Premium Telephone

BusinessPhone Communication Platform

User Guide

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Welcome to the User Guide for the Ericsson Analog Premium phone 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.

This guide will demonstrate how the Analog Premium phone helps you access the functions of the BusinessPhone Communication Platform.

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

> **Note:** *Since the Ericsson Analog Premium telephone easily can be switched between pulse and tone dialling it can be connected to all types of telephone exchanges, but remember that analog telephones must be connected to analog lines.*

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Hereby, Ericsson Austria GmbH, A-1121 Vienna, declares that this telephone, is in conformity with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC.

Quick Reference Guide and Quick Reference Card
Premium Telephone

Analog telephone for BusinessPhone Communication Platform

Answer calls

Answer:	*Lift handset*
Answer on another extension:	*Lift handset Ext. No.* **6**

Make calls

Internal calls:	*Lift handset Ext. No.*
External calls:	*Lift handset* **0** *External No.*
Common abbreviated number:	*Lift handset Abbreviated No.*
Individual abbreviated number:	*Lift handset* ✳✳ *Abbreviated No.* **0 - 9**
Last external number redial:	*Lift handset* Redial

You get busy tone or no answer

Automatic call-back:	**5** *Replace handset Lift handset when called back*
Camp-on:	**4** *Keep handset off hook*
Intrusion:	**8**

Conference

Ongoing conversation:	R *Call 3rd party* R *(To establish) Replace handset (To leave)*

Inquiry

Ongoing conversation:	R *Call 3rd party*

Refer back

Switch between calls:	R **2**
To terminate:	R **1**

Transfer

Transfer a call:	R *Call 3rd party Replace handset Before or after answer)*

Tandem configuration

Activate:	*Lift handset* ✳**28**# *Replace handset*
Deactivate:	*Lift handset* #**28**# *Replace handset*
Transfer a call between members:	R *Own directory No. Replace handset*

Reminder

Reminder (24 hours):	*Lift handset* ✳**32**✳ *Reminder time* #
Cancel reminder:	*Lift handset* #**32**#

Account number

Costs on a selected account no.:	*Lift handset* ✳**9**✳ *Account number* #

DISA and Message check:
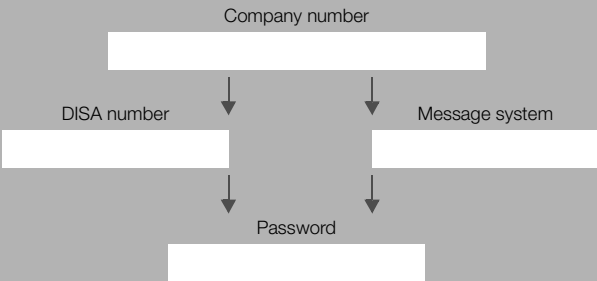
Company number

DISA number   →   →   Message system

→   →

Password

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Call forwarding

Fixed diversion:	*Lift handset* ✳ **2 1** #
Internal diversion:	*Lift handset* ✳ **2 1** ✳ *New No.* #
Cancel:	*Lift handset* # **2 1** #
Follow me, re-direct from answering extension:	*Lift handset* ✳ **2 1** ✳ *Own No.* ✳ *New No.* #
Cancel:	*Lift handset* # **2 1** ✳ *Own No.* #
Bypass call forwarding:	*Lift handset* ✳ **6 0** ✳ *Ext. No.* #

External diversion:

Program:	*Lift handset* ✳ **2 2** ✳ *Line access code External No.* #
Cancel:	*Lift handset* # **2 2** #
Re-activate:	*Lift handset* ✳ **2 2** ✳ #

Messages

"Call me":	**9** #
Voice:	**9 9** *Speak*
Play-back:	✳
Re-record:	**9** *Speak*
Send:	#
Receive messages:	*Lift handset* ✳ **5 9** #

Information

Enter information
(pre-text):   *Lift handset* ✳ **2 3** ✳
*Enter "Info code" and
"Completing info"
(see below)* #

	Info 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

Individual abbreviated numbers

✳ ✳ **0** ....

✳ ✳ **1** ....

✳ ✳ **2** ....

✳ ✳ **3** ....

