

# User Guide Executive Telephone

System telephone for  
BusinessPhone 250 and BusinessPhone 50



Welcome to the User Guide for the Executive phone in the BusinessPhone 250 and BusinessPhone 50 system from Ericsson.

It is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization. To take full advantage of these advanced features and facilities there is a line of phones, designed for ease of use in every situation. Your phone is equipped with programmable keys for single-key access to frequently used functions and numbers. Step-by-step instructions in the display assist your actions on the phone. Only a selected number of display images, however, are shown in the User Guide for your reference.

**Note:** *The features described in this user guide are related to version 5.0 of the BusinessPhone 250 and BusinessPhone 50 system. 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 system and the Executive phone with a factory defaults programming. There may be some differences in the way your phone is programmed. Please consult system administrator if you need further information.

**Note:** *Dialog 3213 is a system telephone, i.e. it can only be used for an Ericsson private branch exchange that supports this type of telephone.*

Function descriptions that do not include speaking in the handset, are described as off-hook, if nothing else is stated. Instead of pressing the "Clear-key", you can always replace the handset. The dual-functions keys allow two functions to be combined on the same keys.

*Example (to access the Information function):*

**Press the key 2nd** 


**then press the combined key Message/Info** 

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# Quick Reference Guide and Quick Reference Card Executive Telephone

System telephone for BusinessPhone 250 and BusinessPhone 50

## Answer calls

Answer: *Lift handset* or **Line1** 



Answer on another extension: *Ext. No.* **PICK-UP**

## Make calls

Internal calls: *Ext. No.*

External calls: **0** *External No.*

Common abbreviated number: *Abbreviated No.*

Individual abbreviated number: *2nd*  *Airport* 

Last external number redial: **\* \* \***

Save external number: **save**  
*(Before you finish the call)*

Redial: **redial**


## You get busy tone or no answer

Automatic call-back: **call-back**  
*Replace handset*  
*Lift handset when called back*


Camp on: **camp-on**  
*Keep handset off hook*


Intrusion: **intrusion**

## During calls


Switch to handsfree:  *Replace handset*




Switch to handset: *Lift handset*


Group listening: 

Individual hold: **Line1**   
*Press flashing key to retake*

## Inquiry

Ongoing conversation: **Inquiry**  *Call 3rd party*


Refer back: **Line1**  or **Line2**   
or **Inquiry** 

End call: 

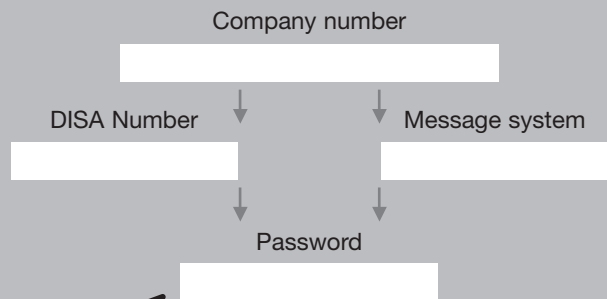
## Conference

Ongoing conversation: **Inquiry**  *Call 3rd party*  
**conf**

## Transfer

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

## DISA and Message check:



### Tandem configuration

Activate: **\* 2 8 #**  
 Deactivate: **# 2 8 #**  
 Transfer a call between members: **Inquiry** *Own directory No.*  
**Transfer**

### Call forwarding

Fixed diversion: **2nd** *Diversion*

Internal diversion: **2nd**   
*Diversion* *New No.*  
**2nd** *Diversion*

*Cancel internal diversion:* **2nd** *Diversion*

Follow me, re-direct from answering extension: **\* 2 1 \* Own No. \* New No. #**

*Cancel from answering extension:* **# 2 1 \* Own No. #**

Bypass call forwarding: **\* 6 0 \* Ext. No. #**

External diversion: **\* 2 2 \* Line access code External No. #**

*Program:* **\* 2 2 \* Line access code External No. #**

*Cancel:* **# 2 2 #**

*Re-activate:* **\* 2 2 \* #**

### Reminder

Reminder (24 hours): **\* 3 2 \*** *Reminder time activate*  
*Cancel reminder:* **# 3 2 #**

### Messages

Direct message: **Message** *send*  
*Ext. No. send*  
*call-back Select type*

Check received messages: **Message** *receive*  
*Select options in display*

### Information

Enter information (pre-text): **2nd** *Info*   
*leave absence*  
*Pre-text Select in display*  
*next-info*  
*Enter "Info code" and "Completing info" (see below)*  
*activate*

