Ericsson Dialog 4425 IP Vision

BusinessPhone Communication Platform

User Guide

ERICSSON

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Welcome

Welcome to the User Guide for the Dialog 4425 IP Vision in the BusinessPhone Communication Platform from Ericsson. The BusinessPhone Communication Platform consists of BusinessPhone Compact, BusinessPhone 50, BusinessPhone 128i and BusinessPhone 250.

The features described in this User Guide are related to version 8.0 or higher 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 User Guide describes the facilities of the BusinessPhone Communication Platform and the Ericsson Dialog 4425 IP Vision with a default programming. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

> **Note:** *The Ericsson Dialog 4425 phone exists in two versions, i.e. version 1 and version 2. Underneath the telephone, version 1 is marked DBC 425 01 and version 2 is marked DBC 425 02. Check to see which version you are using.*

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

> **Note:** *Dialog 4425 IP Vision is an IP telephone conforming to the H.323 standard, i.e. it can only be used with a local area network (LAN) that supports this type of telephone.*
>
> *The Dialog 4425 IP Vision supports the Dynamic Host Configuration Protocol (DHCP) for determination of IP addresses. If DHCP is not supported by the LAN, please contact your system administrator.*

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Declaration of Conformity

Hereby, Ericsson Enterprise AB, 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: http://www.ericsson.com/sdoc

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Important User Information

Safety instructions

Read these safety instructions before use!

> **Note:** *When using your telephone or connected equipment, the following basic safety precautions should always be followed to reduce risk of fire, electrical shock and other personal injury.*

- Follow instructions in the equipment's user guide or other documentation.

- Always install equipment in a location and environment for which it is designed.

- For mains powered telephones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.

- For mains powered telephones: Avoid placing the telephone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.

- Headsets used with this equipment must comply with EN/IEC 60950-1 and for Australia AS/NZS 60950: 2000.

- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized

- changes or modifications could void the user's authority to operate the equipment.

- Do not use the telephone to report a gas leak in the vicinity of the leak.

- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.

- Do not insert any object into equipment slots that is not part of the product or auxiliary product.

- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.

- Do not use a telephone (other than cordless type) during an electrical storm.

- The handset may attract and retain small metal objects in the earcap region.

The phone can be powered either from the LAN or from a 24 V AC/AC plug-in power adapter.

- **Only use applicable 24 V AC/AC plug-in adapters (power supplies) listed below or an adapter approved by your local reseller.**

Ericsson product number	Power rating	Supplier	Supplier product number
RES 141 312/1	20VA 230V/24V	Toroid, Sweden	HBP 90120
RES 141 314/1	20VA 230V/24V	Toroid, Sweden	HBP 90220 (for Great Britain, Hong Kong, Singapore)
RES 141 315/1	20VA 120V/24V	Jameco, USA	AC2410F1 (model number ADU240100)

Disposal of the product

- Your product should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

Description
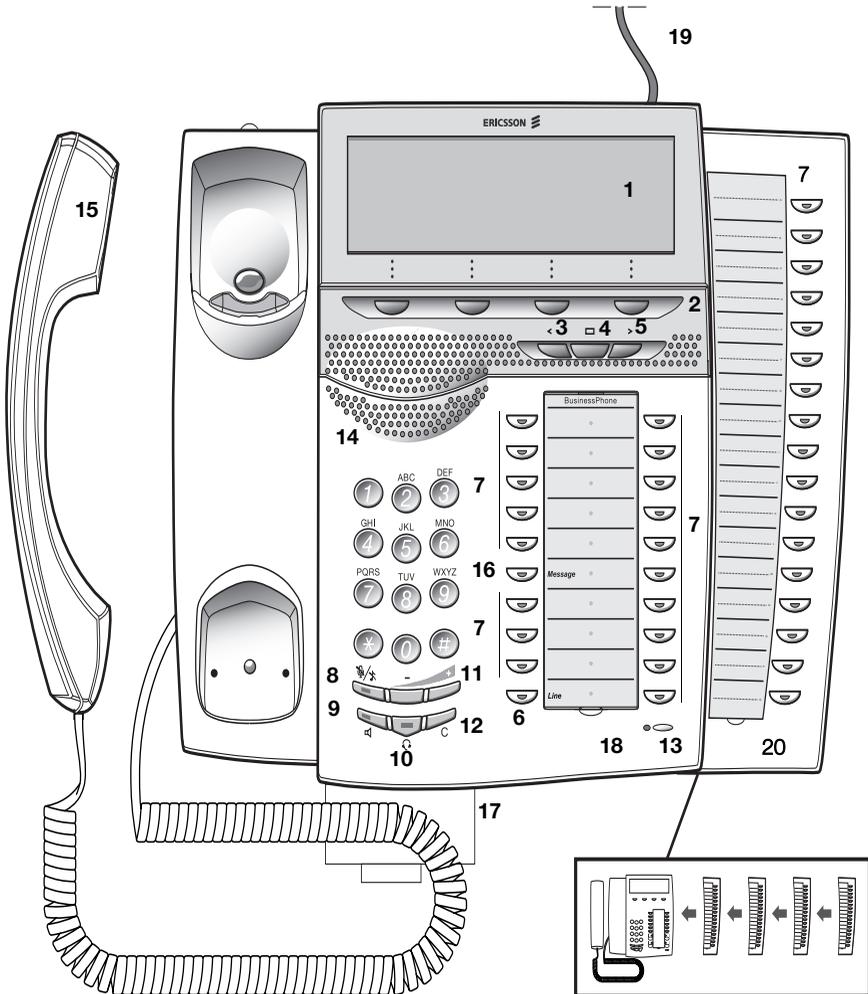
1 **Graphical display**
320x80 pixels. Tilt able. See section "Display information" on page 12.

2 **Display menu keys**
The functions depend on the traffic state. When you are requested to **(see display)**, press the required key to access the function.

3 **Left Navigation key**
To navigate one position to the left.

    a. To navigate one step to the left in the top menu. See section "Display information" on page 12.
    b. On WAP pages; if you press this key for a short while, you will return to the WAP home page. See section "Corporate Directory" on page 122, "Web" on page 124 and "WAP Services" on page 126.

4 **Home**
    a. To return to home position (idle mode). When this key is pressed, you always go to the home position, independent of which menu you are in.
    b. On WAP pages; if you press this key for a short while, you will return to the WAP home page. See section "Corporate Directory" on page 122, "Web" on page 124 and "WAP Services" on page 126.

5 **Right Navigation key**
To navigate one position to the right.

6 **Line**
To initiate or receive calls.

7 **Programmable keys**
Storing numbers, program functions. Can be programmed as dial by name keys, function keys, etc. See section "Programmable Keys" on page 94.

8 **Mute**
    • To switch the microphone on or off during a call. See section "Mute" on page 43.

    • To switch off the ring signal in idle mode or when ringing. See section "Silent ringing" on page 103.

9 **Loudspeaker on/off**
To switch the loudspeaker on or off to enable handsfree connections. See section "During Calls" on page 42.

10 **Headset key**
See section "Headset (optional)" on page 107.

11   **Volume control**
    a. To adjust the ringing volume and the incoming speech volume for the handset and loudspeaker.
    b. Space/backspace in writing mode.

12   **Clear**
To disconnect calls or to clear the display in programming.

13   **Microphone**

14   **Loudspeaker**

15   **Handset with hearing aid function**

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

16   **Message**
Message indication key. Press the key to retrieve the message. See section "Access the Mailbox" on page 61.

17   **Pull-out leaf for quick access (optional)**
See section "Pull-out Leaf (optional)" on page 109.

18   **Designation card**
Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for BusinessPhone Communication system which is part of the Quick Reference Guide.

19   **Power adapter connection**
See section "Install cables" on page 135.

20   **Key Panel**
The extra key panel has 17 programmable keys. Up to four panels can be connected. See section "Key panel" on page 106.

Lamp indications

The key lamps on your telephone indicate with different signals the traffic state of the ongoing call or function.

	Extinguished lamp	The function is not active.
	Steady light	The function is active, supervised extension or trunk is busy, heard message
	Rapidly flashing lamp	An incoming call to a supervised extension, to a supervised trunk or to own extension, new message.
	Light with short breaks	Ongoing call.

Display information

The graphical display assists your actions on the phone with step-by-step instructions.

The fields in the display consists of the following information:

- The top area is the tab field, which is used to indicate the tab the user has selected by using the navigation keys.

- The middle area is divided into several fields, showing:

  – the time and date

  – the user name and the extension number,

  – icons and a volume level bar

  – the traffic state or the temperature (if a temperature sensor is connected to the system)

  – Called number and name for internal calls

  – Called number for external calls

  – Calling number and name for internal and external calls *)

  – Instead of the Calling/Called name & number additional information such as absence reason, diversion state etc. can be shown.

  If the SOS call function is enabled, the text: 'For SOS calls, dial xxx' is shown.

- The lower line presents lead texts for the menu keys.

Settings	CallList	▭	Contacts	CorpDirectory	Web
<Traffic state>				<Time>	<Date>
				<User name &	
<Calling/Called name & number>				Extension number>	
For SOS calls, dial xxx				<Icons	
<Menu key 1>	<Menu key 2>		<Menu key 3>	<Menu key 4>	
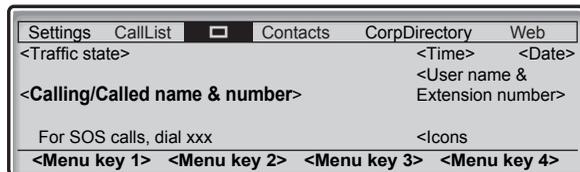
When an information ends with three dots (...), this means that the system is working or waiting for your action. When an information ends with an exclamation mark (!), this means that no further action is possible.

*) The provisioning of external calling numbers is network dependent. Even when it is provided it might happen that callers are suppressing their numbers, in this case the display only shows 'Incoming...'. If a name is available to the external caller's number in your system, it is also shown on the display. (Please contact your system administrator whether the feature 'Name presentation for external calls' is available in your system).
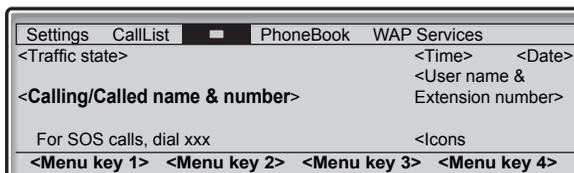
Two display versions

The display examples in this guide are valid for both the Dialog 4425 v. 2 phone and the Dialog 4425 v. 1 phone, however the displayed text simulates the Dialog 4425 v. 2 phone. If there is any information for the other version than the one described, this is presented in a "Telephone version note".

Top menu

The top menu is in the black frame below. The appearance of the top menu depends on which telephone version you are using (Dialog 4425 v. 1 phone or Dialog 4425 v. 2 phone), see examples below.

Dialog 4425 v. 1 phone:

Settings	CallList	▭	PhoneBook	WAP Services
<Traffic state>				<Time> <Date>
				<User name &
<Calling/Called name & number>				Extension number>
For SOS calls, dial xxx				<Icons
<Menu key 1> <Menu key 2> <Menu key 3> <Menu key 4>				

Dialog 4425 v. 2 phone:

Settings	CallList	▭	Contacts	CorpDirectory	Web
<Traffic state>					<Time> <Date>
					<User name &
<Calling/Called name & number>					Extension number>
For SOS calls, dial xxx					<Icons
<Menu key 1> <Menu key 2> <Menu key 3> <Menu key 4>					

Display symbols

Home
Home position (idle mode).

Silent Ringing (a) or Level bar (b)
Appear on the same position

a) Silent Ringing has been activated. The ring signal is switched off.

b) Indicates the ringing volume.

New missed call
Indicates new missed and not checked incoming call(s). The number beside the symbol indicates how many times this caller has tried to call you.

Missed call
Indicates missed but checked incoming call(s). The number beside the symbol indicates how many times this caller has tried to call you.

Incoming call
Indicates an answered incoming call in the call list.

Outgoing call
Indicates an outgoing call in the call list.

Scroll bar
If a list, for example your telephone directory or a list with several menu options, is too long to be shown in the display, a scroll bar appears as an indicator.

Checked radio button
If a radio button is checked, the respective option has been selected.

Unchecked radio button
This means that the respective option is not selected.

Message.
Indicates that there is a message waiting.

Access warning.
Flashes when the access to system services is reduced (network dependent).

Headset Preset
Indicates that the phone is set for incoming and outgoing calls to be connected to the headset when you answer or make calls without lifting the handset.

🎇 **Up**
Scroll up or to the left in the menu.

🎇 **Down**
Scroll down or to the right in the menu.

Menu Structure

The available IP specific telephone and network functions can be accessed via the menus. This section shows the structure for each of the menus that can be selected from the Home menu.

Dialog 4425 v. 1 phone:

Use the navigation keys to go to the Settings, Call List, PhoneBook or WAP Services menu.

Dialog 4425 v. 2 phone:

Use the navigation keys to go to the Settings, Call List, Contacts, CorpDirectoryor Web menu.

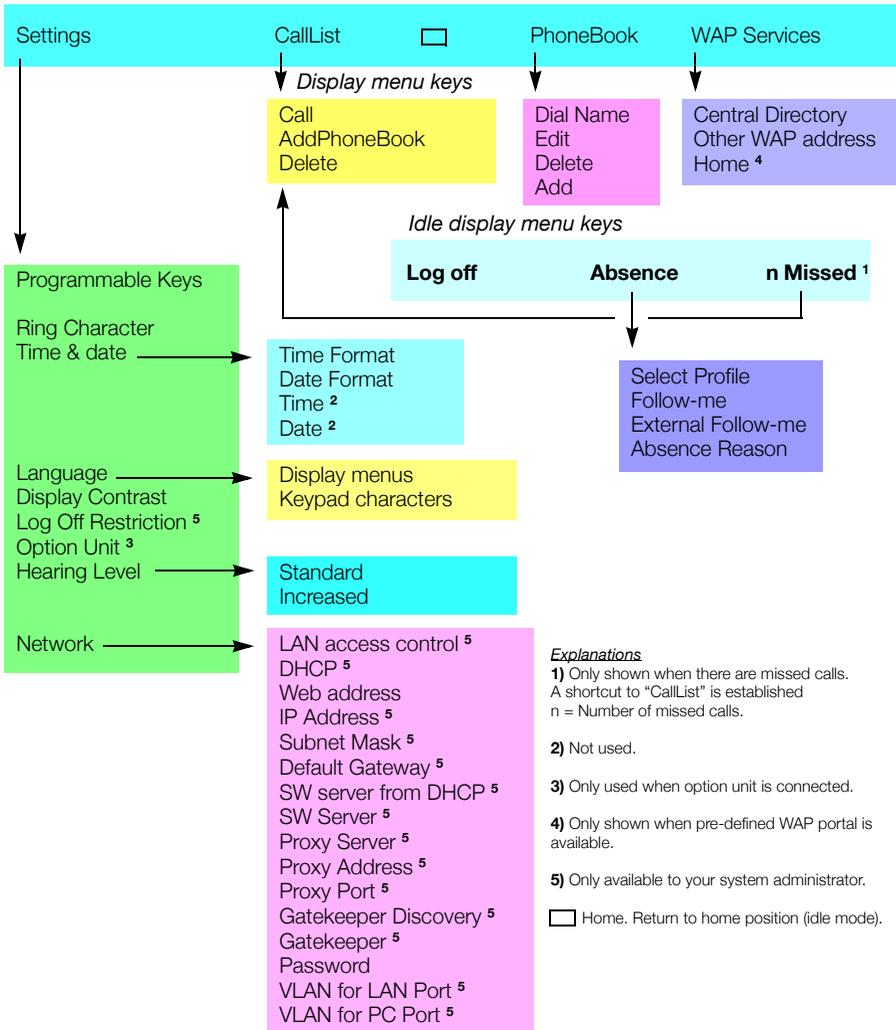When you have selected a menu with the navigation keys:

Press a menu function key to select an option (see display).