✳ ✳ **4** ....

✳ ✳ **5** ....

✳ ✳ **6** ....

✳ ✳ **7** ....

✳ ✳ **8** ....

✳ ✳ **9** ....

Special account numbers for business calls:

	Project name		Account number
1		→	
2		→	
3		→	
4		→	

Table of Contents

Description

1 **Display**

16 characters. Indicates call duration or date and time.

2   Programmable keys
Ten keys for storing frequently called numbers. You can store two numbers per key (upper and lower), see section "Abbreviated Numbers" on page 35.

3   Message waiting LED
A flashing light indicates a waiting message. See section "Internal Messages" on page 26.

> **Note:** *This function is only valid for the Dialog 3185 MW (Article number DBVA 404 4053/208 R1A).*

4   Mute
To switch the microphone on or off. See section "During Calls" on page 14.

5   Handset and speaker volume
To adjust the volume. See section "Audible Adjustments" on page 52.

6   R-key
Used for example to make an inquiry, to transfer a call or to establish a conference, see section "During Calls" on page 14. Can be set to two different modes, see section "Audible Adjustments" on page 52.

7   Line / Loudspeaker on/off
a.   Line key for in and outgoing calls.
b.   Loudspeaker on or off. See section "During Calls" on page 14.

8   Program
Storing numbers. See section "Abbreviated Numbers" on page 35. Setting the clock. See section "Other Useful Facilities" on page 41.

9   Tone
Temporary change to tone dialling. See section "During Calls" on page 14.

10   Last number redial / Pause key
a.   Redial last number dialled.
b.   Insert a pause if you have to wait for dial tone.

11   Ringing signal volume
Adjust ringing signal volume. See section "Audible Adjustments" on page 52.

12   Ringing signal character
Adjust ringing signal character. See section "Audible Adjustments" on page 52.

13   **Tone / Pulse dialling**
Switch between tone or pulse dialling. See section "Audible Adjustments" on page 52.

14   **Flash / Earth mode**
Switch between "flash" (timed break) or "earth" mode for the R-key. See section "Audible Adjustments" on page 52.

15   **Clock on/off**
See section "Date and Time" on page 47.

16   **Loudspeaker**

17   **Microphone**

18   **Handset with hearing aid function**
See section "Audible Adjustments" on page 52.

> **Please note:** *The handset may retain small metal objects in the earcap region.*

Incoming Calls

A ringing signal indicates an incoming internal- or external call.

Answer calls

Lift the handset

On another extension

You can answer a call to another extension from any phone in your office.

Lift the handset and call the ringing extension
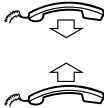You receive busy tone.

6   **Press**

Answer a second call

A call waiting tone will inform you, during a conversation, that a second call is waiting on your phone. (See also Camp-on). You have two options.
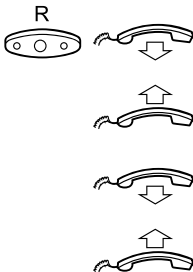
Option 1:

Finish the ongoing call:

Replace the handset
The new call will be signalled on your phone.

Lift the handset to receive the new call

Option 2:

Ask your conversation partner to wait:

R

Press and replace the handset
The waiting call will be signalled on your phone.

Lift the handset to receive the new call
After finishing the new call:

Replace the handset
Your first call will be signalled on your phone.

Lift the handset to receive the first call again

Handsfree

You can also answer calls handsfree.

Line

Press without lifting the handset
You are connected to the caller via the loudspeaker and microphone.

Line

Press to terminate a handsfree call

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.

Make calls

How to make internal and external calls.

Lift the handset and dial either:

An extension number to make an internal call,

or

0

The digit(s) for external call access and the external number

> **Note:** *Which digit to press for external call access, depends on the configuration of the system.*

Replace the handset to end the call

> **Note:** *You can make your calls faster, using common abbreviated numbers and by programming your own abbreviated numbers.*

Wait for dial tone

Sometimes it is required to wait for a new dialling tone after dialling the prefix digit when making an external call. In such situations, you must store the pause for a new dial tone into the number:

Redial

Press

Handsfree

You can also make handsfree calls.