Erase information: **2nd** *Info*   
*erase absence*

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

### Special account numbers for business calls:

Project name Account number

<b>1</b>	<input type="text"/>	→	<input type="text"/>
<b>2</b>	<input type="text"/>	→	<input type="text"/>
<b>3</b>	<input type="text"/>	→	<input type="text"/>
<b>4</b>	<input type="text"/>	→	<input type="text"/>

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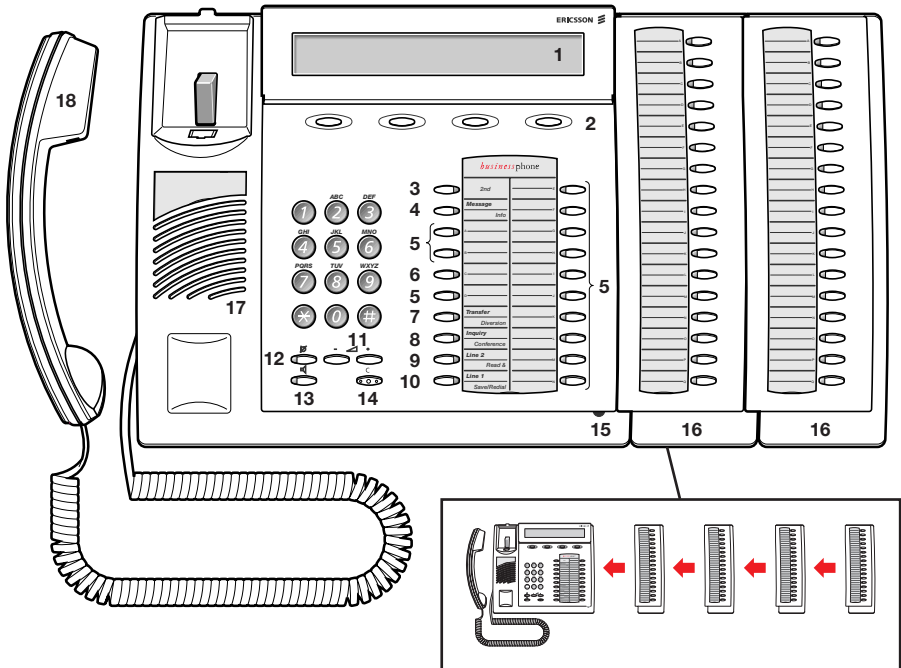
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## Description



- 1 **Display**  
3x40 characters. See section "Display info".
- 2 **Menu function keys**  
The functions depend on the traffic state and will be shown on the last line of the display. When you are requested to "(see display)", press the required key to access the function.
- 3 **2nd**  
Key for access to secondary key functions (These functions are stated on the second line of the corresponding key).
- 4 **Message / Info**
  - a. To send and receive messages. See section "Internal messages".
  - b. Enter information. See section "Information".
- 5 **Dual-function programmable keys (A-N)**  
Storing numbers, program functions. See section "Programming".

- 6 Dual-function programmable key (C) / Headset key**
- Storing numbers and program functions.
  - The headset function is only available with option unit (DBY 410 02) installed. The headset key is programmed by the system administrator. See section "Optional equipment".
- 7 Transfer / Diversion**
- Transfer an ongoing call. See section "During calls".
  - Activate/Deactivate diversion. See section "Call forwarding".
- 8 Inquiry / Conference**
- To make an inquiry to an internal or external party.
  - To establish a telephone conference.
- See section "During calls".
- 9 Line 2 / Read &**
- Line key 2 for in and outgoing calls.
  - Read information. See section "Information".
- 10 Line 1 / Save/Redial**
- Line key 1 for in and outgoing calls.
  - Save or redial an external number. See section "Outgoing calls".
- 11 Volume control**
- To adjust the volume. Also space/backspace in writing mode. See sections "Audible Adjustments" and "Write text".
- 12 Mute**
- To switch the microphone on or off. See section "During calls".
- 13 Loudspeaker on/off**
- To switch the loudspeaker on or off. See section "During calls".
- 14 Clear**
- To disconnect calls or to clear the display in programming.
- 15 Microphone**
- 16 Optional key panel (A-Q)**
- 17 dual-function programmable keys per key panel. Four panels can be connected.
- Note:** *If one or two key panels are used, the optional key panel DBY 409 01 may be used. However, if three or four key panels are used, all optional key panels must be of type DBY 409 02.*
- 17 Loudspeaker**
- 18 Handset with hearing aid function**
- Please note:** *The handset may retain small metal objects in the earcap region.*

# Incoming Calls

## **Internal calls**

A ringing signal and a flashing lamp indicates an incoming call. The display shows the number and the name of the internal caller.