> **Note:** *Since the Dialog 4425 IP Vision can be used in different networks, some functions might not be supported by your system.*

Menu structure Dialog 4425 v. 1 phone

Menu structure for each of the menus that can be selected from the idle menu. When you are navigating the menus, a selected menu is marked with a black frame. Use the navigation keys and the display menu keys to navigate in the menus.
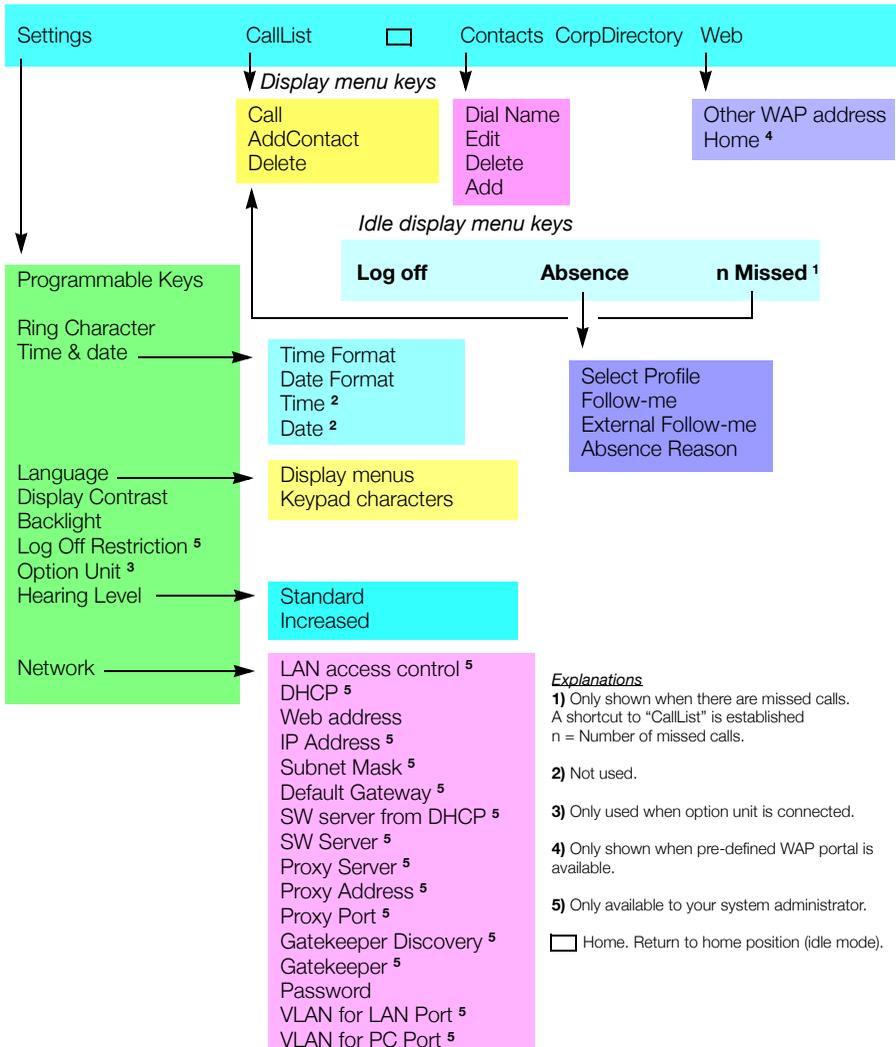
Top menu

Settings	CallList	☐	PhoneBook	WAP Services

Display menu keys

CallList:
Call
AddPhoneBook
Delete

PhoneBook:
Dial Name
Edit
Delete
Add

WAP Services:
Central Directory
Other WAP address
Home [4]

Idle display menu keys

Log off	Absence	n Missed [1]

Settings:
Programmable Keys

Ring Character
Time & date

Time & date:
Time Format
Date Format
Time [2]
Date [2]

Absence:
Select Profile
Follow-me
External Follow-me
Absence Reason

Language
Display Contrast
Log Off Restriction [5]
Option Unit [3]
Hearing Level

Display Contrast:
Display menus
Keypad characters

Hearing Level:
Standard
Increased

Network

Network:
LAN access control [5]
DHCP [5]
Web address
IP Address [5]
Subnet Mask [5]
Default Gateway [5]
SW server from DHCP [5]
SW Server [5]
Proxy Server [5]
Proxy Address [5]
Proxy Port [5]
Gatekeeper Discovery [5]
Gatekeeper [5]
Password
VLAN for LAN Port [5]
VLAN for PC Port [5]

Explanations
1) Only shown when there are missed calls.
A shortcut to "CallList" is established
n = Number of missed calls.

2) Not used.

3) Only used when option unit is connected.

4) Only shown when pre-defined WAP portal is available.

5) Only available to your system administrator.

☐ Home. Return to home position (idle mode).

Menu structure Dialog 4425 v. 2 phone

Menu structure for each of the menus that can be selected from the idle menu. When you are navigating the menus, a selected menu is marked with a black frame. Use the navigation keys and the display menu keys to navigate in the menus.

Top menu

| Settings | CallList | ☐ | Contacts | CorpDirectory | Web |

Display menu keys

Call
AddContact
Delete

Dial Name
Edit
Delete
Add

Other WAP address
Home [4]

Idle display menu keys

| **Log off** | **Absence** | **n Missed** [1] |

Programmable Keys

Ring Character
Time & date

Time Format
Date Format
Time [2]
Date [2]

Select Profile
Follow-me
External Follow-me
Absence Reason

Language
Display Contrast
Backlight
Log Off Restriction [5]
Option Unit [3]
Hearing Level

Display menus
Keypad characters

Standard
Increased

Network

LAN access control [5]
DHCP [5]
Web address
IP Address [5]
Subnet Mask [5]
Default Gateway [5]
SW server from DHCP [5]
SW Server [5]
Proxy Server [5]
Proxy Address [5]
Proxy Port [5]
Gatekeeper Discovery [5]
Gatekeeper [5]
Password
VLAN for LAN Port [5]
VLAN for PC Port [5]

Explanations
1) Only shown when there are missed calls.
A shortcut to "CallList" is established
n = Number of missed calls.

2) Not used.

3) Only used when option unit is connected.

4) Only shown when pre-defined WAP portal is available.

5) Only available to your system administrator.

☐ Home. Return to home position (idle mode).

Tones & Signals

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
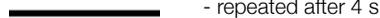
Busy tone
(Called party is busy)

Number unobtainable tone
(Called number not accessible or vacant)

Call Waiting tone

Congestion 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)

Ringing signals are emitted from the phone.

Internal ringing signal

- repeated after 4 s

External ringing signal

- repeated after 4 s

Automatic Callback signal

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

Start the Phone – Log On/Off

All system settings for your IP phone must be set by the system administrator before you can use the phone.

Connect the required cables.
See section "Installation" on page 132.

> **Note:** *Depending on the settings in your network and telephone system, the start up procedure may be different from phone to phone. Check the display on your phone and read the required sections in this chapter to continue with the start up procedure.*

When this is done, and the phone is connected to the local network (LAN), your phone starts the start-up procedure automatically when connected to the mains.

> **Notes:**
> *The phone does not work during a power failure. After a power failure the phone will restart automatically. However, when a password is requested, you must log on before the phone can be used again.*

Reset the phone

If your phone does not work properly, you can use the following procedure to reset the phone. This procedure will also clear the Call list. After the procedure you must log on again to use the phone.

Press simultaneously for at least one second to reset the phone.

Start the Phone

Connect the phone to the local network.
See the Installation section, "Install cables" on page 135.

If an external power adapter is used:

Connect the adapter to the mains and connect the plug from the adapter to "POWER" on the underside of your phone.
See the Installation section, "Install cables" on page 135.

After a few seconds the Headset key lamp will light for about five seconds, then the displays shows:
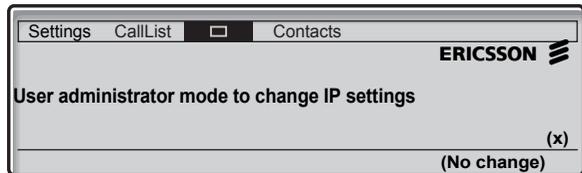
```
┌──────────────────────────────────────────────┐
│  Settings   CallList   ▭    Contacts          │
│                                 ERICSSON ≋     │
│                                                │
│  User administrator mode to change IP settings │
│                                                │
│                                         (x)    │
│                               (No change)      │
└──────────────────────────────────────────────┘
```

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

> **Notes:** *The administrator mode is used to change the IP settings of the phone. All administrator mode changes should be done by your system administrator.*
>
> *If you want to use the previously stored settings, you can speed up the procedure by pressing the Loudspeaker key.*

Now the display informs you that the phone is connecting to the server and that the software is loading. This takes about 15 seconds. After a self-test, the phone is ready for log on.

LAN access control (network authentication)

(Dialog 4425 v. 2 phone only).

Your telephone might require a network authentication to gain access to the network. In this case you must enter a valid user identity and password.

> **Note:** *The user identity and password used for the network authentication is not the same user identity and password you use to log on. The password is obtained from, and can only be changed by the system administrator.*

```
┌─────────────────────────────────────────────┐
│ Settings   CallList    ▭    Contacts         │
│                                 ERICSSON ≋    │
│                                              │
│ User administrator mode to change IP settings│
│                                              │
│                                        (x)   │
│                                  (No change)  │
└─────────────────────────────────────────────┘
```
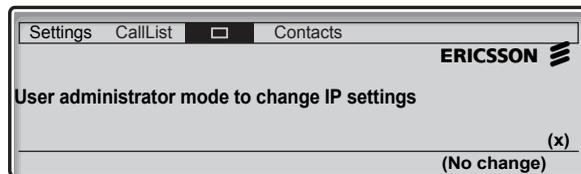
Enter your user identity.
(The display menu key **Erase**, is used to remove a wrong entry.)

Log on   **Press (see display).**

Enter your password.
(The display menu key **Erase**, is used to remove a wrong entry.)

> **Note:** *The password can be entered with letters or numbers, see section "Write Text" on page 90.*

Log on   **Press (see display).**
If your user identity and password are accepted, the phone continues with the startup procedure.

> **Note:** *If your user identity and password are not accepted, contact your system administrator.*

Continued startup procedure

The display shows:

```
Settings   CallList    ▭      Contacts
                                    ERICSSON ⚡

User administrator mode to change IP settings

                                         (x)
                                   (No change)
```
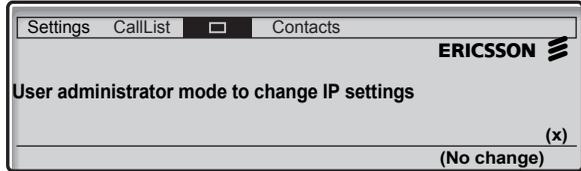
A timer counts down from 5 seconds. If no key is pressed during this time, **(No change)** is selected automatically.

> **Notes:**
> *You can speed up the procedure by pressing*
> **(No change)**.
>
> *The administrator mode is used to change the IP settings in your phone. This mode is reserved for your system administrator.*

The display now indicates that the phone is connecting to the server and the software is loading. This takes about 1 minute. After a self test, the phone is ready for use or ready for log on. To log on, see section "Log On" on page 24.

Update software

If new software has to be loaded into your phone, the display is showing this. When new application software is available, the following display is shown:

```
Settings    CallList    ▭    Contacts
                                    ERICSSON ⦚

A new version of the bootrom software
is vailable on the server, update?

                                       xx
                          (Yes)        No
```

```
Settings    CallList    ▭    Contacts
                                    ERICSSON ⦚

A new version of the application software
is available on the server, update?

                                       xx
                          (Yes)        No
```
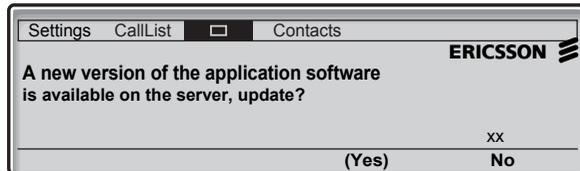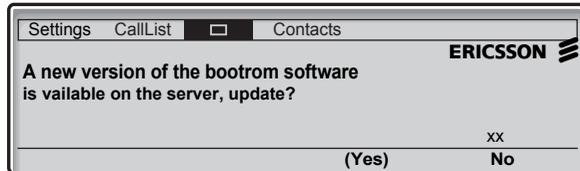
The **xx** indicates a timer counting down seconds. If no key is pressed during this time (approximately. 60 seconds), "Yes" is selected automatically. You can speed up the procedure by pressing the Loudspeaker key

(Yes)   **Press to update the software (=Yes).**
        The software download takes about 30 seconds, then the startup procedure continues automatically.

> **Note:** *It is important that you do not disconnect the power from the phone while the new software is being downloaded and saved. If a power failure occurs, the software must be downloaded again.*

If you want to continue to use the previously stored settings:

No   **Press to use the current version of the software (=No).**

Log On

The following options exist:

1   You are allowed to log on and log off the phone. This is the most common option.
2   The telephone is always logged on with a default number. You cannot log on or off. This option can be used for phones in conference rooms, receptions etc.
3   The telephone is always logged on, with a default number, as in option 2, but you can log on with your own extension number and get your personal categories.

Option 1

The Log on menu is displayed:

```
┌──────────────────────────────────────────────────────────────┐
│ Settings   CallList    ▭    Contacts   CorpDirectory    Web    │
│ User not logged on!                     12:46   12 May 2003    │
│                                                                │
│ Log on with: 9318                                              │
│                                                                │
│ For SOS calls, dial 112                                        │
│                                          Erase         Log on  │
└──────────────────────────────────────────────────────────────┘
```
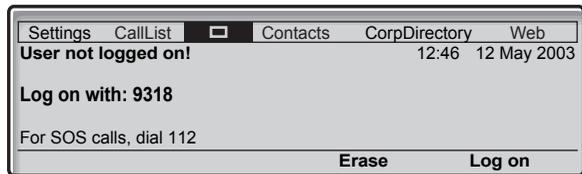
> **Note:** *The Dialog 4425 IP Vision is powered by the LAN connection or optionally via an external 24 volt AC/AC adapter. If the telephone is powered by the LAN, no additional power adapter is needed.*
> *The LAN (or the external power adapter) must be connected to the telephone before use. If the power connection fails, your IP phone will not work.*

If the SOS call function is disabled, the text **For SOS calls, dial 112** is not shown. The number for SOS calls might vary between countries.

Log on   **Enter your extension number and press (see display).**
If you have logged on using this telephone before, the extension number used at the previous log on is displayed. In this case, you do not have to enter your extension number; just press Log on to go ahead.

If a password is not required, the display shows your extension number, and the phone is ready for use:

```
┌─────────────────────────────────────────────────┐
│ Settings   CallList    ▭    Contacts  CorpDirectory    Web │
│ + 5°                              12:46   12 May 2003 │
│                                   SMITH CHRISTOPH │
│                                   9318            │
│                                              ◢    │
│    Log off          Absence                      │
└─────────────────────────────────────────────────┘
```
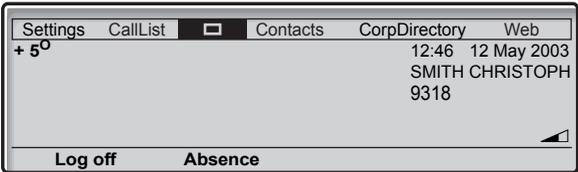
The user name and the extension number can consist of one or
two rows. The name can have max. 20 characters; if the name is
too long (more than 20 characters) and a space exists (e.g. family
name - space - first name), just 1 character after the space is
displayed

The **temperature** is shown only, if a temperature sensor is
connected to the system.

If a password is requested, the display shows:

```
┌─────────────────────────────────────────────────┐
│ Settings   CallList    ▭    Contacts  CorpDirectory    Web │
│ User not logged on!               12:46   12 May 2003 │
│                                                  │
│ Enter password: ***                              │
│                                                  │
│                             Erase        Log on  │
└─────────────────────────────────────────────────┘
```
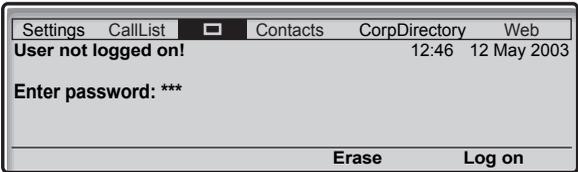
Log on   **Enter your Password and press (see display).**
If you do not know your Password or extension number or a screen
other than the log on screen is displayed, contact your system
administrator.