◁ Line

Press without lifting the handset

Dial the number
You are connected to the caller via the loudspeaker and microphone.

◁ Line

Press to terminate a handsfree call

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. Stored numbers can consist of maximum 31 digits.

> **Note:** *To redial a number that incorporates a wait for a new dial tone, you must indicate to the telephone where in the number it must pause and wait for the new dial tone. To do this, press the redial-key at the proper place in the number. See section "Make calls" on page 11.*

Redial

Lift the handset and press to redial last dialled external number

---

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.

Replace the handset
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.

Lift the handset when you are called back
The requested extension is called automatically.

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**
(Keep handset 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.*
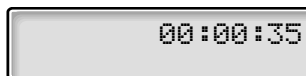

Call timer

When you make an outgoing call, the call timer starts after 4 seconds, showing the duration of your call. When the call is finished the duration is displayed for 15 seconds.
If you want to see the duration of your last call (idle phone):

Program

Lift the handset and press
Display example:

    00:00:35

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.

Monitoring

◁ Line

You have an ongoing conversation via the handset.

Press to switch the loudspeaker on

Replace the handset
The loudspeaker monitors the call.

> **Note:** *When the loudspeaker is on, the microphone is automatically switched off in the handset. You can adjust the volume, see section "Audible Adjustments" on page 52.*

◁ Line

Press to end the call

From monitoring to handset

Lift the handset
Continue your conversation via the handset.

Mute

You have an ongoing conversation.

Press to switch the microphone on or off
When the lamp lights, the caller will not be able to hear the conversation in your room.

Inquiry
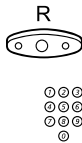
During an ongoing conversation you like to make an inquiry to an internal or external party.
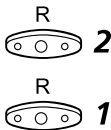
Press
The first call is put on hold.

Call the third party
When the third party answers you can switch between the calls, create a conference and end one of the calls.

Refer back

You can switch between connected parties:

2 Switch between calls

1 Press to terminate
The ongoing call is terminated. The other call is connected.

> **Note:** *Sometimes the "R"-key must be pressed twice. If no speech connection could be established, it may take a few seconds until you are re-connected to the original call. Whether you can put internal calls on hold or transfer calls to external lines depends on the configuration of your PBX. Consult your system administrator.*

Transfer

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

Press

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 56.*

Replace the handset
The call is transferred.

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 telephone will ring again.

Conference

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

R

Press

Call the third party

R 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.

Replace the handset to leave the conference

Dial mode

If your telephone is in the pulse dialling mode, and you want to use any of the automated data services that require tone dialling, you can switch temporarily to tone dialling during a call, e.g. when calling interactive tele services or controlling telephone answering machines remotely.

> **Note:** *After you end the call, dialling is reset to pulse dialling.*

Tone

Press to switch to tones

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 34.

> **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).
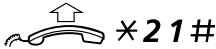
Activate fixed diversion

✶ **2 1** # **Lift the handset and dial to activate diversion**
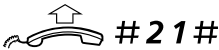
Cancel diversion

2 1 # **Lift the handset and dial to cancel diversion**

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 telephone).

> **Note:** *In order to prevent misuse, individual external diversion can be blocked for your extension, see section "Security" on page 48.*

Program and activate internal diversion

Divert your calls to an internal position.

Lift the handset

✶ **2 1** ✶ **Dial**

Enter the new diversion address

Press to activate the individual diversion
Verification tone. You can make outgoing calls as usual.

A special dial tone reminds you that "Call forwarding" is active.

> **Note:** *An individual internal diversion cannot be activated if an individual external diversion is already activated.*

Cancel internal diversion

Lift the handset

✻21✻ **Dial**

Program and activate a new external diversion address

To set a new individual external diversion address:

Lift the handset

✻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 "✻".*

**Press to activate the individual diversion**
Verification tone.

> **Note:** *Individual external diversion can also be used via the DISA function, see section "Other Useful Facilities" on page 41.*

Cancel external diversion

Lift the handset

#22# **Dial**

> **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.

Lift the handset

✻22✻# **Dial to activate the programmed external diversion**
You can make outgoing calls as usual. A special dial tone reminds you that "Call forwarding" is active.