## **External calls**

A ringing signal and a flashing lamp indicates an incoming call. If you are connected to a digital trunk line (ISDN), the display shows the number of the external caller and in case of diversion in the public net the display shows the number of the diverted as well as the calling party, see also section "ISDN facilities". A trunk line is the same as an external line.

---

## Answer calls



**Lift the handset**

## **Handsfree**



**Press without lifting handset**

**or**



**Press without lifting handset**

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



**Press to terminate a handsfree call**



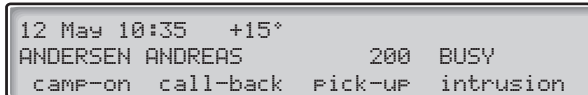
**On another extension**

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



**Call the ringing extension**

You receive busy tone.



Pick-up

**Press (see display)**

**Allow calls on line 2**

If you want to receive calls also while speaking you first need to program "Free on 2nd access" on a programmable key. See section "Programming".

Free on 2nd access 

**Press to activate / deactivate Free on 2nd access (pre-programmed)**

When Free on 2nd access is active the lamp lights and you can receive calls while speaking.

**Answer a second call**

You are on the phone, when a muted ringing signal and a line key flashes to indicate a new incoming call:

**Line 2** 

**Press the flashing line key**

The first call is parked.

**Note:** *If you want to see who is calling, first press L2-info (see display).*

To switch back to the first call:

**Line 1** 

**Press the first line key**

The second call is parked. You are connected to the first caller.



**Press if you want to terminate the ongoing call**

## Silent ringing

This function is useful if you do not want to be disturbed by the ringing of the telephone. Incoming calls will only be indicated on the display and by the flashing line key.

**Note:** *This function requires a certain release number of your telephone (for the Executive telephone it is R9B or higher, see the underside of your telephone).*

In idle mode:



**Press to mute the ringer for incoming calls**

# Outgoing Calls

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

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## Make calls

How to make internal and external calls.



**Lift the handset and dial either:**



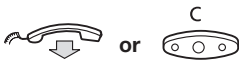
**An extension number to make an internal call,**

**or**



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

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



**To end the call**

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

### Handsfree

Without lifting the handset, just press a line key, or the loudspeaker key, or the first digit of the number. The call is in handsfree mode, via the loudspeaker and microphone.

## 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.

\* \* \*

### **Press to redial the last dialled external number**

The display will show the dialled number.

---

## Save external number

When you make an external call, you can save the number in order to redial it easily. Previously saved number is erased.

### Save number

Before you quit the call:

save

**Press (see display)**

### Redial number

redial

**Press to redial the saved number (see display)**

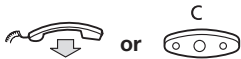
## Automatic call-back

You call an extension and receive busy tone or get no answer.

```

12 May 10:35 +15°
BURNES BOBBY          201 BUSY
camp-on call-back      intrusion
  
```

call-back



or



### Press (see display)

Verification tone.

### 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 call-back service is cancelled.



### Lift the handset when you are called back

(You can also press the line or loudspeaker key to answer in handsfree mode.)

## Busy extension

You call an extension and receive busy tone.

### Camp-on

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

CAMP-ON

#### **Press (see display)**

Keep the handset off hook. When the called extension replaces the handset, it will be called automatically.

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

### Intrusion

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

intrusion

#### **Press (see display)**

Intrusion tone is heard and a three-party call is established.

When the called extension replaces the handset and you keep off hook, the called extension will be recalled automatically.

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

## During Calls

The BusinessPhone 250 and BusinessPhone 50 system 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.

---

### Group listening

You have an ongoing conversation via the handset.



#### Press to switch the loudspeaker on or off

When the lamp lights, the loudspeaker monitors the call.

**Note:** You can adjust the volume, see section "Audible adjustments".

---

### From handset to handsfree

You have an ongoing conversation via the handset.



#### Press to switch the loudspeaker on

You are now in the group listening mode.



#### Replace the handset

Handsfree conversation.

**Note:** You can adjust the volume, see section "Audible adjustments".



#### 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 like to make an inquiry to an internal or external party.

**Inquiry** 



### Press

The first call is put on hold (the lamp flashes slowly).

### Call the third party

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

### End inquiry



### Press to end the inquiry call

The second call is disconnected.

**Line** 

### Press to retake the first call

Now you are connected to the first party.



## Refer back

You have an ongoing conversation on e.g. Line 2 and want to refer back to the parked call on Line 1. The lamp flashes at the parked call.



**Press to park the second call**

First call is connected.