> **Telephone version note:** *For Dialog 4425 v. 2 phone the
> password can be entered with letters or numbers, see
> section "Write Text" on page 90.*

When log on is complete, this screen will be displayed:

```
┌─────────────────────────────────────────────────┐
│ Settings   CallList    ▭    Contacts  CorpDirectory    Web │
│                                   12:46   12 May 2003 │
│                                   EXTENSION 9318  │
│                                                  │
│                                              ◢    │
│    Log off          Absence                      │
└─────────────────────────────────────────────────┘
```
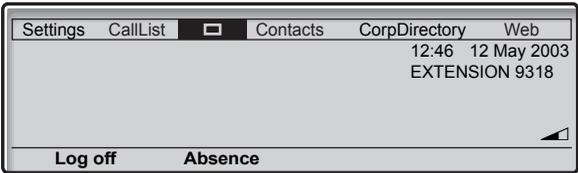
> **Note:** *This screen represents the display when the phone
> is ready to place, receive calls, etc. (normal state).
> Sometimes a new application software may be available.
> For more information, see section "Software updates" on
> page 133.*

To log on with a different extension number

If you have already logged on using this telephone before, the extension number used at the previous log on is displayed.

To delete the displayed number:

Log on   **Enter your extension number and press (see display).**

Log on   **Enter your Password and press (see display).**

To correct a wrong entry:

Erase   **Press (see display).**

Option 2

The following idle mode menu is displayed, and the phone is ready for use.

```
┌─────────────────────────────────────────────────────────┐
│ Settings   CallList    ▭    Contacts   CorpDirectory   Web│
│ + 5ᴼ                                  12:46  12 May 2004  │
│                                       CONF ROOM           │
│                                       9318                │
│                                                        ◢  │
│                        Absence                            │
└─────────────────────────────────────────────────────────┘
```
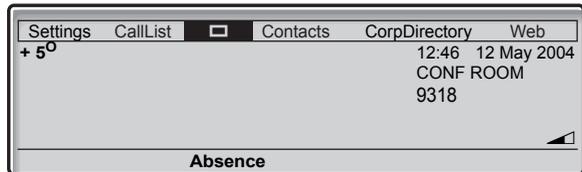
Note: *It is not possible to log off, when a phone has been programmed according to this option.*

Option 3

The following idle mode menu is displayed. You can log on with your own extension number and get your personal categories.

```
┌──────────────────────────────────────────────────────────┐
│ Settings   CallList   ▢   Contacts   CorpDirectory   Web  │
│ + 5ᵒ                                 12:46  12 May 2004   │
│                                      CONF ROOM           │
│                                      9318                │
│                                                          ◢ │
│                         Absence                ChangeUser │
└──────────────────────────────────────────────────────────┘
```
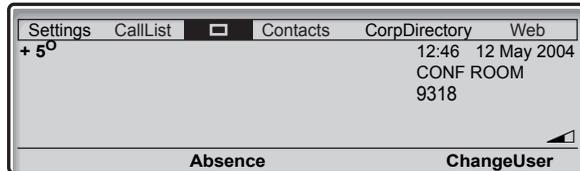
ChangeUser **Press (see display).**

⊙⊙⊙
⊙⊙⊙   **Dial your extension number.**
⊙⊙⊙
⊙

Log on **Press to log on (see display).**
If a password is not required, the display shows your name and extension number, and the phone is ready for use.

If a password is requested:

⊙⊙⊙
⊙⊙⊙   **Enter your password.**
⊙⊙⊙
⊙

> **Telephone version note:** *For Dialog 4425 v. 2 phone the password can be entered with letters or numbers, see section "Write Text" on page 90.*

Log on **Press to log on (see display).**
The display shows your name and extension number, and the phone is ready for use.

> **Note:** *During the night, the phone is automatically logged off, and then logged on again with the default number.*

Log off

Log off **Press to log off (see display).**
You are asked to confirm the process.

Yes **Press to confirm.**
The log on screen is displayed.

Incoming Calls

A ringing signal, a flashing Line key lamp and the display indicate an incoming call.

Answer calls

When you receive an incoming call, the display shows:

```
Settings   CallList   ▭   Contacts   CorpDirectory   Web
Incoming...                    12:46   12 May 2003
                               EXTENSION 9318
BROWN JANE   4736

                                              ◣
                                         Reject
```
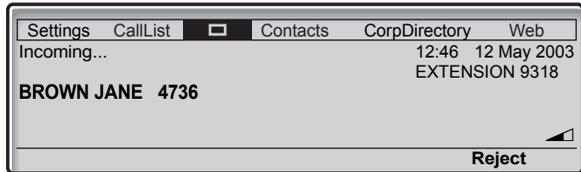
Lift the handset to accept the call.

Or:

Reject   **Press to dismiss the call (see display).**

> **Note:** *The rejected call is added to the Call List, see section "Call List" on page 37.*

Handsfree

Line   **Press without lifting the handset.**

Or:

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

Press to terminate a handsfree call.

To another extension (Call pick-up)

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

Enter the ringing extension.
You receive busy tone.

6 **Press.**

> **Note:** *The number for answering calls to another extension may differ from country to country, see table "Alternative programming for Automatic Callback, Camp-on, Intrusion" on page 105.*

Deflect the call

If you do not want to take the call, when the phone rings:

Reject **Press (see display) to deflect the call.**
The call is diverted to a pre-programmed diversion address (same as used for the Fixed Diversion)

> **Note:** *If the phone is logged on as secondary phone in a Tandem configuration an initiated call deflection will release the call from the secondary phone however not from the primary phone.*

Answer a second call

See "Call Waiting" on page 45

Outgoing Calls

Make calls

How to make internal and external calls.

Enter a either a directory number to make an internal call.

Or:

0   **Enter the digit(s) for external line access and the desired public number.**

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

The display shows the entered number, for example:

Settings	CallList	▭	Contacts	CorpDirectory	Web

12:46 12 May 2003
EXTENSION 9318

Enter number: 4736
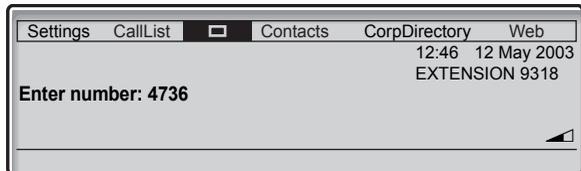
After entering the number, the number is dialled immediately.

When the dialled number is free and ringing, the display shows:

Settings	CallList	▭	Contacts	CorpDirectory	Web

Calling ...   12:46 12 May 2003
EXTENSION 9318

BROWN JANE 4736
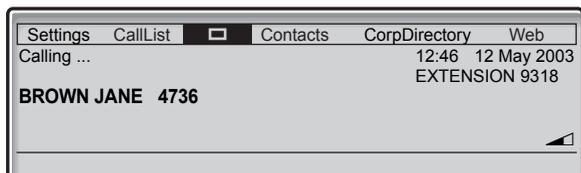
When the connection has been established, the display shows the other party's name and number (if supported by the network).

Lift the handset

> **Note:** *You can make your calls faster, using Common Abbreviated Numbers and by programming your own Abbreviated Numbers.*

or **C**

Press to end the call.

Handsfree

Line **or**

Press without lifting the handset.

Enter the internal or external number.
When the call is established, you will be connected to the other party via the loudspeaker and microphone.

C

Press to terminate a handsfree call.

> **Note:** *To learn more about other ways to make a call, see sections "Abbreviated Numbers" on page 34, "Dial-by-Name" on page 34, "Contacts (Phone Book)" on page 69, and "Call List" on page 37.*

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 32 digits.

✳✳✳

Press to redial the last dialled external number.

> **Note:** *You can also redial a number with the Call List, see section "Call List" on page 37.*

Automatic Callback

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.

> **Note:** *The number for Automatic Callback may differ from country to country, see table "Alternative programming for Automatic Callback, Camp-on, Intrusion" on page 105.*
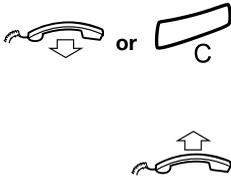
or C **Replace the handset or press to finish the procedure.**
You are called back if the extension finishes the ongoing call or the next time the extension finishes a new call. You have to answer within eight seconds otherwise the Callback service is cancelled.

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

Busy extension

You call an extension and receive busy tone. The display shows:

Settings	CallList	▭	Contacts	CorpDirectory	Web
Calling...				12:46	12 May 2003
					EXTENSION 9318
4736					
					◢
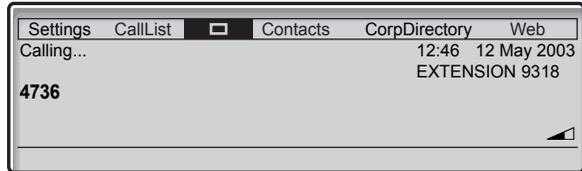
Camp-on

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.

Notes:

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

The number for Camp-on may differ from country to country, see table "Alternative programming for Automatic Callback, Camp-on, Intrusion" on page 105.

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.

Notes:

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

The number for Intrusion may differ from country to country, see table "Alternative programming for Automatic Callback, Camp-on, Intrusion" on page 105.

Diverted Extension

See "Bypass Call Forwarding" on page 54

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.

Your personal most frequently used external numbers can be stored and used on the programmable keys on the telephone or 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.

Enter the Common Abbreviated Number.
Please refer to your telephone directory.

Dial-by-Name

If you frequently use certain functions or call certain numbers, you may program them on the programmable keys of your telephone. Stored numbers can consist of a maximum of 24 digits. For programming them, see chapter "Programmable Keys" on page 94.

To use the function or call the number, just press the key.

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

Individual Abbreviated Numbers

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

> **Note:** *To program individual abbreviated numbers, your extension has to be authorized by the system administrator.*
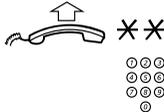
✳✳   **Lift the handset and press.**

Enter the Abbreviated Number.
A number between 0 and 9.

Program Individual Abbreviated Numbers

To program external numbers on the digit keys **0** to **9**:
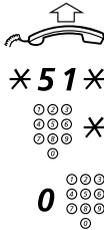
Lift the handset.

✳**51**✳   **Enter programming mode.**

✳   **Select an Abbreviated Number between 0 and 9 and press.**

0   **Enter the digit(s) for external line access and the public number.**
The number can consist of up to 24 digits.

> **Note:** *Which digit to press for external line access depends on the configuration of the system.*
> *If your public network requires waiting for a second dial tone, press *.*

**Press.**

Cancel one specific Individual Abbreviated Number

Lift the handset.

5 1 ✳ **Press.**

Enter an Abbreviated Number between 0 and 9 and press.

Cancel all Individual Abbreviated Numbers

Lift the handset.

5 1 # **Press.**
Verification tone.

Call List

Your incoming calls (answered, missed and rejected) and outgoing calls are stored in the Call List. The calls in the Call List can also be added to the Phone Book, see section "Contacts (Phone Book)" on page 69. Up to 50 calls can be stored in the Call List.

Note: *If a power failure occurs or another user logs on, the Call List will be cleared.*

Redial from the Call List

CallList **Select with the navigation keys (see display).**
The display shows the Call List entries sorted by date and the call duration (hours, minutes, seconds). For example:

Settings	CallList	☐	Contacts	CorpDirectory	Web
[← PLATTNER MICHAEL		4736	12:33	12 May	0:00:07
[→ BECKER SANDRA		8336	12:33	12 May	
[← BROWN BOBBY		9702	12:33	12 May	0:00:07
[→ SANDMAN MARIA		1335	12:33	12 May	0:00:07
[→ HASLINGER WOLFGANG		6068	17:07	11 May	0:00:50
more...					**Call**

If the list is too long and cannot be displayed at a time, a scroll bar appears on the right side of the display.

The call duration is shown only, if the call was answered.
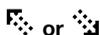
🔅 **or** 🔅 **Press to browse the CallList (see display).**
The digit in brackets shows the entry position in the list.

Call **Press to call (see display).**

Or:

more... **Press to get more options (see display).**
The edit menu is displayed.

Edit menu options:

Exit	**Press to return the normal display (see display).**
	Or:
Back	**Press to return to the previous menu (see display).**
	Or:
Delete	**Press to delete the call from the Call List (see display).**
	Or:
AddContact	**Press to add the number to the Contacts (see display), (Dialog 4425 v. 2 only).** See section "Add missed, rejected, answered or dialled calls to the Contacts (Phone Book)" on page 40.
AddPhoneBook	**Press to add the number to the Phone Book (see display), (Dialog 4425 v. 1 only).** See section "Add missed, rejected, answered or dialled calls to the Contacts (Phone Book)" on page 40.

Missed/Rejected calls

The number of missed calls is shown in the bottom line of the Home menu in idle mode:

```
┌─────────────────────────────────────────────────────────┐
│ Settings   CallList    □    Contacts   CorpDirectory   Web │
│                                  12:46   12 May 2003      │
│                                  9318                     │
│                                                          ◢ │
│        Log off          Absence        1 Missed          │
└─────────────────────────────────────────────────────────┘
```
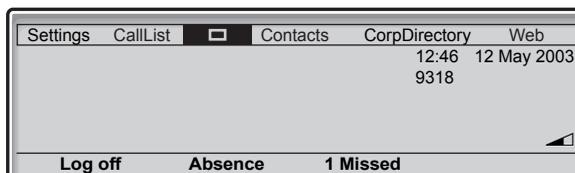
1 Missed   **Press (see display).**
The digit indicates the number of missed calls, in this example one. Now the Call List menu is displayed.

```
┌─────────────────────────────────────────────────────────┐
│ Settings   CallList    □    Contacts   CorpDirectory   Web │
│ ▣   COOPER CAROL            2156   10:33   12 May  0:00:07 │
│                                                           │
│                                                           │
│        more...        ▱         ▱          Call           │
└─────────────────────────────────────────────────────────┘
```
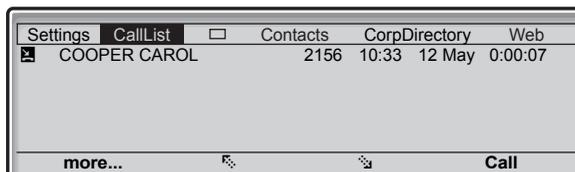
> **Note:** *You can also enter the Call List by selecting the Call List menu with the navigation keys.*

Call   **Press to call (see display).**

Or:

more...   **Press (see display).**

Add missed, rejected, answered or dialled calls to the Contacts (Phone Book)

CallList **Select with the navigation keys (see display).**

📞 **or** 📞 **Press to browse the CallList (see display).**

more... **Press (see display).**

AddContact **Press to add the number to the Contacts (see display), (Dialog 4425 v. 2 only).**

Settings	CallList	☐	Contacts	CorpDirectory	Web
Add					
BROWN JANE					**4736**
Edit					**OK**

AddPhoneBook **Press to add the number to the Phone Book (see display), (Dialog 4425 v. 1 only).**

OK **Press to add the call to the Phone Book (see display).**

Or:

Edit **Press to edit the number before you add it to Contacts (Phone Book) (see display).**
Via the display options you can change or erase the name and number before you add it to the Phone Book.

Settings	CallList	☐	Contacts	CorpDirectory	Web
Add					
BROWN JANE					**4736**
-?!,.:;"'()1					
Exit		**Number**		**Erase**	**Save**
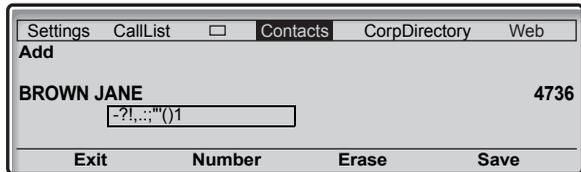
How to edit an entry and for further information, see sections "Contacts (Phone Book)" on page 69 and "Write Text" on page 90.

Delete an entry from the Call List

CallList **Select with the navigation keys (see display).**
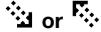
☈ **or** ☈ **Press to browse the CallList (see display).**

more... **Press (see display).**

Delete **Press (see display).**
The selected entry will be deleted.

During Calls

The BusinessPhone Communication Platform allows you to handle calls in many different ways. You can switch between handset and handsfree/group conversation, mute the microphones, make an inquiry, transfer the call, create a Conference or put the call on hold to perform other tasks.