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 telephone.

Activate follow me

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

Lift the handset

✶ *2 1* ✶   **Dial**

✶   **Dial your number and press**

Dial the new number to where incoming calls should be diverted

Press to activate follow me
Special dial tone.

Cancel follow me

Follow me and individual diversion can also be cancelled from the answering position.

Lift the handset

2 1 ✶   **Dial**

Dial your number

Press to cancel follow me
Dial tone.

Bypass call forwarding

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

Lift the handset

$\ast 6 0 \ast$ **Dial**

Enter extension number

\# **Press**

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.

Lift the handset

✷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

**Press to enter the information**
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

Lift the handset

✷23✷   **Press**

5   **Enter code**

0627   **Enter month and day**

**Press**
Information active.

Voice information

Lift the handset

✳23✳ **Press to enter information mode**

9 **Press and speak**

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

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

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# **Lift the handset and press to erase info**

or

Lift the handset

#23✳# **Press to deactivate and save for later use**
Information is passive.

Use saved information

When the information is switched off:

Lift the handset

✳23✳# **Press to activate saved info**
Information is active.

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. Your incoming messages can be indicated by a rapidly flashing message waiting LED (Dialog 3185 MW only).

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.

Replace the handset 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 49.

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

You can check and store your received messages.

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 29.

> **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.*

Lift the handset

✳*59*# **Dial**
You can check and store your received messages. Up to 20 messages can be stored.

Voice messages will be heard via the speaker or the handset. "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 48.*

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 31.

Lift the handset

✳59# Dial

> **Note:** *Depending on the configuration, you might be asked for your password before you can retrieve your messages. See section "Security" on page 48.*

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

Replace the handset 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 28.

Record message

To start the recording:

Lift the handset

$*58\#$ **Dial and record your message**
The maximum recording time is four minutes and 15 seconds.

Select options below:

$*$ **Press to play-back**

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

$\#$ **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 34.

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 26.

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.
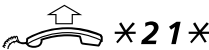
✱21✱   Lift the handset and dial

Dial the number to the mailbox system
Please ask the system administrator for your defined mailbox system number.

 #   Press

Deactivate

#21#   Lift the handset and dial
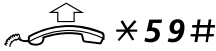
Retrieve messages internally

When you lift the handset and receive a special dial tone, either a diversion is activated or a message is waiting. Your incoming messages can also be indicated by a rapidly flashing message waiting LED (Dialog 3185 MW only).

✻ 5 9 # **Lift the handset and dial**
See section "Check and store received messages" on page 28.

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 for 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 49 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 and you have to call back the mailbox system in order 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).*
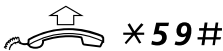
Programming

✳ *5 9* #   **Lift the handset and dial**

> **Note:** *Depending on the configuration, you might be asked for your password.*

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.*
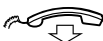
Replace the handset to finish the procedure

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.

Lift the handset

✳ 5 9 #

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

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.

Replace the handset 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.
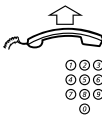
Lift the handset

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

Individual abbreviated numbers

You can program and activate your most frequently used external numbers on the keys "* * 0" to "* * 9".
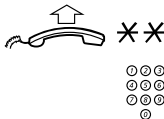
Lift the handset and press ✶✶

Dial the abbreviated number
A number between 0 and 9.

Program individual abbreviated number

How to program external numbers on the keys 0 to 9.

Lift the handset

✳ *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 "✳".*

Press

Cancel one specific individual abbreviated number

51 ✳   **Lift the handset and press**

Enter an abbreviated number between 0 and 9 and press

Cancel all individual abbreviated numbers

51 #   **Lift the handset and press**
Confirmation tone.

Dial-by-name

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys. It is possible to store 20 numbers and the number can consist of maximum 20 digits.

Lift the handset

Head Office   **Press to make a call (pre-programmed)**

> **Note:** *One press will activate the number in the upper memory, a double press will activate the number in the lower memory.*

Program dial-by-name

How to program a directory number on the programmable keys.

Lift the handset

Program

Press

Dial the number
You can use any directory number, e.g. a common abbreviated number or a colleague's extension number. You can also store codes that contain *, #, R and Tone. To store a number that incorporates a wait for a new dial tone, see section "Outgoing Calls" on page 11.