**Press to park the first call**

Second call is connected.



**Press to end the ongoing call**

---

## Transfer

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



**Press**



**Call the third party**

You can transfer the call before answer or wait for answer.

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

transfer

**Press (see display)**

**or**



**Replace the handset**

The call is transferred. External calls might only be transferred with the Transfer-key, if this state of connection is allowed by the system-programming.

### Transfer to a busy extension

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

### Call-back

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

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## Conference

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

**Inquiry** 



**conf**

**Press**

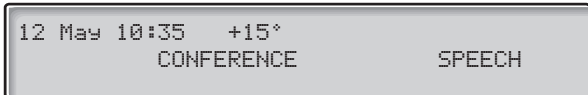
**Call the third party**

**Press to establish a three party conference (see display)**

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.



## Individual hold

You have an ongoing conversation, i.e. the "Line 1"-key is lit. Now you want to park the ongoing call for a short while.



**Press the line key**

The lamp flashes slowly.



**Press again to retake the parked call**

## Common hold



**Press (pre-programmed)**

The line key lamp flashes slowly. The call can be picked up on any extension within one minute, or else it will recall on the holding extension.



**Press to pick up on own extension**

**or**

Pick up on another extension:



**Call the extension that put the call on hold**

**Pick-up**

**Press (see display)**

# Call Forwarding

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

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

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

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

## **Diversion on no reply**

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

## **Diversion on busy**

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

## Fixed diversion

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

### Activate fixed diversion

2nd 

**Press**

Diversion 

**Press to activate diversion**

All calls to your extension are directed to a pre-programmed address. The display shows the actual diversion state.

```
12 May 10:35 +15°
DIVERSION      4736->5450
directory      redial      prog
```

### Cancel diversion

2nd 

**Press**

Diversion 

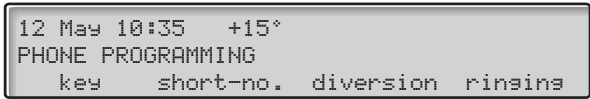
**Press to cancel diversion**

## Program fixed diversion address

If you need to program a new diversion address:

**PROG**

**Press (see display)**



**diversion**

**Press (see display)**



**Dial new diversion address**



In case of a typing error, press to delete the latest entered digit.

**store**

**Press (see display)**



**Press to finish the procedure**

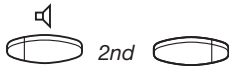
## Individual diversion

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

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

### Program and activate internal diversion

Divert your calls to an internal position.



**Press**



**Press and dial the new directory number**

Any directory number.



**Press**



**Press**

Verification tone. The diversion lamp lights and remains lit. The display shows the actual follow me state.



**Press to finish the procedure**

You can make outgoing calls as usual. A special dial tone reminds you that "Call forwarding" is active.

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

### Cancel internal diversion



**Press**



**Press**

Individual diversion is cancelled. The lamp extinguishes.

**Program and activate a new external diversion address**

To set a new individual external diversion address:

**\* 2 2 \***

**0** 

**Dial**

**Dial the digit(s) for external call access and enter the new external diversion address**

A maximum of 24 digits.

**#**

**Press to activate the individual diversion**

Verification tone.



**Press to finish the procedure**

***Note:** Individual external diversion can also be used via the DISA function, see section "Other useful facilities".*

**Cancel external diversion**

**# 2 2 #**



**Dial**

**Press**

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

**Re-activate external diversion**

Divert your calls to an external position.

**\* 2 2 \* #**

**Dial to activate the programmed external diversion**

You can make outgoing calls as usual. A special dial tone reminds you that "Call forwarding" is active. The display shows that you have activated an external diversion.



**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.*

**\* 2 1 \***



**\***

**Dial**

**Dial your number and press**



**#**

**Dial the new number and press**

Special dial tone.

**C**



**Press to finish the procedure**

### Cancel follow me

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

**# 2 1 \***



**#**

**Dial**

**Dial your number**

**Press**

Dial tone.

**C**



**Press to finish the procedure**

## Bypass call forwarding

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

**\* 6 0 \***

**Dial**



**Enter extension number**

**#**

**Press**

You will be connected to the specified extension, regardless of which type of call forwarding the called extension has activated.

## Information

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

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

You can inform your callers with:

### 1) Pre-defined texts

Enter the reason for your absence and the date and time of your return.

### 2) Voice information

Record a voice message and name your absent information.

### 3) Free text information

Activate a personal text.

## Enter information

To store text or voice information.