From handset to handsfree

You have an ongoing conversation via the handset.
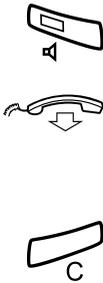
Press to switch the loudspeaker on.
You are now in the handsfree mode.

Replace the handset.
Handsfree conversation.

> **Note:** *You can adjust the volume, see section "Handset and loudspeaker volume" on page 102.*

Press to end the call.

From handsfree to handset

You have an ongoing handsfree conversation.

Lift the handset.
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 would like to make an inquiry
to an internal or external party.

Line **Press**
The first call is put on hold. Enter the number of the person you
would like to ask.

Enter the number of the third party.
When the third party answers, you can switch between the calls,
create a conference or end one of the calls.

Refer back

You can switch between the connected parties:

Line **2** **Switch between calls.**

Line **1** **Press to terminate.**

Transfer

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

Line   **Press.**

Enter the number of 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 131.*

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).

Callback

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.

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

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

Lift the handset to answer the new call.

Or:

Press and replace the handset to answer in handsfree mode.

Conference

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

Line **Press.**

Enter the number of the third party.

Line **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.

Individual Hold

You have an ongoing conversation. Now you want to put the
ongoing call on hold for a short while.

Line **Press the Line key.**
The call can be picked up on your extension within one minute, or if
not it will recall on your extension.

Line **Press again to retake the call that has been put on hold.**

Common Hold

Line **Press the Line key.**

Replace the handset.
The call can be picked up on any extension within one minute, or if
not it will recall on the holding extension.

Line **Press again to retake the call that has been put on hold.**

Or:

Pick-up on another extension:

Enter the extension number that put the call on hold.

6 **Press.**

Send Message

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

Callback message

To send a Call Me message.

9 # **Press to send.**

Voice message

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.

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. The alternate answering position can either be a pre-programmed one (Diversion when your extension is not active and a common one for: Fixed Diversion, Diversion when there is no answer and Diversion when your extension is busy) or an individual one.

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 for your mailbox, see section "Change your Personal Greeting" on page 64.

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

Diversion when there is no answer

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 pre-programmed diversion address after a certain amount of time (default time: 15 seconds).

Diversion when your extension is 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 pre-programmed diversion address.

Diversion when your extension is not active

If your extension is not active (logged off) your system administrator can program it to automatically divert calls to a pre-programmed diversion address.

Fixed Diversion

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

Activate Fixed Diversion

✳ 2 1 #   **Press activate diversion.**
The displays shows:

Settings	CallList	▭	Contacts	CorpDirectory	Web

+ 5°

    12:46   12 Mar 2004
    CHRISTOPH SMITH

DIVERSION 9318-> 202   9318

Log off   **Absence**
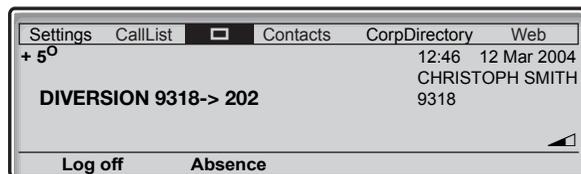
Cancel diversion

 # 2 1 #   **Press 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).

Program and activate Internal Diversion
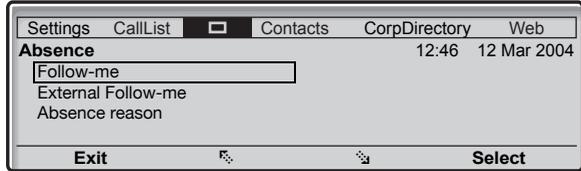
Absence   **Press (see display).**
The displays shows:

Settings	CallList	▭	Contacts	CorpDirectory	Web
Absence				12:46	12 Mar 2004

Follow-me
External Follow-me
Absence reason

| **Exit** | | 🔄 | 🔄 | **Select** |

🔄 or 🔄   **Press (see display).**
Repeat until the **Follow-me** menu is framed.

Select   **Press (see display).**

OK   **Enter the answering position number and press (see display).**
The displays shows:

Settings	CallList	▭	Contacts	CorpDirectory	Web
+ 5ᴼ				12:46	12 Mar 2004
					CHRISTOPH SMITH
FOLLOW ME 9318-> 202				9318	

| **Log off** | **Absence** | | | |
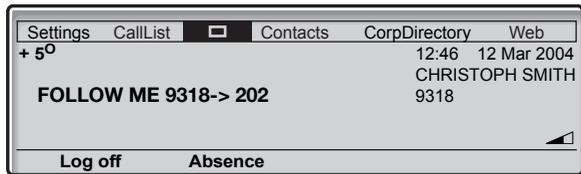
Cancel Internal Diversion

Absence   **Press (see display).**

🔄 or 🔄   **Press (see display).**
Repeat until the Follow-me menu is framed.

Select   **Press (see display).**

Deactivate   **Press to deactivate (see display).**

Program and activate External Diversion

To set a new Individual External Diversion address:

> **Note:** *To use the external diversion function, your extension has to be authorized by the system administrator.*

Absence | **Press (see display).**

⇗ or ⇖ | **Press (see display).**
Repeat until the External Follow-me menu is framed

Settings	CallList	▭	Contacts	CorpDirectory	Web
Absence				12:46	12 Mar 2004
Follow-me					
External Follow-me					
Absence reason					
Exit		⇖		⇗	**Select**
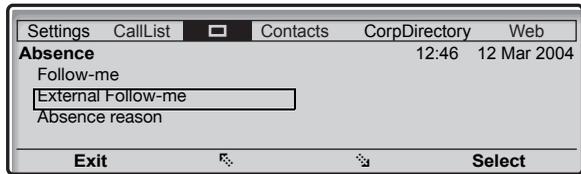
Select | **Press (see display).**

OK | **Enter the digit or digits to get an external line and enter the external number and press (see display).**
The displays shows:

Settings	CallList	▭	Contacts	CorpDirectory	Web
+ 5°				12:46	12 Mar 2004
				CHRISTOPH SMITH	
DIVERSION 9318->EXTERNAL				9318	
					◢
Log off		**Absence**			
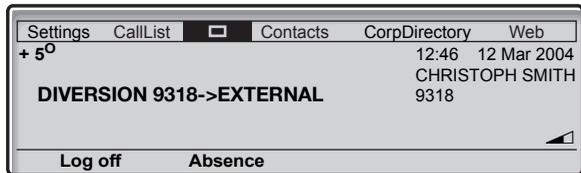
Cancel External Diversion

Absence   **Press (see display).**

✧ or ✧   **Press (see display).**
Repeat until the External Follow-me menu is framed.

Select   **Press (see display).**

Deactivate   **Press to deactivate (see display).**

Re-activate External Diversion

Divert your calls to an external position.

✶22✶#   **Press to activate the programmed External Diversion.**
You can make outgoing calls as usual. A special dial tone reminds
you that call forwarding is active.

C   **Press.**

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.*

✳21✳ **Press.**

⌨ ✳ **Enter your extension number and press.**

⌨ # **Enter the new diversion address and press.**
Verification tone.

☎ **Press to finish the procedure.**

Cancel Follow-me

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

#21✳ **Press.**

⌨ # **Enter your extension number and press.**
Verification tone.

☎ **Press to finish the procedure.**

Bypass Call Forwarding

Bypass Call Forwarding allows you to call a specific extension even if Call Forwarding is activated on this extension.

> **Note:** *To use this function, your extension has to be authorized by the system administrator.*

✳60✳　**Press.**

Enter extension number.

#　**Press.**
You will be connected to the specified extension, regardless of which type of Call Forwarding the called extension has activated.

Absence 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 even if you have activated the Absence Information, see section "Change your Personal Greeting" on page 64.*

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

Pre-defined texts

Absence	**Press (see display).**
🖐 or 🖐	**Press (see display).** Repeat until the Absence Reason menu is framed.
Select	**Press (see display).** The displays shows:

```
┌─────────────────────────────────────────────────────────┐
│ Settings   CallList    ▭    Contacts   CorpDirectory   Web│
│ Absence                            12:46   12 Mar 2004    │
│  Follow-me                                                │
│  External Follow-me                                       │
│ │Absence reason│                                          │
│                                                           │
│     Exit            🖐           🖐          Select        │
└─────────────────────────────────────────────────────────┘
```
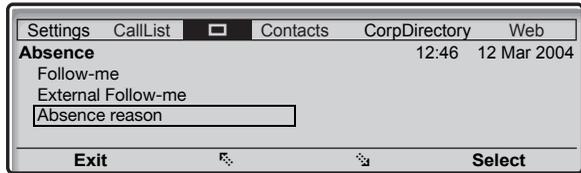
🖐 or 🖐	**Press until the desired absence type is framed (see display).**
Select	**Press (see display).**
OK	**Enter the time or date of return (if required) and press (see display).** The display shows the reason, and if entered, time/date of return.

```
┌─────────────────────────────────────────────────────────┐
│ Settings   CallList    ▭    Contacts   CorpDirectory   Web│
│ + 5⁰                               12:46   12 Mar 2004    │
│                                         CHRISTOPH SMITH   │
│     4 MEETIBNG BACK 15:00               9318             │
│                                                      ◢    │
│     Log off         Absence                               │
└─────────────────────────────────────────────────────────┘
```
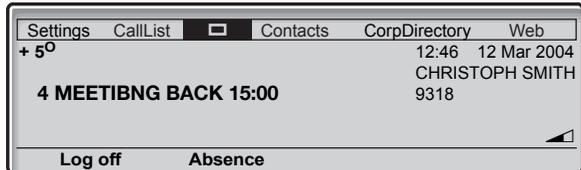
Pre-defined texts

	Completing Info
Absent	hour (00-23) minute (00-59)
Trip	month (01-12) day (01-31)
Lunch	back at, hour minute
Meeting	back at, hour minute
Vacation	back, month day
Illness	back, month day

Voice information

✳ *2 3* ✳   **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.

Press to finish the procedure.

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 absence info.

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

Change information

Save

✳23✳#

Press to deactivate and save for later use.
Information is passive.

Press to finish the procedure.

C

Use saved information

When the information is switched off:

✳23✳#

Press to activate saved info.
Information is active.

Press to finish the procedure.

C

Erase information

Absence   **Press (see display).**

⬚ or ⬚   **Press (see display).**
Repeat until the Absence Reason menu is framed.

Select   **Press (see display).**
The No Absence menu is framed.

Select   **Press (see display).**
The programmed information is erased.

Mailbox System

While you are away from the office, callers can leave messages in your mailbox. You are also able to configure your mailbox with your personal greeting, see section "Change your Personal Greeting" on page 64.

The first time you enter the mailbox system (only possible from own extension), you might be requested to change your password if it is default (0000). See section "Change Password" on page 67 or follow the voice announcements.

> **Note:** *To use the mailbox system, your extension has to be authorized by the system administrator.*

Activate the Mailbox

Divert your extension to the mailbox system.

✳21✳ **Press.**

Enter the number of the mailbox system.
Ask the system administrator for the defined mailbox system number.

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

Press to finish the procedure.

Note: For daily use, it is recommended to ask your system administrator to define the mailbox system as your pre-programmed diversion address. Once this is defined, you only have to dial *21# to activate your mailbox.

The system administrator can also define whether or not the mailbox should be activated if you do not answer your phone after a certain time or if your extension is busy.

Deactivate the Mailbox

 # 2 1 #

Press.
Verification tone.

Press to finish the procedure.
New incoming calls will be signalled on your phone again.

> **Note** *The mailbox is still active if is defined as pre-programmed diversion address for the feature Diversion when there is no answer and Diversion when your extension is busy.*

Access the Mailbox

The following mailbox functions can be accessed from your own extension, any other internal extension or from an external position (e.g. mobile phone)

- Listen to available messages

- Change your personal greeting

- Send messages

- Set up Outcall (External) Notification (configuration dependent)

- Change your password

If there is a new message waiting, the Message key lamp is flashing and you will hear a special dial tone after lifting the handset.

The displays shows:

```
┌─────────────────────────────────────────────────────────┐
│ Settings   CallList    ▭    Contacts   CorpDirectory  Web │
│ + 5º                              12:46   12 Mar 2004    │
│                                   CHRISTOPH SMITH        │
│                                   9318                   │
│                                                         │
│                                      ☑             ◢    │
│        Log off         Absence                          │
└─────────────────────────────────────────────────────────┘
```
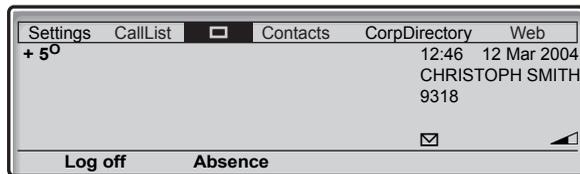
Access the mailbox from your own extension

Message ⬭   **Press**
Listen and follow the voice announcements in the main menu.

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

Access the mailbox from any other extension

Enter the directory number of the mailbox system.
Listen and follow the voice announcements in the main menu.

Access the mailbox from an external position (e.g. mobile phone)

Enter the public number of your company.

Enter the directory number of the mailbox system.
Listen and follow the voice announcements in the main menu.

Listen to your Messages

Received messages are divided into the following three categories:

- New messages (not heard); indicated by a flashing message led and a special dial tone.

- Heard messages; indicated by a lighting message led and a special dial tone.

- Stored messages; not indicated.

> **Note:** *Messages are deleted from the system after a certain time. Please ask your system administrator regarding this.*

Access the mailbox.
(See chapter "Access the Mailbox" on page 61.)
Listen and follow the voice announcements in the main menu.

1 **Select to listen to available messages**

> **Note:** *If there are no messages in your mailbox, the option to listen to your messages will not be available.*

Select one of the three message categories (new, heard, stored).
Listen to your messages and follow the voice announcements in the dedicated menu.

- play message again

- forward a message

- get date and time info

- pause during play
- play previous message
- store message
- play next message
- erase message

> **Note:** *Voice messages will be heard. "Call me" messages will call the sender (these messages cannot be stored).*

Press to finish the procedure.

Forward a Voice Message

A copy of your received voice messages (in the individual mailbox) can be forwarded to other mailbox numbers (individual or common). When you forward a voice message (heard or stored) to an individual mailbox, the mailbox number is the same as the extension number.

> **Note:** *The forwarded message is a copy, i.e. it can be deleted without deleting the original message.*
>
> *There are no distribution list numbers available. Forwarding the same message to more than one mailbox must be done in single operations.*

Change your Personal Greeting

Depending on the type of call diversion to the mailbox, you can leave three different personal greetings for the caller. You can activate a diversion when a caller receives busy tone, when there is no answer, or you can activate a fixed or individual diversion for all your calls.

Access the mailbox.
(See chapter "Access the Mailbox" on page 61.)
Listen and follow the voice announcements in the main menu.

2   **Select to change your Personal Greeting.**

Select the desired diversion type
Listen and follow the dedicated voice announcements.

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

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.*

Send Messages via your Mailbox

With this function, the mailbox system allows you to record and send messages from your mailbox to any other internal mailbox without calling the respective mailbox owner. A recorded message can either be sent to one or to multiple mailboxes.

> **Note:** *There are no distribution list numbers available. Sending the same message to more than one mailbox must be done in single operations.*

Access the mailbox.
(See chapter "Access the Mailbox" on page 61.)
Listen and follow the voice announcements in the main menu.

3 **Select to record and send messages.**
Listen and follow the dedicated voice announcements.

Messages can be heard or re-recorded before they are sent to a mailbox.

> **Note:** *A message can also be sent during a call, see "Send Message" on page 47.*

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 "Change Password" on page 67 to select a new password. You have full access to the mailbox system.

- Notification without mailbox access:
  You get a short voice announcement informing you 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).*

Access the mailbox.
(See chapter "Access the Mailbox" on page 61.)
Listen and follow the voice announcements in the main menu.

4 **Select to set up outcall notification.**
Listen and follow the dedicated 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 line 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.*

Press to finish the procedure.

Change Password

Change the password via your mailbox

Access the mailbox.
(See chapter "Access the Mailbox" on page 61.)
Listen and follow the voice announcements in the main menu.

5 **Select to change the password.**
Listen and follow the dedicated voice announcements.