Press a programmable key

> **Note:** *One press will store the number in the upper memory, a double press will store the number in the lower memory. You can remove the transparent cover in order to write the names beside the keys. If a number is already stored, it will be erased automatically. If you would like to erase a dial-by-name number, store a "0" instead of the telephone number.*

Replace the handset

Checking stored numbers

How to see a programmed directory number.

Lift the handset

Program

Press

Press the desired programmable key to see the programmed number

> **Note:** *One press will display the number in the upper memory, a double press will display the number in the lower memory.*

Replace the handset

Group Facilities

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

Group hunting

Your telephone 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:
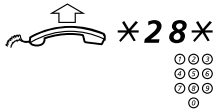
✷28✷   **Lift the handset and dial**

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

\#   **Press**

To log in to all hunt groups:
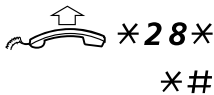
✷28✷   **Lift the handset and dial**

✷\#   **Press**

Answer calls

Answer group hunting calls in the normal way

Log out

To log out from one hunt group:

\#28✷   **Lift the handset and dial**

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

\#   **Press**

To log out from all hunt groups:
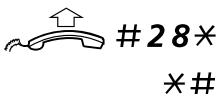
\#28✷   **Lift the handset and dial**

✷\#   **Press**

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.
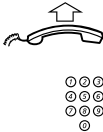
Lift the handset

Dial the group call pick-up code

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.
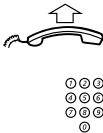
Lift the handset

Dial the common bell pick-up code
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).

Lift the handset

� *32* **Dial**

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

Lift the handset

#32# **Dial to cancel all settings**

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.
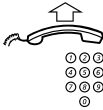
Lift the handset

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

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

Lift the handset
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
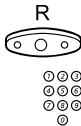
Press

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 44.

Verified or own account number

Before an outgoing call:

Lift the handset

✳ **9** ✳   **Dial**

**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 and use the 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 49.*

You can also divert calls from your office extension to your external position, see section "Call Forwarding" on page 18. During the procedure you will be prompted for your password. Use the quick reference card at the beginning of the guide to remember these specific numbers.

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 43.*

Dial the external number

or

Use the external diversion function
Procedure, see section "Call Forwarding" on page 18.

> **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 portable (the "secondary telephone").
Basically the tandem configuration works as follows:

To activate the tandem configuration

Lift the handset

✳ *2 8* #   **Dial to log on the secondary telephone**

Replace the handset

For incoming calls:

• Both telephones are treated as <u>1 single extension</u>.

For outgoing calls:

• Both telephones are treated as <u>2 separate extensions</u>.

To deactivate the tandem configuration

Lift the handset

2 8 #   **Dial to log off the secondary telephone**

Replace the handset

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 <u>2 separate extensions</u>.

R
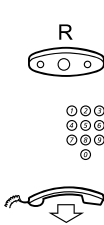
Transferring a call between members of a tandem unit

Press

Dial own directory number

Replace the handset

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:

R

Press

✳ *61* ✳
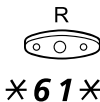
Dial
During the procedure the other party is put on hold. When the procedure is ready you will receive a special ringing tone and the call is resumed in the non-IP net.

> **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.*

Date and Time

Your telephone has a built in 24-hour clock, which is displayed when the handset is on-hook (idle phone). To change the date and time:

Slide the clock switch to "ON"

Lift the handset

Program

Press and hold
The default date and time is displayed. The indication for "month" is flashing.

```
01-01    12:00
```
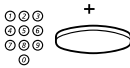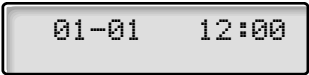
Enter month (two digits) and press
The indication for "day" is flashing.
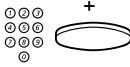
Enter day (two digits) and press
The indication for "hour" is flashing.
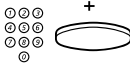
Enter hour (two digits) and press
The indication for "minute" is flashing.

Program

Enter minute (two digits) and press to activate
The colon between hour and minute is flashing to indicate that the clock is running.