2nd 

**Press**

Info 

**Press**

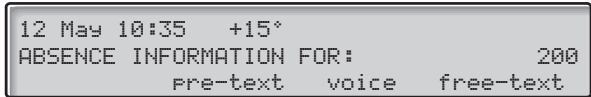
leave

**Press (see display)**

absence

**Press (see display)**

When the information is activated, the Message/Info lamp shows a steady light. If a message arrives, the lamp starts flashing, see section "Check and store received messages".



**Select "Pre-defined text", "Voice" or "Free text information"**

*Pre-defined texts*

pre-text  
next-info

**Press (see display)**

**Select appropriate info using next-info (see display)**



**Enter "Completing info" from the table below**

If you do not know the time of return, just activate.

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



activate

In case of a typing error, press to delete the latest entered digit.

**Press (see display)**

The programmed absence info will be shown in the display. Internal callers receive the information on the display (or as spoken information to callers without display phone). External callers will be routed to the operator who also has access to your absent info.



**Press to finish the procedure**

*Pre-defined texts example:*

*Vacation, back June 27*

pre-text  
next-info

**Press (see display)**

**Select appropriate info using next-info (see display)**

12 May 10:35	+15°		
5 VACATION	BACK		MMDD
activate next-info			return

**0 6 2 7**

**Enter month and day**

activate

**Press (see display)**

Information active.

### Voice information

Use the menu keys to record your voice info and activate it. Internal callers will hear the information via the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absent info.

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



**Press to finish the procedure**

### Free text

Use the keypad to select characters and digits, and the menu key to activate the information. Only possible to display phones.

**Note:** *How to write text is described in section "Write text".*



**Press to finish the procedure**

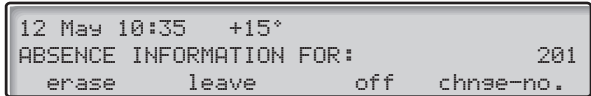
## Change information

2nd 

**Press**

Info 

**Press**



### Erase

erase

**Press (see display)**

absence

**Press to erase the information (see display)**

### Change

leave

**Press to leave another information (see display)**

or

on/off

**Press to activate/deactivate information (see display)**

### Leave information for another extension

chnæ-no.

**Press (see display)**

This function may not be allowed, ask system administrator.



activate

**Enter the extension number and press (see display)**

leave

**Press (see display)**

absence

**Press (see display)**



activate

**Enter the information in the normal way and press (see display)**

C



**Press to store the information for the extension**

## Receive info for diverted calls

A colleague, Andersen, has programmed diversion to your extension. You answer a call to Andersen on your phone. The sign '&' or '%' indicates that Andersen has text or voice info programmed.

### Text info programmed

ANDERSEN ANDREAS	200&
BURNES BOBBY	201 SPEECH
	div-info

div-info

**Press and hold to read text info (see display)**

### Voice info programmed

ANDERSEN ANDREAS	200%
BURNES BOBBY	201 SPEECH
	div-info

div-info

**Press and hold to receive instructions on how to get the information (see display)**

# Internal Messages

You can send a call-back, voice or text message when you call an extension and receive busy tone or get no answer. This section also describes how to record an ongoing conversation and a personal voice message. Your incoming messages are indicated on your telephone by a rapidly flashing message-key.

---

## Send message

You can send a message without calling an extension (direct message) or when you call an extension and receive busy tone or get no answer.

### Direct message

Message 

Press

send 

Press (see display) and enter the extension number

```
12 May 10:35 +15°  
FROM NUMBER: 200 TO NUMBER:  
send chng#-no. chng#-no.
```

send

Press (see display)

call-back

Select message type (see display)

**Note:** After sending, you can repeat to other extensions. You can also change the sending extension number, if you want the message to be sent from someone else (if this function is allowed). Please ask your system administrator if you require this function.



**During an unanswered call**

When you call an extension and receive busy tone or get no answer, you can send a call-back, voice or text message.

**Message** 

**Press**

```

12 May 10:35  +15°
FROM NUMBER:  200  TO NUMBER:  201
              call-back  voice  text
  
```

**Select message type (see display)**

**Note:** After sending, you can repeat to other extensions.

**Call-back**

call-back

**Press to send a “call me” message (see display)**

**Voice**

voice

**Press to send a voice message (see display)**

**Use the menu keys to record your message and send it (see display)**

**Text**

text

**Press to send a text message (see display)**

Only possible to display phones. See section “Write text”.

## Check sent messages

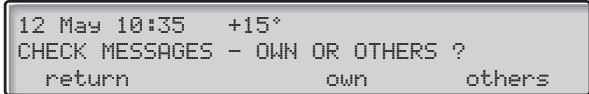
You can check messages that you have sent, for instance if you want to erase a message. You can also check messages received at other extensions (if this is allowed).