C **Press to finish the procedure.**

> **Note** *The password can also be changed without accessing the mailbox by using the procedure "Change Password" on page 67.*

Change the password via the telephone

✳ *72* ✳ **Press to select a new password.**

Enter your present password.
The default password is 0000.

✳ **Press.**

Enter your new password.

Press.
Verification tone.

C **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. For information on how to retrieve Dictaphone messages, see section "Listen to your Messages" on page 62.

Record message

To start the recording:

Lift the handset.

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

Select options below:

$\ast$ **Press to play-back.**

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

$\#$ **Press to stop the recording and save the message.**

C **Press to finish the procedure.**

Contacts (Phone Book)

You can store your most frequently used numbers in **Contacts** (Dialog 4425 v.2) or in **PhoneBook** (Dialog 4425 v.1) locally in your phone. The Contacts (PhoneBook) can be stored centrally on a server. For details please ask your system administrator.

There are a number of ways to add numbers and names into your phone:

1   Enter the name and number by using the digits 0-9 on the keypad, in the same way as with a mobile phone.

2   Add an incoming call from the Call List into Contacts **(**PhoneBook**).**

3   From a PC browse into the phone using a standard web browser and enter the name and number.
     See section "Web Server" on page 112.

4   From the PC application "My Dialog 4000 Contacts" you can add your Microsoft® Outlook® contacts to Contacts **in your phone (Dialog 4425 v. 2 phone only).**
     See section "Add Microsoft Outlook Contacts" on page 110.

Select the Contacts (PhoneBook) tab with the Navigation keys (see display).
The Contacts (PhoneBook) menu is displayed.

Settings	CallList	☐	Contacts	CorpDirectory	Web
Dial name					
Edit					
Delete					
Add					

Exit			**Select**
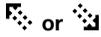
⚃ or ⚃   **Press to choose a menu option (see display).**

Select   **Press (see display).**

Dial Name

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

Option 1:

2 - 9   **Press and hold for 1 second.**
Up to five Phone Book entries starting with the same letter as the letter above the key are displayed.

Call   **Press to make the call (see display).**

       Or:
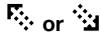
⚃ or ⚃   **Press to scroll the list (see display).**

> **Note:** *If you press and hold the key 2 for more than a second, up to five entries starting with A are displayed. If the search result comprises more than five entries, use the ⚃ or ⚃ menu key to scroll the list.*

Option 2:

Select the Contacts (PhoneBook) tab with the Navigation keys (see display).

Select **Press (see display).**

Settings	CallList	☐	Contacts	CorpDirectory	Web

Dial name

Enter name

Exit   Search

Press the key with the corresponding letter until the initial letter of the name is displayed.

Search **Press (see display).**
The first name beginning with the selected character is displayed.
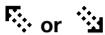
or **Press to scroll the list (see display).**

Call **Press to make the call (see display).**

Add a name and number to Contacts (Phone Book)

There are several ways to add number and names to the Phone Book:

- Using the keypad (0-9), see section "Write Text" on page 90.
- Adding a Call List entry to the Phone Book, see section "Call List" on page 37.
- Browse the telephone using a standard web browser and enter the name and number.

The following text describes how to enter a name and number with the Phone Book menu and the keypad.

>

Select the Contacts (PhoneBook) tab with the Navigation keys (see display).

Press to mark the Add option (see display).

Select **Press (see display).**

Settings	CallList	▭	Contacts	CorpDirectory	Web
Add					
Enter name:					
Exit					

Save **Enter the name and press (see display).**

Settings	CallList	▭	Contacts	CorpDirectory	Web
Add					
Enter number:					
Exit					

Save **Enter the number and press (see display).**

Settings	CallList	▭	Contacts	CorpDirectory	Web
Add					
BROWN JANE					**4736**
Edit					**OK**
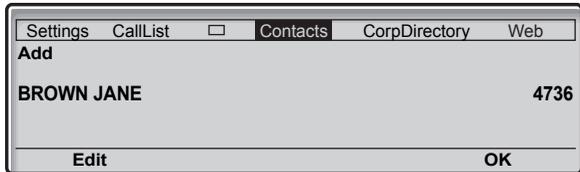
OK **Press to save (see display).**
The name and number are stored in the Phone Book.

Or:

Edit **Press to edit the name and number again (see display).**

Edit a name and number in Contacts (PhoneBook)

Select the Contacts (PhoneBook) tab with the Navigation keys (see display).

Press to mark the Edit option (see display).

Select **Press (see display).**

Settings	CallList	▭	Contacts	CorpDirectory	Web

Edit

Enter name: Br

Exit			Erase	Search

Search **Enter the first character(s) of the name and press (see display).**
A list with up to five entries appears. The first name beginning with the selected characters is marked. To correct a typing error, just press Erase.
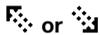
or **Press to scroll the list (see display).**

When the entry is found and marked with a frame:

Select **Press to select the marked name (see display).**
The Edit menu opens.

Settings	CallList	▭	Contacts	CorpDirectory	Web

Edit

BROWN JANE   **4736**

Exit			Edit

Edit **Press (see display).**

Settings	CallList	▭	Contacts	CorpDirectory	Web

Edit

BROWN JANE   **4736**

Exit	Number	Erase	Save
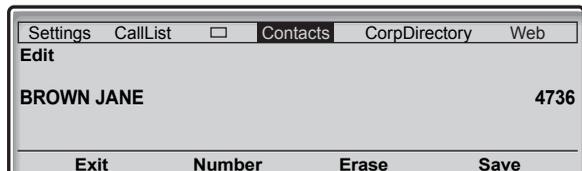
Erase **Press multiple times to erase the name (see display).**
Each time you press the Erase menu key, one character is deleted.

⚬⚬⚬
⚬⚬⚬
⚬⚬⚬
⚬ Save **Enter the new name completely and press (see display).**

Number **Press (see display).**
The cursor moves to the end of the number.

Erase **Press multiple times to erase the number (see display).**
Each time you press the Erase menu key, one digit is deleted.

⚬⚬⚬
⚬⚬⚬
⚬⚬⚬
⚬ Save **Change the number and press (see display).**

OK **Press to save (see display).**
The edited name and number are stored in the Phone Book.

Or:

Edit **Press to edit the name and number again (see display).**

Delete a name and number in Contacts (PhoneBook)

Select the Contacts (PhoneBook) tab with the Navigation keys (see display).

Press (see display).
Press until Delete is marked in the display.

Select **Press (see display).**

Settings	CallList	☐	Contacts	CorpDirectory	Web

Delete

Enter name:

| **Exit** | | | | **Search** |

Search **Enter the first character(s) of the name and press (see display).**
A list with up to five entries appears. The first name beginning with the selected characters is marked.

or **Press to scroll the list (see display).**

When the entry is found and marked with a frame:

Delete **Press (see display).**
The name and number that will be deleted are shown in the display.

OK **Press to delete the name and number (see display).**
The name and number is deleted from the Phone Book.

Or:

Cancel **Press to abort (see display).**

System Phonebook

Compared to the "Contacts (Phone Book)" on page 69, which is an IP phone function, the System Phonebook is stored in the BusinessPhone the system.

The System Phonebook covers internal directory numbers as well as external common abbreviated numbers.

As the System Phonebook is available for several telephone types the access as well as the navigation within the Phonebook is kept generic which means it will be controlled via the normal keypad.

Use the System Phonebook

✶ **0** # **Press to search for internal directory numbers**

Or:

0 ✶ **Press to search for common abbreviated numbers**

To exit the System Phonebook

C **Press to exit**

Make a Call

Enter the first letter(s) of the name.
When pressing a key, the first available character on that specific key is displayed. To get the following characters, press the key repeatedly. Key 0 and 1 contain special characters. The marked character is selected after a time-out (3 seconds) or when another key is pressed.

> **Note:** *In order to step through the whole System Phonebook, you can start the search function immediately without entering the first letter(s) of the name.*

Press to activate the search function

Search routine was successful

The first entry which matches with your entered letter(s) will be displayed.

0 **Press to scroll forward in the list**

Or:

✳ **Press to scroll backward in the list**
By reaching the beginning or the end of the list a short beep tone will be sent.

Line **Press to call the desired list entry**

Search routine was not successful

If no entry fulfils the search criteria, the display shows:

"**SORRY - NO SUCH NAME**".

1 **Press to start a new search**

Group Features

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

Key system

With this function, all (or selected) external lines are represented by pre-programmed keys on all phones. For each external line, a Function key has to be programmed. Which means that you are able to monitor the state of traffic for every programmed external line (e.g. free, busy). You can also establish an external call by pressing the External Line key.

Answer an external call

To answer an external call, just press the flashing key. (Depending on the programming of the system, an incoming external call will be announced with a flashing Line key and a ringing signal.)

External Line **Press (pre-programmed).**
Speech connection with the caller.

Make an external call

To initiate an external call, just press the External Line key. The external line will be seized automatically.

External Line **Press a free Line key (pre-programmed).**

Enter the desired number.
If you make external calls in this way, you do not have to dial the digit(s) for external call access first.

Supervision/Telephone Attendance

A Function key can also be programmed for Supervision and handling calls for a group of extensions. If a Supervision/ Attendance key is programmed on your telephone, you are able to call the other group members or answer incoming calls for the group by pressing the key and monitor the activity of other extensions (free, busy, called).

Traffic situation

Michael **Ongoing conversation (lamp is on).**

Michael **Free extension (lamp is off).**

Michael **The extension is called (flashing lamp).**

Pick-up calls for the group

Your colleague's extension is indicated on your phone by a pre-programmed key.

Michael **Press to answer the calls directly (pre-programmed).**
A flashing lamp beside the key indicates an incoming call.

Call a group-member

Michael **Press to make a call (pre-programmed).**

> **Note:** *If the key is flashing, you will automatically pick-up your colleague's ongoing call.*

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.

Enter the group Call-pick-up code.

Common Bell

The Common Bell function 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.

Enter 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.

> **Note:** *You can also program the Common Bell code on a Function key.*

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 Callback or Intrusion function is not available.*

Log in

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

To log in to one hunt group:

$✳28✳$　　**Press.**

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

#　　**Press.**
Verification tone.

Press to finish the procedure.

To log into all hunt groups:

$✳28✳$　　**Press.**
Verification tone.

$✳$#　　**Press.**

Press to finish the procedure.

Answer calls

Answer Group Hunting calls in the normal way.

Log out

To log out from one specific hunt group:

2 8 ✳   **Press.**

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

Press.
The display shows:

Settings	CallList	▭	Contacts	CorpDirectory	Web

+ 5°   12:46   12 Mar 2004
                                        CHRISTOPH SMITH
    PBX . GROUP LOGGED OUT   9318

| | **Log off** | **Absence** | **1 Missed** | |
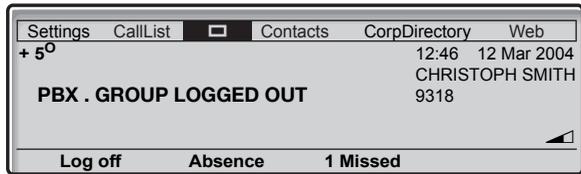
To log out from all hunt groups:

2 8 ✳ ✳ #   **Press.**

Other Useful Features

By using these features your productivity will be increased, e.g. you can set reminders for important meetings, place the cost for external calls on separate accounts, listen to music via the loudspeaker and much more...

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

✳28#

Press to log on the secondary telephone.

Press to finish the procedure.
The display shows:

Settings	CallList	▭	Contacts	CorpDirectory	Web

+ 5ᴼ
```
                                          12:46   12 Mar 2004
                                          CHRISTOPH SMITH
      SECOND USER LOGGED ON               9318
```

Log off	Absence	1 Missed
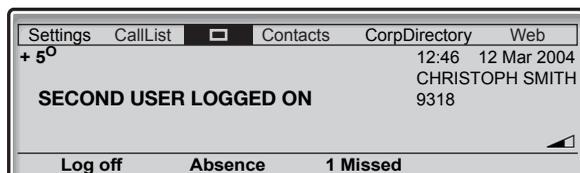
For incoming calls:

- Both telephones are treated as 1 single extension.

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

To deactivate the Tandem configuration

 # 2 8 # **Press to log off the secondary telephone.**

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
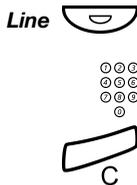
Line **Press.**

Enter own directory number.

Press to finish the procedure.

Reminder

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

✳ *32* ✳   **Press.**

\#   Enter 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.*

Press to finish programming.
When the Reminder time is reached, your phone rings with recall signal.

Cancel Reminder

\# *32* \#   **Enter to cancel all settings.**

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

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.

Line **Press.**

Enter the door-opener´s directory number.
Please ask your system administrator for the number.

> **Note:** *You can also program the door-opener's directory number as a Common Abbreviated Number or a Function key.*

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 "Change Password" on page 67.*

You can also divert calls from your office extension to your external position, see section "Call Forwarding" on page 48. During the procedure you will be prompted for your Password.

Enter the public number of your company.

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

> **Note:** *If you 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 88.*

Enter the external number.

Or:

Use the External Diversion function.
Procedure, see section "Call Forwarding" on page 48.

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

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 87.

Verified or own Account Number

Before an outgoing call:

✳ **9** ✳   **Press.**

⌗   **Enter Account Number and press.**
Valid digits 0-9. Internal dial tone. Make the external call.

DTMF Tones

The DTMF function - also known as Suffix Dialling - is used to control answering machines or any other telecommunication devices. This function is permanently active during a call.

Make an internal or external call to reach the desired device.
When your call is answered you can continue to dial digits which will be sent as DTMF digits (tone signals) to the called device in order to activate the desired functions.

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

Enter the digit(s) for external line access and the the desired public number.
The usual way of making an outgoing external call.

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

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.

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

0

Enter the digit(s) for external line access and the the desired public number.

> **Note:** *Which digit to press for external line access depends on the configuration of the system.*
>
> *You can also program the LCR code on a Function key.*

Write Text

It is necessary to write text, e.g. when you want to add an entry to the integrated telephone directory.

Select characters by pressing digits repeatedly.
Additional, the available characters of a key are displayed below the name and number:

Settings	CallList	▭	Contacts	CorpDirectory	Web
Add					
Enter name: **BROWN JANE**					
J K L 5					
Exit			**Erase**	**Save**	
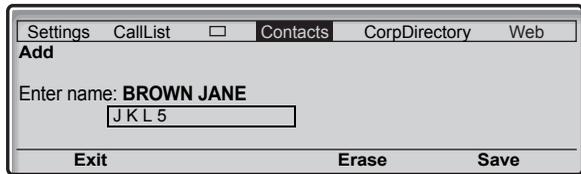
> **Note:** *If the word to enter contains a digit, the digit can be created by pressing the digit key for more than 1 second.*

Example:

Press a digit.

1 time	result	J
2 times	result	K
3 times	result	L
4 times	result	5

> **Note:** *Key **1** is reserved for special characters.*
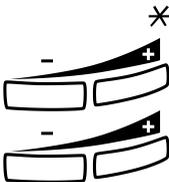
Press to toggle between upper and lower case.

Press the Volume Up key to enter the character.
Moves cursor to next position. Use also for space.

Press the Volume Down key as backspace to erase incorrect entry.

BusinessPhone – Ericsson Dialog 4425 IP Vision

Example:

4 4 4

Enter the first character code, followed by the Volume Up key.

6 6

This sequence - numbers always followed by the Volume Up key - gives the word IN_ .

> **Note:** *You can also write the following characters:*
> *? -., !: /# **

✳ **Press repeatedly.**

Settings

In order to satisfy your personal needs, the BusinessPhone Communication Platform and your IP telephone are equipped with many options for an individual configuration.