> **Note:** *If a telephone connected in parallel with the Premium telephone is used for more than 1 1/2 hours, the clock will stop and must be set again.*

Security

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

Block extension

Lift the handset

✳ *72* # **Dial to block your extension**
Verification tone.

Un-block extension

Lift the handset

72 ✳ **Dial**

Dial your password

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

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 26.*

Lift the handset

#✳72✳   **Dial to select a new password**

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

✳   **Press**

Dial your new password

Press
Verification tone.

Bypass blocked extension

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

Bypass own extension

Lift the handset

✳**72**✳   **Dial**

Dial your password

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.

Lift the handset

✳**72**✳   **Dial**

Dial your password

✳   **Press**

Dial your extension number

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

Lift the handset

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.

Lift the handset

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**

Audible Adjustments

In order to satisfy your personal needs, the BusinessPhone Communication Platform is equipped with many options to set and adjust a personal volume and ringing signal.

Handset and loudspeaker volume

Use the volume keys. During a call, adjust the listening volume (handset- or monitor mode). The volume is reset when you hang up.

Press to change the volume

Ringing signal volume

The ringing signal volume can be adjusted in three steps: soft, medium and loud. Adjust the ringing signal volume using the slide switch.

Slide to change the volume

Ringing signal character

The ringing signal character can be adjusted with two different characters: bass and treble. Adjust the ringing signal character using the slide switch.

Slide to change the character

Tone/Pulse dialling

On delivery, your telephone is set to tone dialling mode.
To find out if you can use tone dialling, proceed as follows:

Lift the handset and dial the number
The usual way of making an outgoing call. If the call goes through, you don't have to change your telephone to pulse dialling.

If, however, the dial tone continues without interruption when you start to dial the number, you are connected to an exchange/PBX that requires pulse dialling and you need to set it to pulse dialling.

Slide to change

> **Notes:** *You can also temporarily switch your telephone to tone dialling, see section "During Calls" on page 14.*

Flash/Earth mode

On delivery, your telephone is set to flash mode. The R-button (register recall) can be set to two different modes: "timed break" (flash) and "earth". To find out if you have to change the mode of the R-button, proceed as follows:

Lift the handset

Make a call and use any of the services that require R
If you cannot use the service, you need to change the mode of the R-button to the "earth" position.

Slide to change

Hearing aid compatibility

Since your telephone has a built-in inductive coupler for the hard-of-hearing, anyone so desiring can use the telecoil in his/her hearing aid while telephoning. To do so, simply switch the hearing aid in the T position.

Tones and Signals

Tones

Tones are audible in the handset.

Dial tone
(System ready to accept digits)

Special dial tone
(System ready to accept digits,
active diversion on telephone)

Ringing tone
(Ringing signal to called party)

    - repeated after 4 s

Special ringing tone
((Ringing signal to line 2)

    - repeated after 4 s

Busy tone
(Called party is busy)

Number unobtainable tone
(Called number not accessible or vacant)

Blocking tone
(Call cannot be executed due to
congestion or called party blocked)

Verification tone
(Verification that ordered function is
accessed)

Intrusion tone
((Sent to all parties during intrusion)

Conference tone
(Sent to all participants in a conference)

    - repeated after 15 s

Signals

Ringing signals are emitted from the phone.

Internal ringing signal	▬▬▬▬▬	- repeated after 4 s
External ringing signal	▬ ▬	- repeated after 4 s
Automatic call-back signal	▬ ▬ ▬ ▬ ▬ ▬ ▬ ▬ ▬ ▬	

Note: *The tones and ringing signals in this guide refer to the standard system but may vary between countries.*

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**

- **Try to avoid diverting calls to third 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

Install cables
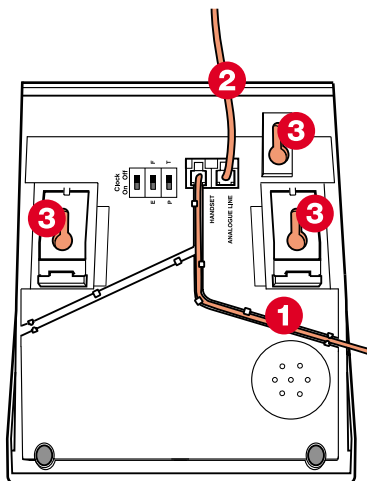
1   Cable to handset
2   Cable to exchange
3   Wall mounting screw holes

You can put the cable to the handset in any of the two notches underneath the telephone. The cable to the exchange has to be plugged in "ANALOGUE LINE".