**Message** 

check

**Press**

**Press (see display)**



### Own messages

own

**Press to check your own messages (see display)**

Enter the receiving extension number. You can check and erase the messages that you have sent (see display).

### Others

others

**Press to check messages for another extension (see display)**

Enter the receiving number that you want to check. All messages will be presented with senders name. You can check and erase the messages (see display).



**Press to finish the procedure**

## Returned messages

Messages that have been left unanswered too long are sent back to you. To check returned messages:

Message 

Press

```
12 May 10:35 +15°
SELECT FUNCTION
send receive check sent-back
```

sent-back

Press (see display)

**Use the menu keys to check returned messages (see display)**

You can erase or re-send the message.



Press to finish the procedure

## Check and store received messages

You can check and store your received messages.

Received messages are divided into following three categories:

- New messages (not heard or read)
- Heard/Read messages
- Stored messages

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

Message 

Press to view mailbox

If the mailbox contains heard messages only, the lamp shows steady light instead.

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

receive

**Press (see display)**



new

**Select message category (see display)**

New, heard, read or stored.

call-back

**Select message type (see display)**

*Note: If only one message type is available (call-back, voice or text messages), this step is excluded.*

**Use the menu keys to check the message (see display)**

Voice messages will be heard via the speaker or the handset.

"Call me" messages will call the sender automatically.

Text messages are read in the display.

Select options below:

next

**Press to check the next message (see display)**

erase

**Press to erase the message (see display)**

store

**Press to store the message (see display)**

Up to 20 messages can be stored. Call-back messages cannot be stored.



**Press to finish the procedure**

## Dictaphone function

If you want to record and retrieve personal voice messages you can use the dictaphone function. A dictaphone message is treated as a normal message. How to retrieve dictaphone messages, see section “Check and store received messages”.

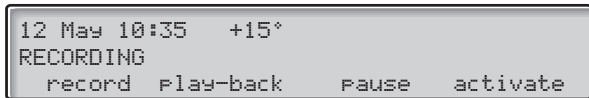
### Record message

To start the recording:

**\* 5 8 #**

### **Dial and record your message**

The maximum recording time is four minutes and 15 seconds.



Select options below:

- |           |   |
|-----------|---|
| PAUSE     | <b>Press to pause the recording (see display)</b>                     |
| play-back | <b>Press to play-back (see display)</b>                               |
| record    | <b>Press and speak to re-record (see display)</b>                     |
| activate  | <b>Press to stop the recording and save the message (see display)</b> |

## Conversation recording

The conversation recording function makes it possible to store the ongoing telephone conversation in the individual mailbox by pressing a pre-programmed recording key. You can store both internal and external calls. Conference calls cannot be stored.

A recorded conversation is treated as a normal voice message. How to retrieve conversation recordings, see section “Check and store received messages”.

**Note:** *This feature may be restricted or not available. Ask the system administrator for the availability and for more information. Furthermore, a conference tone can be audible during the entire recording.*

To start or stop recording the ongoing call:



### **Press the recording key (pre-programmed)**

While recording is active a steady light indicates that the conversation is being recorded. You can start or stop the recording whenever you want. The maximum recording time is four minutes and 15 seconds, if you want to record a conversation longer than this, just repeat the procedure.

### **Warning!**

*Recording a conversation without prior notice to the other party may be an illegal act. Forwarding or playback of this recorded conversation to a third party without prior permission may be an illegal act.*

*It is obligatory for the recording initiator, to ask the other party in advance for permission and to inform the same of the purpose and further usage of this particular recording. The adherence to the relevant legislation is the exclusive responsibility of the user, offences can be criminally prosecuted. Neither the manufacturer nor the dealer of this product is responsible for the abuse of this feature by the user or for any damages caused thereby.*

# Mailbox System

While you are away from the office, callers can leave messages in your individual or in a common mailbox. You are also able to record your personal greeting, see section “Personal greeting”.

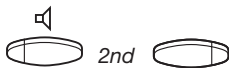
The difference between your individual mailbox and a common one is that a common mailbox can be used for more than one user.

## Individual mailbox system

Callers are able to leave messages in your individual mailbox.

### Activate

Divert your extension to the mailbox system.



**Press**



**Press**



### **Dial the number to the mailbox system**

Please ask the system administrator for your defined mailbox number.



**Press**



**Press**



### **Press to finish the procedure**

When the diversion to your mailbox is activated, the Diversion lamp shows steady light.