The following settings and programmable functions are available when you have logged on to your IP telephone:

- Programmable Keys

- Ring Character

- Time & Date

- Language

- Display Contrast

- Display Contrast (Dialog 4425 v. 2 only)

- Log Off Restriction

- Option Unit (can be selected only if an Option Unit is connected)

- Hearing Level

- Display the network settings

When you select a setting on the left side, the display will show additional information, for example:

Settings	CallList	☐	Contacts	CorpDirectory	Web
Programmable Keys					
Ring Character					
Time & Date					
Language					
Display Contrast					
Exit					**Select**
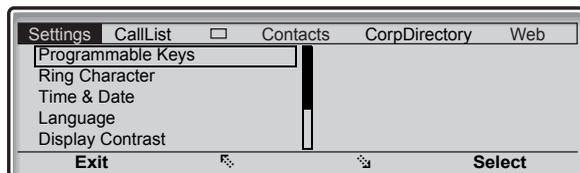
Settings menu options:

Exit	**To return to the previous menu.**
⬕ or ⬔ **or**	**Press to browse through the menus (see display).**
Select	**Press to select the menu option marked on the left side of the display (see display).**
Save	**Press to save a setting (see display).**
Cancel	**Press to abort the process (see display).**

Programmable Keys

If you frequently use certain functions or call certain numbers, you may store them on the programmable keys of your telephone. Stored numbers can consist of a maximum of 24 digits. To use the function or call the number, just press the key.

> **Note** *To allocate a Supervision function to a programmable key please contact your system administrator.*

Settings **Select with the navigation keys (see display).**

Select **Press to select Programmable Keys (see display).**
The programmable keys format menu is displayed.

Settings	CallList	▭	Contacts	CorpDirectory	Web
Programmable Keys					
Press the key to program					
Exit					
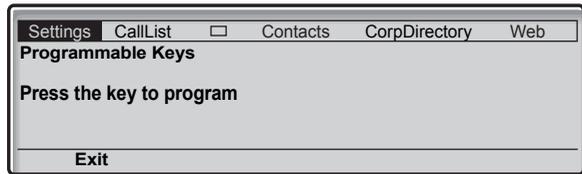
Press the desired programmable key.

> **Note:** *The Message and Line key are pre-defined and cannot be used as programmable keys.*

If a Supervision function has been programmed by the system administrator, the key can not be programmed by you and the display shows.

Settings	CallList	▭	Contacts	CorpDirectory	Web
Programmable Keys					
MNS key: 202					
Cannot be changed					
Back					
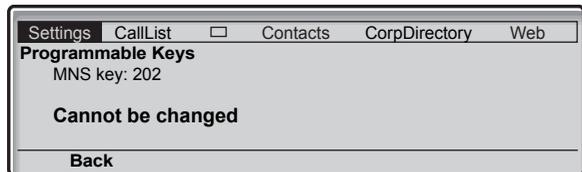
If the key has been programmed previously by you, the function or telephone number programmed is shown in the display.

Settings	CallList	▭	Contacts	CorpDirectory	Web
Programmable Keys					
Current number:					
Enter new number: 0					
Cancel			**Erase**	**Save**	
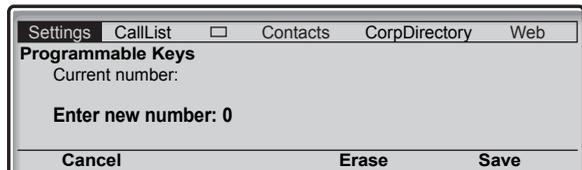
� ⁙ #   **Enter a function code (4 digits).**

Save   **Press to store the code (see display).**

Exit   **Press to return to the previous menu (see display).**

> **Note:** *If you want to delete the last entered digit, press Erase once. If you want to delete the complete number, press Erase until no number is displayed.*

Exit   **Press again to exit to the settings menu (see display).**

Ring Character

There are 10 different programmable ringing signal characters on your telephone, each corresponding to a digit between 0 and 9.

Settings   **Select with the navigation keys (see display).**

⁙   **Press to display the Ring Character menu (see display).**

Select   **Press to select ring character (see display).**
The ring character menu is displayed.

Settings	CallList	▢	Contacts	CorpDirectory	Web
Ring Character					
Current ring character: 5					
Enter new character (0-9): 8					
Cancel				**Save**	
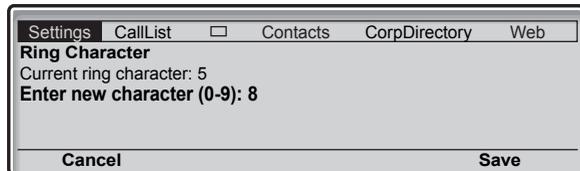
⁙   **Press the corresponding digit (0-9).**
The telephone rings with the chosen character.

Save   **Press to store the character and return to the previous menu (see display).**

Cancel   **Press to abort the process without saving (see display).**

Exit   **Press to return to the previous menu (see display).**

Time and Date

The time and date is updated by the exchange automatically. You can only set the date and time format.

> **Note:** *The Time and Date functions require certain installation options. If you are unable to change the time and date format please contact your system administrator.*

To set the time format

Settings **Select with the navigation keys (see display).**

⠶ **Press to mark the Time & Date menu (see display).**

Select **Press to open the menu (see display).**
The Time Format menu is displayed.

Settings	CallList	▭	Contacts	CorpDirectory	Web
Time & Date					
Time Format					
Date Format					
Time					
Date					
Exit		⠶		⠶	**Select**
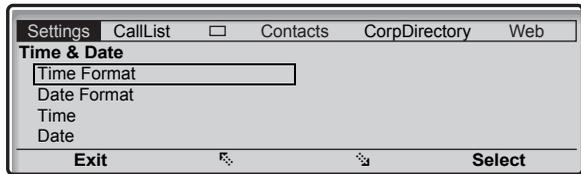
Select **Press to select Time Format (see display).**
Two time formats are available: 24 hour mode and 12 hour mode.

Settings	CallList	▭	Contacts	CorpDirectory	Web
Time Format					
◉ 24 hour					
○ 12 hour					
Cancel		⠶		⠶	**Select**

    🔅   **Press to change the time format (see display).**

Select   **Press to select the highlighted format (see display).**

To set the date format

Settings   **Select with the navigation keys (see display).**

    🔅   **Press to mark the Time & Date menu (see display).**

Select   **Press to open the menu (see display).**

    🔅   **Press to mark the Date Format option (see display).**

Settings	CallList	☐	Contacts	CorpDirectory	Web

Date Format
- ○ 28 07 2003
- ◉ 28 Jul 2003
- ○ Mo 28 Jul 2003
- ○ 030728

Cancel   🔅   🔅   **Select**

🔅 **or** 🔅   **Press to browse through the different formats (see display).**

Select   **Press to select the highlighted format (see display).**

Exit   **Press to return to the previous menu (see display).**

Language

Note: *If this function is not available, please contact your system administrator.*

To change the language:

Settings   **Select with the navigation keys (see display).**

✥   **Press to mark the Language menu (see display).**

Select   **Press to display the Language menu (see display).**

Settings	CallList	▢	Contacts	CorpDirectory	Web
Language					
Menus					
Input					
Exit		⬟		✥	**Select**

Select   **Press to select the Display Menus option (see display).**
The language format menu is displayed, showing the available languages, for example:

Settings	CallList	▢	Contacts	CorpDirectory	Web
Menus					
English					
Francais					
Deutsch					
Espanol					
Exit		⬟		✥	**Select**
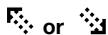
⬟ or ✥   **Press to browse through the different language settings (see display).**

Select   **Press to select the marked language (see display).**

Exit   **Press to return to the previous menu (see display).**

Display contrast

The display contrast can be changed.

Change the contrast on the display

Settings   **Select Settings in the top menu (see display).**
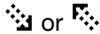
⁙ or ⁙   **Press (see display).**
Repeat until the Display Contrast menu is framed.

Select   **Press (see display).**
The displays shows:
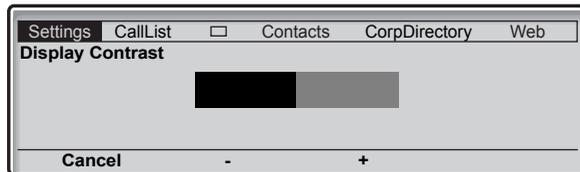
Settings	CallList	▭	Contacts	CorpDirectory	Web
Display Contrast					

	Cancel	-	+

- or +   **Press to decrease or increase the contrast (see display).**

> **Note:** *The menu key Cancel can be used to leave the menu without saving the changes.*

Save   **Press to store the contrast level (see display).**

Exit   **Press to return to the previous menu (see display).**

▭   **or.**

⎍   **Press to return to idle mode.**

Backlight

(Dialog 4425 v. 2 phone only).

The display backlight level can be changed.

Change the backlight level on the display

Settings **Select Settings in the top menu (see display).**

⁘ or ⁘ **Press (see display).**
Repeat until the Display Backlight menu is framed.
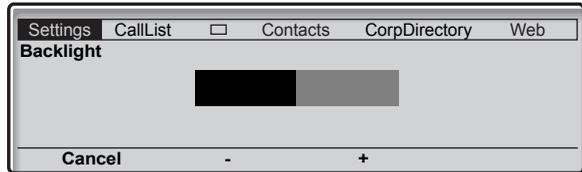
Select **Press (see display).**
The displays shows:

Settings	CallList	▭	Contacts	CorpDirectory	Web

Backlight

Cancel	-	+

- or + **Press to decrease or increase the contrast (see display).**

> **Note:** *The menu key Cancel can be used to leave the menu without saving the changes.*

Save **Press to store the contrast level (see display).**

Exit **Press to return to the previous menu (see display).**

▭ **or.**

⎺⎽⎽⎽⎯ **Press to return to idle mode.**

Option unit

If your phone is equipped with an option unit, you can use this menu to select the function of the option unit.

Change the function of the option unit

Settings   **Select Settings in the top menu (see display).**

✳ or ✳   **Press (see display).**
Repeat until the Option unit menu is framed.

Select   **Press (see display).**
The displays shows:

Settings	CallList	☐	Contacts	CorpDirectory	Web

Option Unit
- ◉ Extra Bell
- ○ Busy Signal
- ○ Combined Bell / Busy Signal

Cancel   ✳   ✳

✳ or ✳   **Press to change between the functions (see display).**
- Extra Bell: The extra bell is activated in parallel with the ring signal. A free on second call does not activate the extra bell function.

- Busy Signal: The busy signal is activated when your phone is busy (i.e. during calls). The function can be used to control e.g. a Do-not-disturb lamp at the door.

- Combined Bell / Busy Signal: Activated in parallel with the ring signals and steady active when your phone is buys (i.e. during calls). A free on second call does not activate the extra bell function.

> **Note:** *The menu key Cancel can be used to leave the menu without saving the changes.*

Select   **Press to store the selected function (see display).**

Exit   **Press to return to the previous menu (see display).**

☐   **or.**

⎓   **Press to return to idle mode.**

Handset and loudspeaker volume

Use the Volume keys to change the volume of the handset or loudspeaker during a call. Adjust the handset listening volume when the handset is off hook. Adjust the loudspeaker volume when dial tone is heard via the loudspeaker, or during a handsfree call.

Press to change the volume.
The handset and loudspeaker volume level is stored.

Hearing level settings

It is possible to get +6 dB increased hearing level in the handset and the headset.
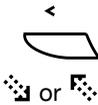
Select Settings in the top menu (see display).

or **Press (see display).**
Repeat until the Hearing Level menu is framed.

Select **Press (see display).**
The current hearing level is framed and marked.

Settings	CallList	⬜	Contacts	CorpDirectory	Web
Hearing Level					
⦿ Standard					
○ Increased					
Cancel					

or **Press to toggle between the values Standard and Increased (see display).**

> **Note:** *The menu key Cancel can be used to leave the menu without saving the changes.*

Select **Press to store the framed hearing level (see display).**

Exit **Press to return to the previous menu (see display).**

Or.

Press to return to idle mode.

Ring signal volume

Use the Volume keys to adjust the ring signal volume when the phone is in idle mode or ringing. Adjusted volume is stored.

Press to change the volume.

> **Note:** *The volume will return to the default level in case of a power failure.*

Mute ring signal

You can suppress the ring signal for an incoming call.

Press to suppress the ring signal.
The ring signal is switched off for the current call, and your phone is automatically set to silent ringing (see below).

Silent ringing

If you do not want to be disturbed by the ring signal but still want to be able to answer an incoming call, you can switch off the ring signal. Incoming calls are only indicated by a flashing line lamp and display information.

When the phone is in idle mode, or when ringing:

Press to switch off the ring signal.
The Mute key lamp is switched on and the Volume level bar is replaced by the Ringer off symbol to indicate silent ringing. The ring signal will automatically be switched on the next time you lift the handset or press any key.

Network settings

Settings   **Select with the navigation keys (see display).**

⋰   **Press to mark the Network menu (see display).**

Select   **Press (see display).**
The following network options are available for viewing only:

- DHCP
- IP Address
- Subnet Mask
- Default Gateway
- SW server from DHCP
- SW server
- Proxy Server
- Gatekeeper Discovery
- Gatekeeper
- Password (IP telephone)

> **Note:** *If you have a question concerning your network settings, please consult your system administrator.*

Exit   **Press to return to the previous menu.**

Alternative programming for Automatic Callback, Camp-on, Intrusion

The associated number for using the Automatic Callback, Camp-on or the Intrusion function may vary from country to country. If you cannot use a code of a function, maybe your exchange system has been programmed with a different associated number.

Because this User Guide describes only the default programming, the following table shows the most common settings in some of these countries that are known for a different programming.

	Austria, Belgium, Brazil, Denmark, Germany
Camp-on	5
Automatic Callback	6
Call pick-up (Answer calls to another extension)	8
Intrusion	4

Accessories

This chapter describes optional features that can be used together with your BusinessPhone telephone.

Key panel

Your phone can be equipped with 1-4 additional key panels (type DBY 419 01). Each key panel offers 17 additional keys. Each key can be programmed as dial by name keys, function keys, etc. See section "Programmable Keys" on page 94. For installation see section "Install key panels" on page 138.

Use the DCM (Designation Card Manager) to make and print your own key panel designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from:

http://www.ericsson.com/enterprise/library/manuals.shtml

For more information, please contact your Ericsson Enterprise certified sales partner.

Headset (optional)

How to install the headset, see section "Installation" on page 132. You can set your IP telephone to headset preset mode. This way you can make calls without lifting the handset.

Activate headset preset mode

When the headset preset mode is turned off:

Press and hold the Headset key for 4 seconds.
Now the Headset preset mode is activated (headset symbol is shown in the display). All calls can be handled via the headset.

Deactivate headset preset mode

When the headset preset mode is turned on:

Press and hold the Loudspeaker key for 4 seconds.
The Headset preset mode is deactivated.

Answer calls

If the headset preset mode is deactivated:

Press the Headset key.

If the headset preset mode has been activated:

Line   **Press the flashing Line key to answer.**

Press to terminate a Headset call.

Make calls

Press the Headset key.

> **Note:** *You do not need to press the Headset key in headset preset mode.*

Enter the number.

Press to terminate the call.

Headset to handset

Lift the handset.

Handset to headset

Press the Headset key.

Replace the handset.

Headset to handsfree

Press.

Handsfree to headset

Press the Headset key.

Pull-out Leaf (optional)

The pull-out leaf is used for a personal phone number list and is installed under the phone. See also section "Install pullout leaf (optional)" on page 140.

Use the Designation Card Manager to make and print your own card for the pull-out leaf. The Designation Card Manager is included on the Telephone Toolbox CD for the BusinessPhone Communication Platform.

Add Microsoft Outlook Contacts

(Dialog 4425 v. 2 phone only).

My Dialog 4000 Contacts

My Dialog 4000 Contacts is a PC application which you can use when you want to download your Microsoft$^{®}$ Outlook$^{®}$ contacts to Contacts in your phone.

> **Note:** *It is recommended to store all your phone numbers in Microsoft Outlook with area and country code including the international "+" sign.*

Install My Dialog 4000 Contacts

The PC application must be installed on your PC (network access required), your system administrator should provide a link to the installation page.

On the installation page:

Make sure you have the necessary information to complete the installation (see installation page).

When you have the necessary information:

Click on Install My Dialog 4000 Contacts now to start the installation.
When the installation is complete the *My Dialog 4000 Contacts* icon is added to your desktop.

Add Microsoft Outlook contacts

Start "My Dialog 4000 Contacts" on your PC.

Enter your phone number, password and IP address.
The default password is *Welcome*. To find your IP address, see
section "Menu structure Dialog 4425 v. 2 phone" on page 17.

OK

Click.
Available Microsoft Outlook contacts are listed on the left side and all
contacts already in Contacts in your phone are listed on the right
side.

Add>>

Mark the required contacts on the left hand side and click.
Selected Microsoft Outlook contacts are moved to Contacts in
your phone.

