range or not connected.
Key click	You hear this each time you press a key (when selected).
Warning tone	You have pressed a key which has no function.

Maintenance

Consider these suggestions and guidelines to keep your phone in good shape and working properly.

> **Note:** *The phone does not contain user serviceable parts. If your phone requires service you should return it to the supplier or retailer from whom it was bought.*

Intrinsic safety

Do not use the phone and charger in conditions where there is a danger of electrically ignited explosions.

Battery disposal

Defective batteries must be returned to a collection point for chemical waste disposal.

Treatment

Do not expose the phone and charger to direct sunlight for long periods. Keep the phone and charger away from excessive heat and moisture.

Cleaning

Clean your phone with a soft cloth moistened with water only. The use of soap and other cleaning products can discolour and damage the phone. Clean the battery contacts using ethanol or isopropyl alcohol.

Technical specifications

DECT GAP/CAP

The Cordless phone has the unique advantages of DECT GAP/CAP (Digital Enhanced Cordless Telecommunications Generic Access Profile/CTM Access Profile). This means that no one can eavesdrop on your calls and that the quality of speech is as good as that of conventional fixed telephones. DECT GAP/CAP enables interoperability with other manufacturers' products.

Cordless phone

Power supply

Battery	NiMH pack 600 mAh, 3.6 V

Standards and regulations

CE regulations	73/23/EEC, 89/336/EEC, 1999/5/EC
CE marking	CE 0344
DECT standards	EN 301 406 (replaced TBR6), CTR10, CTR22
Safety standards	IEC60950:1991,A1, A2, A3 & A4 incl. EN60950 deviations
EMC standards	EN 301 486-6 (replacing ETS 300 329), EN 55022 class B

Maximum environmental values during use

Temperature	0 to +40 °C
Relative air humidity	20% to 75% non-condensing

Dimensions and weight

L x W x H	142 x 54 x 25 mm (excluding antenna and clip)
Weight	139 g (including batteries and clip)

Receiver radio specifications

Receiver sensitivity	Typical -94 dBm with a B.E.R. = 10 -3 at the radio interface
Unwanted emissions	As per CTR6

Performance

Battery	NiMH, 500 to 1000 charge cycles
Stand-by time	up to 140 hours
Call time	up to 17 hours
Charge time	4 hours maximum

Volume

Ring signal	Seven step adjustable volume from off to 86 dB (A) at 30 cm
Earpiece	Nine step adjustable

Ringing signals (defaults)

External call	0.4 s on, 0.2 s off, 0.4 s on, 5 s off
Internal call	1 s on, 5 s off
Call back	0.32 s on, 0.2 s off

Phone Book

Maximum name length	12 characters
Maximum number length	24 digits
Entries	100

External interfaces

Radio connection	DECT GAP/CAP, 1880-1900 MHz, up to 250 mW radiated power during 1 of the 24 time slots
User interface	Display with two lines of 12 alphanumeric characters and 7 icons, keys with text, volume keys on the side.
Accessory connector	For battery charging.

Features

Menu controlled, predial, difference between internal and external calls, Phone Book, caller identification (if provided), CallList (20 numbers), illuminated display, temporarily transmit long DTMF tones, security with PIN code, keys can be locked automatically, access to up to 8 DECT GAP/CAP telephone systems, key click on/off, battery meter, call duration indication, handsfree speaking, vibrating alert, direct access to the message system (Message key)

Spare parts and accessories

Use only approved spare parts and accessories. The operation of non-approved parts cannot be guaranteed and may even cause damage. Contact your supplier for more information.
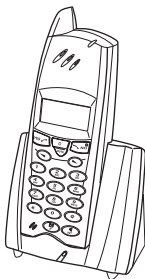
- Charger with desk stand.

- Power adaptor for charger.

- Clip for Cordless phone.

- Nickel metal hydride battery for Cordless phone.

- Battery door for Cordless phone.

- Security clip for Cordless phone.

- Carrying case for Cordless phone.