**Deactivate**

**Press**



**Press**

**Retrieve messages - internally**

When a new message is received, the message lamp flashes rapidly.

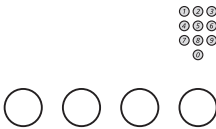


**Press to retrieve a message**

See section “Check and store received messages”.

**Retrieve messages - externally**

To retrieve your messages from an external position:



**Dial your company’s telephone number**

**Dial the number to the mailbox system**

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

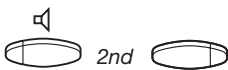
---

## Common mailbox system

If you divert your telephone to a common mailbox, the callers are able to leave messages there. The difference between your individual mailbox and a common one is that a common mailbox can be used for more than one user.

**Activate**

Divert your extension to the mailbox system.



**Press**



**Press**





### **Dial the common mailbox number**

Please ask the system administrator for your defined mailbox number.



**Press**



**Press**



### **Press to finish the procedure**

When the diversion to your mailbox is activated, the Diversion lamp shows steady light.

### **Deactivate**



**Press**



**Press**

### **Retrieve messages - internally**



### **Press the common mailbox key (pre-programmed)**

During the procedure you will be asked for your extension number and your password. See section "Security".

### **Retrieve messages - externally**

To retrieve your messages from an external position:



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



### **Dial the common mailbox number**

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

## Personal greeting

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

2nd 

**Press**

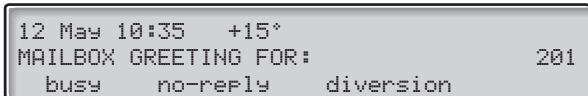
Info 

**Press**

leave  
greeting

**Press (see display)**

**Press (see display)**



diversion

**Select type of diversion and use the menu keys to record your greeting (see display)**



**Press to activate**

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

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

### Erase a greeting

2nd 

**Press**

Info 

**Press**

erase  
diversion

**Press (see display)**

**Select type of diversion (see display)**



**Press to finish the procedure**

# 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. A total of 82 "individual abbreviated numbers" (your personal most frequently used external numbers) can be stored and used on the keys A to N on the telephone, and on keys A to Q on the key-panels.

**Note:** Functions that you activate/deactivate via a dial code, e.g. \*32\* and #32# for reminder, can also be stored as individual abbreviated numbers.

---

## Common abbreviated numbers

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



### Dial the common abbreviated number

Please refer to your telephone directory.

---

## Individual abbreviated numbers

You can program and activate your most frequently used external numbers on the 2nd layer of a programmable key. This procedure can also be used if you want to program a function that is activated/deactivated via a dial code.

2nd 

**Press**

Thomas P 

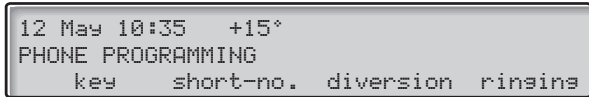
**Press to make a call or activate a dial code (pre-programmed)**

**Program individual abbreviated number**

How to program external numbers or dial codes on the keys A to N on the telephone and A to Q on the key-panel.

PROG

**Press (see display)**



short-no.

**Press (see display)**



**Press a programmable key**



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

Which digit to press for external call access, depends on the configuration of the system. The number can consist of up to 24 digits.

or



**Dial a code**

store

**Press to store the number or the code (see display)**



**Press to finish programming**

**Note:** *The dual-function keys allow individual abbreviated numbers and other functions e.g. dial-by-name to be combined on the same keys. You can remove the transparent cover in order to write the names beside the keys. Put the name referring to the individual abbreviated number in the field below the line to indicate that it is the secondary function.*

## Dial-by-name

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys.

Head Office 

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

### Program dial-by-name

How to program an internal directory number on a key A to N on the telephone and A to Q on the key-panel.

PROG

**Press (see display)**

key

**Press (see display)**

A 

**Press a programmable key**

The pre-programmed function will be shown in the display.

change

**Press (see display)**

12 May 10:35	+15°		
SELECT FUNCTION -	NAMECALL		10
backward	forward	enter	return

**Note:** *If programmed names already exist, press backward or forward until the function "Namecall" is shown (see display).*

enter 

**Press (see display) and dial the number**

You can use any directory number, e.g. a common abbreviated number or a colleague's extension number.

store

**Press (see display)**

C 

**Press to finish the procedure**

## Integrated telephone directory

You can search for all directory numbers and common abbreviated numbers in the integrated telephone directory.

directory

**Press (see display)**

The display shows :

```
12 May 10:35 +15°
DAVID CHAMBERS      203
internal external      return
```

You can choose between *internal* telephone directory that contains all directory numbers, and *external* telephone directory that contains all common abbreviated numbers.

internal

**Press (see display)**

To search in the internal telephone directory.

external

**Press (see display)**

To search in the external telephone directory.