Save

Click to save the contacts.
The contacts are now available in Contacts in your phone.

> **Note:** Contacts *in your phone can contain up to 1000
> entries.*

Exit My Dialog 4000 Contacts

Exit

Click to exit the PC application.

Web Server

You can access your IP phone from a PC web browser to edit the telephone data. The available data depends on which telephone version (Dialog 4425 v. 1 phone or Dialog 4425 v. 2 phone) you are using.

• *Contacts:* (Dialog 4425 v. 2 phone only) Add, change or delete entries in Contacts.

• *PhoneBook:* (Dialog 4425 v. 1 phone only) Add, change or delete entries in PhoneBook.

• *Call List:* View the list, make a call to a number in the list and delete items. It is also possible to add numbers to Contacts (PhoneBook).

• *Settings:* Add, change and delete Dial by function key numbers for the programmable keys.

• *Settings:* Change the hearing level setting (standard or increased).

• *Settings:* (Dialog 4425 v. 2 phone only) Change the ring signal tone character (a digit between 0-9).

• *Password:* (Dialog 4425 v. 1 phone only) Change the web interface password.

Read Out the IP-Address of the Web Server

Before you can access the web server, you need to find out the IP address through your telephone display.

Settings **Select the Settings tab with the Navigation keys (see display).**

⬐ **Press to mark the Network menu (see display)**

Select **Press (see display).**

Settings	CallList	☐	Contacts	CorpDirectory	Web
Language					
Display Contrast					
Option Unit					
Hearing Level					
Network					
Exit		⬐		⬐	**Select**
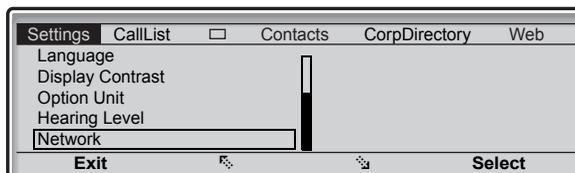
The second option shows the IP address assigned to the telephone.

Settings	CallList	☐	Contacts	CorpDirectory	Web
Network					
DHCP (YES)					
IP Adress (xxx.xxx.xxx.xxx)					
Subnet Mask (xxx.xxx.xxx.xxx)					
Default Gateway (xxx.xxx.xxx.xxx)					
Exit		⬐		⬐	

Write down the IP address.

Exit **Press to return to idle mode.**

Access the Web Server

http://XXX.XXX.XXX.XXX

Enter the IP address in the address field of your web browser.
The web browser shows:

> **Note:** *If the access to the web server failed, please check the proxy settings of your web browser and the address on your phone display. If your phone has been unplugged from the network for some days, the address might have been changed.*

Enter the web server password.
Default password: *Welcome (Case sensitive!)*

> **Note:** *If you had to enter a password when you logged on to the phone, you must use this password instead (Dialog 4425 v. 2 phone). This password is then also the web server password.*

Change the web server password to your own personal password. If you have forgotten your password, contact your system administrator. See section "Settings" on page 119 (Dialog 4425 v. 1 phone).

Log on   **Click.**
On the left-hand side, a menu is displayed with the following options:

- Contacts (Dialog 4425 v. 2 only)

- PhoneBook (Dialog 4425 v. 1 only)

- Call List

- Settings

- Log off

Contacts

(Dialog 4425 v. 2 phone only).

Access the web server.
See chapter "Access the Web Server" on page 114.

Click on the Contacts folder in the menu on the left-hand side.
If there are entries in Contacts, they will be listed in a table. Each entry can be modified by clicking on the respective link in the first column.

(Name) **Click.**

Select one of the options below:

Save **Click to save the name and number in Contacts.**

Delete **Click to delete the name and number from Contacts.**

Or:

Call **Click to call the number.**

Or:

Back **Click to return to the Contacts menu without making any changes.**

To delete all names and numbers from Contacts

● Delete contacts **Click.**

PhoneBook

(Dialog 4425 v. 1 phone only).

Access the web server.
See chapter "Access the Web Server" on page 114.

Click on the PhoneBook folder in the menu on the left-hand side.
If there are entries in the PhoneBook, they will be listed in a table. Each entry can be modified by clicking on the respective link in the first column.

(Name)   **Click.**

Select one of the options below:

Save   **Click to save the name and number in the PhoneBook.**

Delete   **Click to delete the name and number from the PhoneBook.**

Or:

Call   **Click to call the number.**

Or:

Back   **Click to return to the PhoneBook menu without making any changes.**

To delete all names and numbers from PhoneBook

● Delete phone book   **Click.**

Call List

Access the web server.
See chapter "Access the Web Server" on page 114.

Click on the Call List folder in the menu on the left-hand side.
If there are entries in the Call List, they will be listed in a table. Each entry can be modified by clicking on the respective link in the first column.

(Name)   **Click.**

Select one of the options below:

Delete   **Click to delete the name and number from the Call List.**

Or:

Call   **Click to call the number.**

Or:

Back   **Click to return to the Call List menu without making any changes.**

Delete all Call List entries

● Delete call list   **Click.**

Settings

The Settings menu provides following options:

- Change web server password
- Programmable keys
- Hearing level

Change web server password

Access the web server.
See chapter "Access the Web Server" on page 114.

Click on the Settings folder in the menu on the left-hand side.
The Settings sub-menu will be displayed.

● Change password   **Click.**

✗✗✗✗✗✗   **Enter the new password.**
The password needs to consist of a least 6 characters.

✗✗✗✗✗✗   **Move the cursor to the next field and enter the new password again.**

Note: *The password is case sensitive!*

Change   **Click to confirm.**

● Log off   **Click to exit.**

Or:

Click any menu to continue.

Settings - Programmable Keys

Access the web server.
See chapter "Access the Web Server" on page 114.

Click on the Settings folder in the menu on the left-hand side.
The Settings sub-menu will be displayed.

● Programmable Keys

Click.
The key layout of the telephone will be displayed in a table.

Programmable Keys	
_	_
_	MNS: 2200
201	_
_	_
_	_
Message waiting key	202
_	0043181100
_	_
_	_
Line 1 key	_

The Line 1 key and the Message waiting key are fixed, supervision (MNS) keys can be programmed by the system administrator, all others can be programmed with up to 24 digits each.

Click on the link of the desired key to modify its programming.
(See figure above). The new dialog shows the current programming and a text field for entering a new number.

Enter a new number

Enter the new number in the dedicated text field.

Save   **Click to store the changes.**

Delete the current programming

Delete **Click to delete the current programming.**

Exit the key programming dialog.

Back **Click to exit without making changes and to go back to the key selection.**

Settings - Hearing level

Access the web server.
See chapter "Access the Web Server" on page 114.

Click on the Settings folder in the menu on the left-hand side.
The Settings sub-menu will be displayed.

● Hearing level **Click.**
The current level is shown in bold characters.

Change **Click to change the level.**
The new level is shown in blue characters.

● Log off **Click to exit.**

Or:

Click any menu to continue.

Corporate Directory

Dialog 4425 v. 2 phone only.

In the Corporate Directory you can find a person´s phone number and then make a call to that person. When you have accessed the directory, you have the following available options:

Underlined   **Clickable link when marked (see display).**

Options   **Menu for return options (see display).**
Do Search = Search the directory, **Refresh** = Refresh the content.

Move marker one step down (see display).

Move marker one step up (see display).

Home   **Return to the first page of the logged on menu (see display).**
If pressed for at least two seconds, you return to idle mode.

Return to the previous menu.

Return to idle mode.

Not used.

Access the Corporate Directory and make a call

> **Note:** *This function must be activated by your system administrator.*

Select CorpDirectory in the top menu (see display).
The displays shows:

Settings	CallList	□	Contacts	CorpDirectory	Web

Last Name An_   Abc

First name

                        DoSearch   **Erease**

Enter the first letters of the last name.
You can also search for first name, phone number and department.

Do Search   **Press (see display).**
The display shows a list of names that begin with the entered
letters, e.g. **An**.

Found: 4
                              Home

1. Andersen Stina
2. Andersson Ann
                                                          Select

The Home link is used if you want to do a new search.

or   **Press (see display).**
Repeat until requested person is marked.

Select   **Press (see display).**
The display shows the directory data for the selected person.

Stina Andersen
Last Name: Andersen
First name: Stina
Phone: 2018
Department: DNDI
Mobile: 000703954818
                                                          Select

or   **Press (see display).**
Repeat until the phone number (Phone:) is marked.

Select   **Press to make the call (see display).**

Web

Dialog 4425 v. 2 phone only.

In the Web menu you can access WAP pages (modified Internet pages) via your phone. When you have accessed the WAP pages, you have the following available options:

<

Return to the previous menu.

Return to idle mode.

>

Go to the next page.

Underlined **Underlined text is a clickable link (see display).**

Press a keypad key (0-9) for more than one second, to enter the corresponding digit instead of the letter.

>

Access the Web menu

Select Web in the top menu (see display).

Settings	CallList	☐	Contacts	CorpDirectory	Web
Load Homepage					
History					
Enter Address					
Resume					
Exit					**Select**

Select one of the following options:

*   **Load Homepage**: Go to the home page (WAP portal). Requires that the WAP portal has been defined.

*   **History**: History over visited WAP pages.

*   **Enter Address**: Enter an address to another WAP page.

- **Resume:** Show the latest shown WAP page. This can for instance be used if an incoming call has changed the display and you want to go back to the WAP page again.

Enter other WAP pages
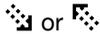
✥ or ✥   **Press (see display).**
Repeat until the Enter Address menu is framed.

Select   **Press (see display).**

Settings	CallList	☐	Contacts	CorpDirectory	Web
http://					abc
http://wap.tv4.se					
http://wap.ericsson.com					
		Erease		✥	**OK**
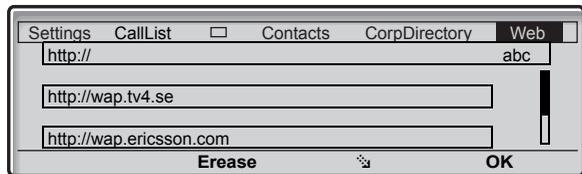
⌗ OK   **Enter the WAP page address and press (see display).**
The WAP page is shown. Use the display menu keys to navigate on the page.

or

✥ OK   **select a previously used WAP page and press (see display).**
The WAP page is shown. Use the display menu keys to navigate on the page.

WAP Services

(Dialog 4425 v. 1 phone only).

Even if your phone is not a wireless device it is equipped with a
WAP (Wireless Application Protocol) browser, allowing you to
access both external WAP addresses (modified Internet pages) and
WAP addresses that are pre-defined in the phone (e.g. a central
directory).

Central directory

In the central directory you can find a persons phone number and
then make a call to that person. When you are logged on to the
central directory, you have the following available options:

Underlined	**Clickable link when marked (see display).**
Options	**Menu for return options (see display).** Home = Logon menu and Exit = Return to top menu WAP Services.
	Move marker one step down (see display).
	Move marker one step up (see display).
Ret	**Return to the previous menu (see display).**
Home	**Return to the first page of the logged on menu (see display).** If pressed for at least two seconds, you return to idle mode.
<	**Return to the previous menu.**
	Short press: Return to the Logon menu. **Long press: Return to idle mode.**
>	**Not used.**

BusinessPhone – Ericsson Dialog 4425 IP Vision

Access the central directory and make a call

Note: *This function must be activated by your system administrator.*

> **Select WAP Services in the top menu (see display).**

Settings	CallList	☐	PhoneBook	WAP Services

Central Directory
Other WAP address
Home

Exit			Select
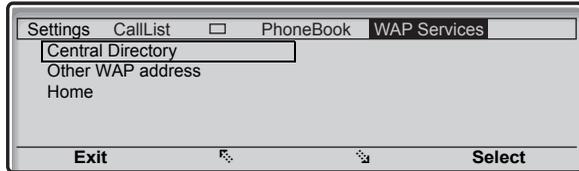
Note: *The Home option is only available, when a pre-defined WAP portal is accessible.*

Select **Press to select the Central Directory menu (see display).**
The displays shows:

Search

Last Name < >
First name < >
Phone
Dept < >

Search

Options
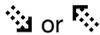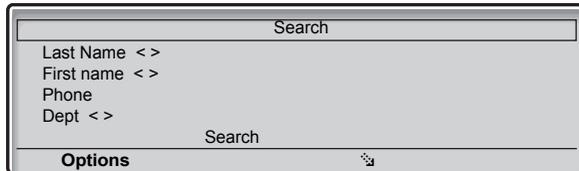
or   **Press (see display).**
Repeat until requested search criteria is marked, e.g. Last name.

Select **Press (see display).**

Enter the first letters of the last name.
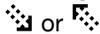
or   **Press to reach the link Search (see display).**

Select **Press (see display).**
The display shows a list of names that begin with the entered letters, e.g. AN.

Found: 9

Next   Main menu
1. Andersen Stina
2. Andersson Ann
3. Andren Lars
4. Aner Hans

Options			Select
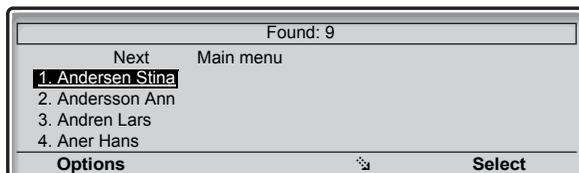
If you want to see the next page with search result hits, you can use the Next link. The Main menu link is used if you want to do a new search.

✣ or ✣ **Press (see display).**
Repeat until requested person is marked.

Select **Press (see display).**
The display shows the directory data for the selected person.

Stina Andersen		
Last Name Andersen		
First name Stina		
Phone 2018		
Department DND		
Mobile: 000703954818		
Options	✣	**Select**
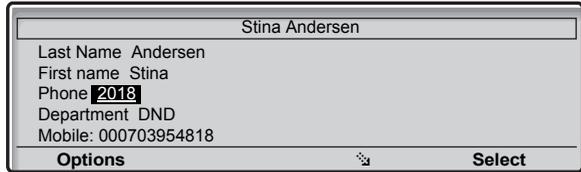
✣ or ✣ **Press (see display).**
Repeat until the phone number (Phone:) is marked.

Select **Press to make the call (see display).**

Other WAP address

Select WAP Services in the top menu (see display).

Settings	CallList	☐	PhoneBook	WAP Services
Central Directory				
Other WAP address				
Home				

Exit	⬚	⬚	**Select**
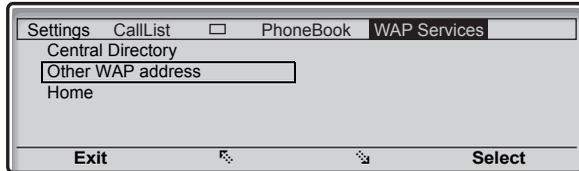
⬚ or ⬚   **Press (see display).**
Repeat until the Other WAP Address menu is framed.

Select   **Press (see display).**
The Enter address page is shown.

Enter the WAP address (excluding http://).
See example below.

Enter address
Address: **WAP.TV4.SE**

Exit	**Erase**	**OK**
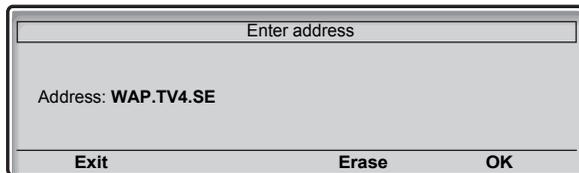
Notes:
If a keypad key (0-9) is pressed for more than one second, the corresponding digit is entered instead of the letter.

Press ✳ to switch between upper and lower case.

OK   **Press (see display).**
The top page for the entered address is shown. Use the display menu keys for further steps on that page.

To leave the WAP page

Options   **Press (see display).**
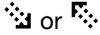
⁑ or ⁙   **Press (see display).**
Repeat until the Exit menu is framed.

Select   **Press (see display).**
You return to WAP Services in the top menu.