Change cables

To remove a cable, push down the plug's stop. Use a screw-driver to unlock the stop.

Wall mounting handset hook

When mounting on a wall, you have to pull out and turn the hook.
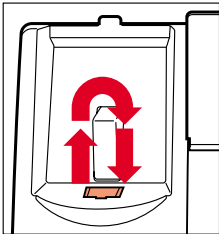
Install stand and adjust telephone
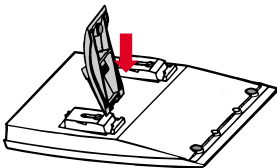
Press to decrease angle
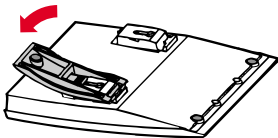
Pull to increase angle
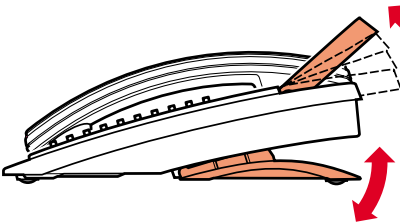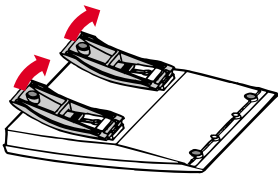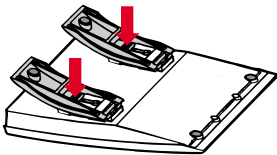
Tiltable display

Adjustable angle

Placing the telephone

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.

- Do not place your telephone near sources of extreme heat, e.g. near the radiator.

- Make sure that the line cable isn't creased.

Cleaning the telephone

Use a slightly moistened (not wet) cleaning-rag or an anti-static rag and wipe off the telephone carefully. Do not use rough rags, solvents or aggressive cleaning fluids. Any damages of the telephone, that are caused by non-observance of these instructions, are not part of the liability given by the manufacturer.

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

1. **Make sure your telephone is connected to an analog line**

2. **Read the Installation chapter**
   To make sure that you have done everything correctly and that everything is properly connected.

3. **Disconnect all extra equipment**
   If your telephone is working properly when done, the problem lies in the extra equipment.

4. **Connect a functioning telephone instead of the faulty one**
   If that telephone is working properly, the problem is probably in your telephone, contact your system administrator.

5. **Check for operational problems**
   If operational problems are found, the problem is in the telephone network, contact the local telephone service or the local telephone company.

Glossary

Abbreviated Number Dialling
Initiating a call to a pre-programmed number
by dialling a code or pressing a key.
Short numbers can be:

*1. Common, which means that all extensions can use
them.*
*2. Individual, which means that they are programmed
and used by each extension separately (10 numbers).*

See section "Abbreviated Numbers" on
page 35.

Account Number
To place call costs on an account number. See
section "Other Useful Facilities" on page 41.

Automated attendant
A facility which sends voice instructions to internal
and external callers, providing all options which can
be chosen. Voice instructions lead the caller to the
desired destination. See section "Other Useful
Facilities" on page 41.

Call-back
An indication to a busy extension, to inform the
person that you want to speak to him/her.
See sections "Internal Messages" on page 26
and "Outgoing Calls" on page 11.

Camp-on
To place (queue) a call to a busy extension.
See section "Outgoing Calls" on page 11.

Dial-by-name
Initiation of a call by operating a single key.
Internal numbers (or common abbreviated
numbers) can be stored on each extension.
See section "Abbreviated Numbers" on page 35.

Directory number
Numbers with 1-8 digits which are assigned to
extensions or external lines or as common
abbreviated numbers.

Direct Inward System Access (DISA)
If you are working externally, the DISA function
enables you to make external calls (long
distance) via the company PBX. You only pay
for the call to your company. See section
"Other Useful Facilities" on page 41.