Troubleshooting

This section contains information on how to solve common operational problems. Go through the following steps if you encounter any problems. If this does not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

Fault check list

Fault	Probable cause	Action or comment
No display	Battery low or phone defect	Charge battery
Connect battery	Battery not properly fit or defect	Check battery or contact system administrator
No ringing	Ringer off icon on or phone defect	Off icon on = Adjust volume
Signal strength icon off	Out of coverage area, system or phone defect	Enter coverage area or contact system administrator
Battery icon flashes slowly	Battery low	Charge battery
Battery icon on	Charging complete, charger still connected	Disconnect the charger
4 short beeps every 30 seconds	Battery low	Charge battery
4 short beeps every 2 minutes	Out of coverage area or not connected	Enter coverage area or contact system administrator

Fault	Probable cause	Action or comment
Phone BookEmpty	No names or numbers stored in the Phone Book	Add names or numbers
Phone Book Full	Phone Book full, you cannot add names or numbers	Delete a name or number
Subscr. List Full	Already eight subscriptions	Delete a subscription
Subscription Failed	Entered AC number does not match network AC or network cannot add another subscription	Try to subscribe again
Enter XXX (where XXX=IPEI, PIN or AC)	IPEI code, PIN code or AC	Enter required IPEI, PIN or AC number missing
No Access	Network in range, but no access rights	Select another network or resubscribe
No network	Cannot connect to selected network or out of range	Select another network, subscribe, get back within range or contact system administrator
PIN Blocked Unblock?	Phone blocked, wrong PIN code entered three times	See section "IPEI code" on page 6

Contact your system administrator if one of these error messages is displayed:

- System List Error
- Buzzer Data Error
- User Data Error
- User Phone Book Error
- Error xx (where xx = any number)

Glossary

Abbreviated number
Short number. Initiating a call to a pre-programmed number by dialling a code or pressing a key. See section "Abbreviated Numbers" on page 47.

DECT/GAP
Digital Enhanced CordlessTelecommunication/Generic Access Profile. This means that no one can eavesdrop on your calls and that the quality of speech is as good as that of conventional fixed telephones. DECT/GAP enables interoperability with other manufacturers' products.

Directory number
Number with 1-8 digits which is assigned to an extension or external line or as a common abbreviated number.

Extension number
All telephones connected to the PBX have a unique internal number (up to 8 digits). If your telephone is equipped with a display, you can see your number.

IP call
Internal call sent via an internal data network (LAN or WAN).

ISDN
Integrated Services Digital Network. Provides your system with supplementary services from the public net.

PBX
Private Branch Exchange. Your telephone switching system (e.g. BusinessPhone Communication Platform or MD110 Communication System).

Third party
A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section "During Calls" on page 23.

Tie line
An external line from the private network.

Trunk line
A trunk line is the same as an external line. Can be either digital or analog.

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Switching On/Off

Switch on:	🔴NO *(until display lights up)*
Switch off:	🔴NO *(until display is blank)*

Answer calls

Answer:	🟢YES
Switch off ringer:	C MUTE
End call:	🔴NO

Make calls

Internal calls:	*Extension no.* **or** *External no.* 🟢YES
Common abbreviated number:	*Abbreviated no.* 🟢YES
Individual abbreviated number:	$*$$*$ *Abbreviated no.* **0 – 9** 🟢YES
Last External Number Redial:	$*$$*$$*$ 🟢YES

You get busy tone or no answer

Automatic Call-back:	**5** 🔴NO *Go "off hook" when called back*
Camp on:	**4** *Stay off hook*
Intrusion:	**8**

Inquiry

Ongoing conversation:	📞 Call 3rd party

Conference

Ongoing conversation:	📞 Call 3rd party
	📞 **3** (To establish)
	🔴NO (To leave)

Transfer

Transfer a call:	📞 Call 3rd party
	🔴NO *(Before or after answer)*

Tandem Configuration

Activate:	$*$ **2 8** # 🟢YES 🔴NO
Deactivate:	# **2 8** # 🟢YES 🔴NO
Transfer a call between members:	📞 *Own directory no. Go "on hook" to tranfer the call*

Messages

"Call me":	**9** #
Voice:	**9 9** *Speak*
Play-back:	$*$
Re-record:	**9** *Speak*
Send:	#
Receive messages:	$*$ **5 9** # 🟢YES

Call Forwarding

Fixed Diversion:	$*$ **2 1** # 🟢YES 🔴NO
Internal Diversion:	$*$ **2 1** $*$ *New no.* # 🟢YES 🔴NO
Cancel:	# **2 1** # 🟢YES 🔴NO
Follow me:	$*$ **2 1** $*$ *Own no.* $*$ *New no.* # 🟢YES 🔴NO
Cancel:	# **2 1** $*$ *Own no.* # 🟢YES 🔴NO
Bypass Call Forwarding:	$*$ **6 0** $*$ *Ext. no.* # 🟢YES
External Diversion:	
Program:	$*$ **2 2** $*$ *Line access code External no.* # 🟢YES 🔴NO
Cancel:	# **2 2** # 🟢YES 🔴NO
Re-activate:	$*$ **2 2** $*$ # 🟢YES 🔴NO

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