> **Note:** *You can always press ⎵ and keep it pressed for at least one second to return to idle mode.*

Useful Hints

Connections between external lines

With your BusinessPhone, 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 Line 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

Configuration

When the Dialog 4425 IP Vision has been connected to a power supply and to the IP network (LAN), the display will show:

```
Settings   CallList   □   Contacts
                                    ERICSSON  ≋

User administrator mode to change IP settings

                                          (x)
                                    (No change)
```
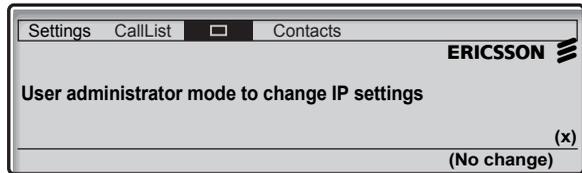
The (x) represents a timer counting down in seconds. This display is for administrator mode only. Do not press a key during this time, and No change is selected automatically.

> **Note:** *If you press a key accidentally, please contact your system administrator.*

Now the display shows:

```
Settings   CallList   □   Contacts
                                    ERICSSON  ≋

Connecting to DHCP server


```

The IP telephone is connecting to the DHCP server and gets its IP address from the network.

> **Note:** *This menu is not displayed if you are using fixed IP addresses.*

After the IP address has been retrieved, the telephone checks automatically if new software is available. See section "Software updates" on page 133.

```
Settings   CallList    ▭      Contacts
                                    ERICSSON ≋

Getting configuration file...

```
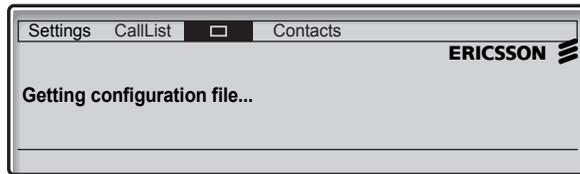
In case of no available software updates, the display changes to:

```
Settings   CallList    ▭      Contacts
                                    ERICSSON ≋

Loading software...

```
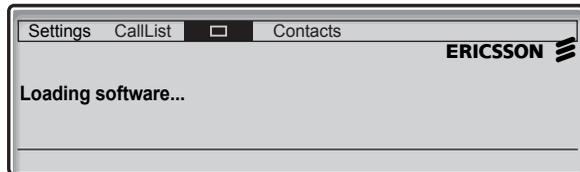
Now the software is loaded internally in the telephone. This takes about 15 seconds, no further action is necessary. When the software loading has been completed, the telephone will perform a self test:

```
Settings   CallList    ▭      Contacts
                                    ERICSSON ≋

Self test OK

```
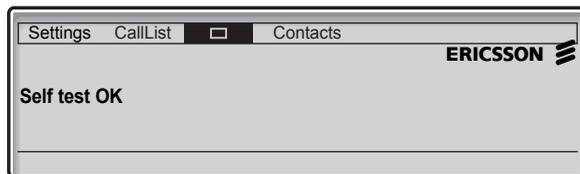
Now the telephone is ready to use, and you have to log on to the network. See section "Log On" on page 24.

Software updates

If a new software for your IP telephone is available, the following display will appear after retrieving the IP address:

```
Settings   CallList    ▭      Contacts
                                    ERICSSON ≋
A new version of the application software
is available on the server, update?

                              (Yes)        No
```
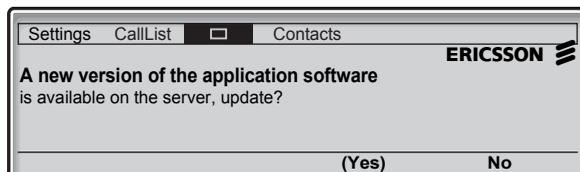
The x indicates a timer counting down seconds.

(Yes)   **Press to start the software update.**

                Note: If you do not press any key, ⟨Yes⟩ is selected
               automatically.

               Or:

No   **Press to use the current software version.**
               The software update is cancelled and the normal start up
               procedure will continue.

               If you decided to update your telephone software, the following
               display will appear:

               ┌──┐
               │ Settings   CallList   ▭   Contacts   │
               │   ERICSSON ⩘   │
               │ **Getting new application software from the server** │
               │ **Please wait...**   │
               │   │
               │   │
               └──┘
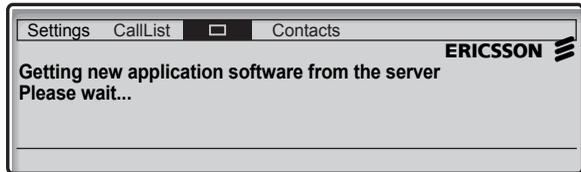
               The software is loaded from the server. This will take about 30
               seconds. When the software download is complete, the display
               changes to:

               ┌──┐
               │ Settings   CallList   ▭   Contacts   │
               │   ERICSSON ⩘   │
               │ **Saving new application...**   │
               │ **DO NOT DISCONNECT THE TELEPHONE**   │
               │   │
               │   │
               └──┘

               It is important that you do not disconnect the telephone's power
               supply while this text is displayed. The saving of the new
               application takes about 30 seconds. If a power failure occurs
               during this phase, the telephone must load the software again.

               Software version

               You can check the software version of your telephone:
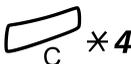
C ✻4   **Press simultaneously for at least one second.**
               The program version is displayed for 5 seconds, and then all
               available characters are displayed for a minute.

Press to return to idle mode.

Install cables

Handset cable to the left   Handset cable to the right
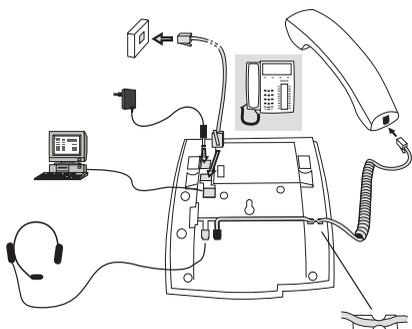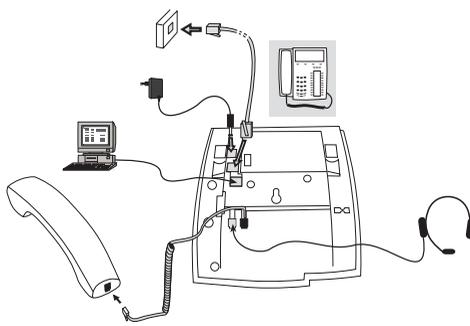
You can put the cable to the handset in the notch underneath the telephone. The cable to the exchange has to be plugged in LINE and the handset cable has to be plugged in HANDSET.

> **Note:** *The installation of the 24 V power adapter is optional. If no external power supply has been installed, the telephone will rely on the LAN power supply.*

Change cables

To remove a cable, use a screwdriver to unlock the stop.

Install stand and adjust telephone
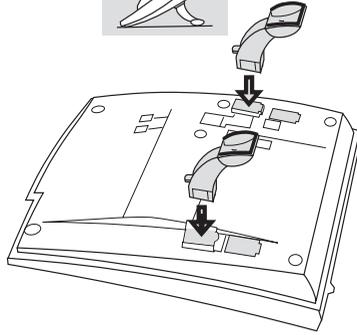
Position high   Position low
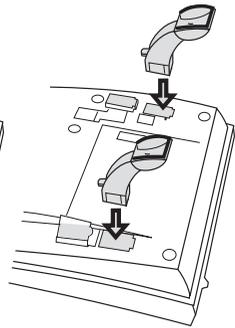
Press to fasten stand   Release to remove stand
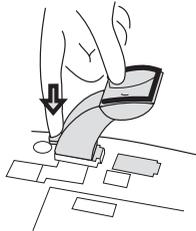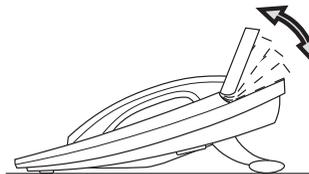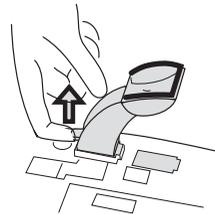
Tiltable display

Adjustable angle

Install card

Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Ericsson Telephone Toolbox CD or it can be downloaded from: http://www.ericsson.com/enterprise/library/manuals.shtml

For questions regarding the product, please contact your Ericsson Enterprise Certified Sales Partner.

Install key panels
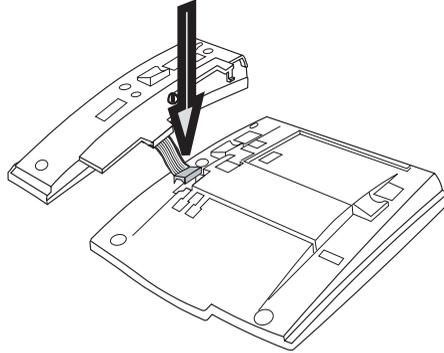
1   **Fasten the connector in the bottom of the hole using a
    finger or a blunt tool. Make sure the connector fits before
    pressing it down.**
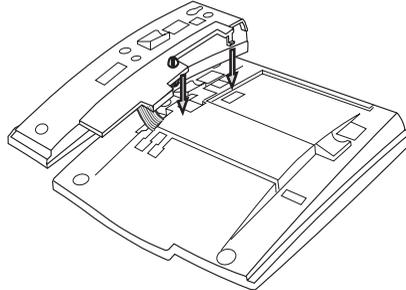
2   **Press where the arrows are pointing, until you hear a
    "Click" sound.**

3   **Install the stands as shown in the picture in section
    "Stand positioning".**

> **Note:** *All key panels must be of type DBY 419 01.*

Stand positioning (1-4 key panels)
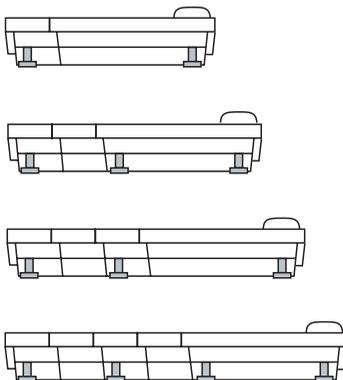
Install card

Use the Designation Card Manager to make and print your own key panel designation cards. The Designation Card Manager is included on the Ericsson Telephone Toolbox CD or it can be downloaded from:
http://www.ericsson.com/enterprise/library/manuals.shtml

For questions regarding the product, please contact your Ericsson Enterprise Certified Sales Partner.
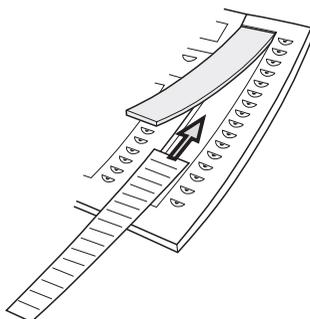
Install pullout leaf (optional)
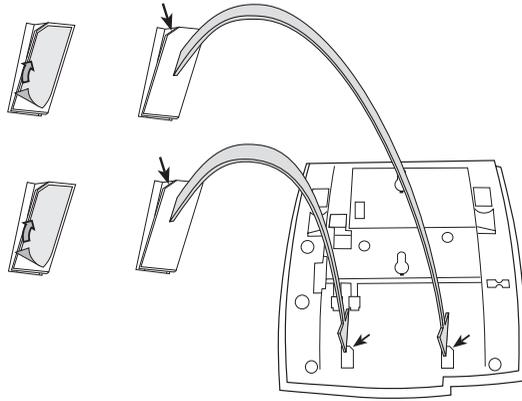
1   Remove the protective film from the guiding rails.

2   Attach the guiding rails to the bottom of the phone, observing the direction of the "cut" corner.
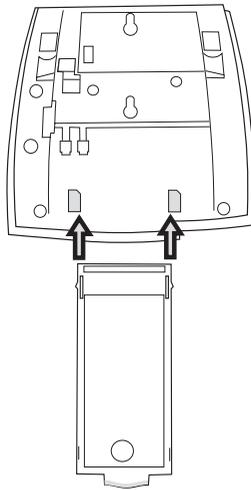
3   Insert the pullout leaf.

Wall mounting handset hook

The phone can be wall mounted without using a special console. Useful for instance in conference rooms or public areas.
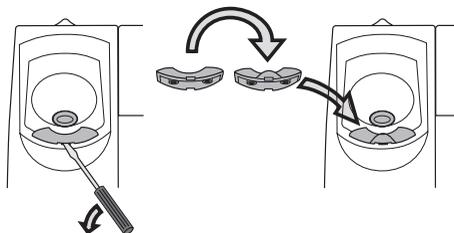
1   Use a screwdriver to remove the handset hook.

2   Turn the hook upside down and insert.
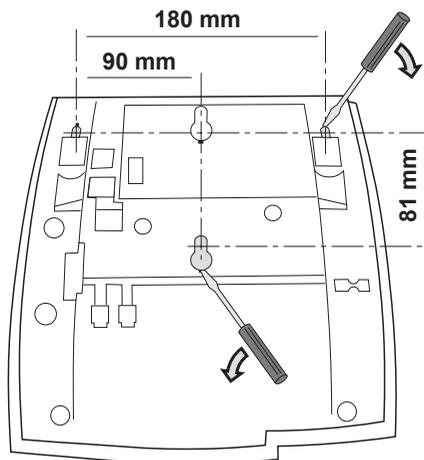
3   Use a screwdriver to remove the two plastic covers.

4   Drill wall holes according to measure.

Spacer, alternative 1 (recommended)

Spacer, alternative 2

min 30 mm

A A

max 15 mm

B

min 10 mm

min 30 mm

max 15 mm

A A

B

max 80 mm

max 60 mm
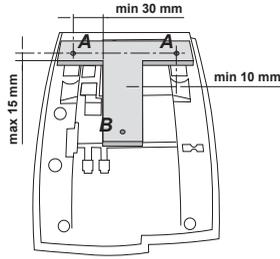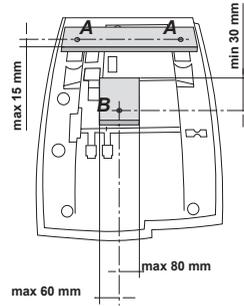
Two **upper** wall distance screws and spacer(s) measures

Lower wall distance screw and spacer measures

A

min 22 mm

3 mm

Ø max 5,5 mm

Ø 9-10 mm

B

min 22 mm

6 mm

Ø max 5,5 mm

Ø 9-10 mm
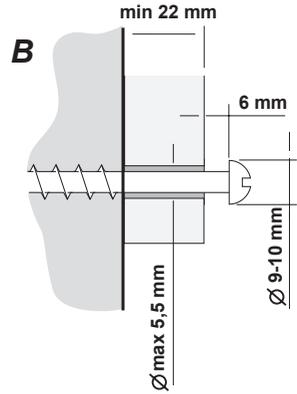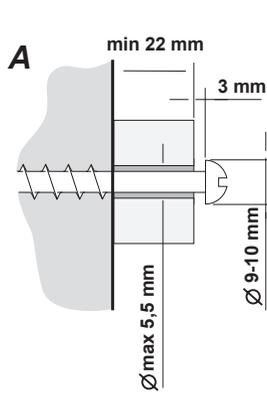
5   **Mount screws according to measures and attach the phone.**

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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) soft cloth or an anti-static cloth and wipe off the telephone carefully. Do not use rough cloth, 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. **Read the Installation chapter.**
   To make sure that you have done everything correctly and that everything is properly connected.

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

3. **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.

4. **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.

5. **Reboot the telephone.**

Press and hold for at least one second.

Glossary

Abbreviated Number Dialling
Initiating a call to a pre-programmed number by dialling a code or pressing a key. There are common short-numbers, which means that all extensions can use them. See section "Abbreviated Numbers" on page 34.

Account Number
To place call costs on an Account Number. See section "Other Useful Features" on page 83.

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 Features" on page 83.

Callback
An indication to a busy extension, to inform the person that you want to speak to him/her. See sections "Mailbox System" on page 59 and "Outgoing Calls" on page 30.

Camp-on
To place (queue) a call to a busy extension. See section "Outgoing Calls" on page 30.

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 34.

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 Features" on page 83.

Directory number
Numbers with 1 – 8 digits which are assigned to extensions or external lines or as Common Abbreviated Numbers.

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 48.

Diversion Bypass
This is useful for letting urgent calls through to an extension where diversion is active. See section "Call Forwarding" on page 48.

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 30.

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 59.

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 "Send Message" on page 47.

Mute
To switch the microphone temporarily off. See section "During Calls" on page 42.

Password (System)
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 "Change Password" on page 67.

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

Pre-defined text
Pre-programmed absent information. See section "Absence Information" on page 55.

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 42.

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 42 and "Useful Hints" on page 131.

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

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