Diversion
Incoming calls to an extension are diverted to
another directory number (extension, common
abbreviated number or the operator).
There are three possibilities:

*1. Direct, which means that all calls to an
extension are forwarded directly.*
*2. On no reply, which means that a call is
forwarded if it is not answered within a
certain time.*
*3. On busy, which means that a call is
forwarded if the extension is busy.*

See section "Call Forwarding" on page 18.

Diversion Bypass
This is useful for letting urgent calls through to
an extension where diversion is active.
See section "Call Forwarding" on page 18.

Extension
All telephones connected to the PBX have a
unique internal number (up to 3 digits).

Information
Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. Information can be of two kinds:

1. Pre-programmed text information.
2. Voice information.

Intrusion
To intrude on an ongoing call when a requested extension is busy. See section "Outgoing Calls" on page 11.

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

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

Least cost routing
A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance).

Mailbox
The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox System" on page 31.

Message
A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are two kinds of message:

1."Call me" message.
2. Voice message.

See section "Internal Messages" on page 26.

Mute
To switch the microphone temporarily off. See section "During Calls" on page 14.

Password
A four-digit code needed to e.g. block your extension and retrieve messages from the mailbox system. You can set your own password. See section "Security" on page 48.

PBX
Private Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).

Pre-defined text
Pre-programmed absent information. See section "Information" on page 23.

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 14.

Tie line
An external line from the private network.

Transfer
During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external).
See section "During Calls" on page 14 and "Useful Hints" on page 56.

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

Index

       BusinessPhone – Premium Telephone

Telephone Toolbox
On the CD you will find helpful products
and your User Guide in electronical format.

Hardware requirements:
CPU Pentium 200MHz, 64 MB RAM,
20 MB free memory on hard disk (optional)
Sound card (recommended), CD-ROM drive (24X)

Software requirements:
Operating system: MS Windows 95/98
MS Windows 2000, MS Windows Me or
MS Windows NT 4 (service pack 3 or higher)

Voice guide for the integrated mailbox system
A pocket-size voice guide, that will help you with
the integrated mailbox system, for example
useful when you are on the move.

Answer calls

Answer:	*Lift handset*
Answer on another extension:	*Lift handset Ext. No.* **6**

Make calls

Internal calls:	*Lift handset Ext. No.*
External calls:	*Lift handset* **0** *External No.*
Common abbreviated number:	*Lift handset Abbreviated No.*
Individual abbreviated number:	*Lift handset* ✶ ✶ *Abbreviated No.* **0 - 9**
Last external number redial:	*Lift handset* ⬭ **Redial**

You get busy tone or no answer

Automatic call-back:	**5** *Replace handset Lift handset when called back*
Camp-on:	**4** *Keep handset off hook*
Intrusion:	**8**

Inquiry

Ongoing conversation:	⬭R *Call 3rd party*

Refer back

Switch between calls:	⬭R **2**
To terminate:	⬭R **1**

Conference

Ongoing conversation:	⬭R *Call 3rd party* ⬭R *(To establish) Replace handset (To leave)*

Transfer

Transfer a call:	⬭R *Call 3rd party Replace handset Before or after answer)*

Messages

"Call me":	**9** #
Voice:	**9 9** *Speak*
Play-back:	✶
Re-record:	**9** *Speak*
Send:	#
Receive messages:	*Lift handset* ✶ **5 9** #

Call forwarding

Fixed diversion:	*Lift handset* ✶ **2 1** #
Internal diversion:	*Lift handset* ✶ **2 1** ✶ *New No.* #
Cancel:	*Lift handset* # **2 1** #
Follow me, re-direct from answering extension:	*Lift handset* ✶ **2 1** ✶ *Own No.* ✶ *New No.* #
Cancel:	*Lift handset* # **2 1** ✶ *Own No.* #
Bypass call forwarding:	*Lift handset* ✶ **6 0** ✶ *Ext. No.* #
External diversion:	
Program:	*Lift handset* ✶ **2 2** ✶ *Line access code External No.* #
Cancel:	*Lift handset* # **2 2** #
Re-activate:	*Lift handset* ✶ **2 2** ✶ #

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