You can press “search” (see display) to step through the whole directory or use the keypad to select the first or more characters of the second name.

```
12 May 10:35 +15°
C_
search disconn
```

**Note:** *How to write text is described in section “Write text”.*

search

**Press (see display)**

If the proposal is correct, call the number (see display). If not, use backward or forward to step through the directory.

# Call Metering

When the BusinessPhone system is provided with metering information from the public net, the call metering function can be used to check the costs of outgoing calls. The BusinessPhone system offers several options to obtain this information.

---

## Cost indication

During an outgoing external conversation the display shows the actual costs. If you want to deactivate the cost indication you have two options:

### To deactivate the indication of the ongoing call:

cost-off

#### Press (see display)

To toggle between cost indication or no cost indication. During an incoming external call or the public net does not provide the system with metering information, the system will only show the call duration.

### To deactivate the indication for all further calls:

\* 4 1 #

#### Dial

Verification tone, the cost indication is deactivated.



#### Press

To activate the cost indication again for all further calls, repeat the procedure.

## Cost of the last call

After finishing an outgoing external call, you have the possibility to see the cost of the last call.

✖ 4 6 #

### Dial

The display shows the cost of the last call.



**Press to finish the procedure**

---

## Read out your own cost counter

This is useful, when you want to check the accumulated costs of your own counter.

✖ 4 5 #

### Dial

The system shows the accumulated costs since the last reset.



**Press to finish the procedure**

---

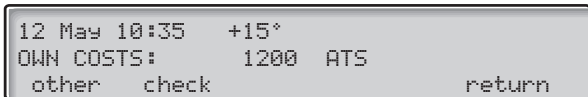
## Read out cost counter for others

If you have the authority, you can read out and reset the cost counters for other extensions and trunk lines. If your system is equipped with a printer you have the opportunity to initiate a printout.

✖ 4 5 #

### Dial

The system shows the accumulated costs of your own extension since the last reset.



other

### Press (see display)

The system requires a password.



### Enter the password

Ask your system administrator for the defined password.



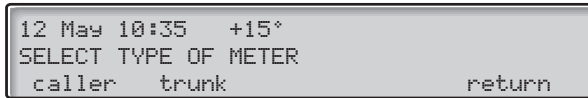


activate

In case of a typing error, press to delete the latest entered digit.

**Press to confirm the password (see display)**

Select the type of meter you want to read out.



caller

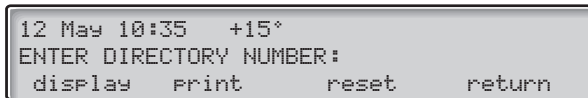
**Press to read out an extension counter (see display)**

If the system is included in a network, you will be able to read out the costs of the tie lines in this menu.

or

trunk

**Press to read out a trunk line counter (see display)**



**Enter the directory number of the desired extension or trunk line**

(If you do not enter a directory number the accumulated costs of the entire system will be shown.)

return

**Press to return to previous menu (see display)**

reset

**Press to reset counter (see display)**

**Note:** *The reset function in this menu is only applicable when a printer is connected to the system. To initiate a reset procedure you require a special class of service (please ask your system administrator if this feature is available on your phone). To avoid different countervalues for total extensions and total trunk lines in the system, we recommend to reset all the extensions and trunk line-counters at the same time.*

print

**Press to initiate a printout on the printer (see display)**

This function is applicable when a printer is connected to the system. You also require a special class of service to initiate a printout. For a detailed description of the printout, see section "Printout".

display

**Press to show the counter on the display (see display)**

```
12 May 10:35 +15°
cost 201: ats          100
      print          reset          return
```

In this menu you have the same possibilities as in the previous menu. It is also possible to reset without a printer.

If you have not entered a specific directory number in this procedure, you will see the accumulated costs of the entire system.

```
12 May 10:35 +15°
200-280: ATS          1200
      detail          return
```

detail

**Press to read out the detailed counters of each extension/trunk line (see display)**

In this menu you have the same possibilities as the previous menu for reading out a single counter.

```
12 May 10:35 +15°
COST 200: ATS          100
      next          print          reset          return
```

next

**Press to step through all the counters (see display)**



**Press to finish the procedure**

## Printout

The printout covers the following information:

*Example:*

*Call Metering Information BusinessPhone*

*Date: 01 05 12*

*Time: 10:53*

*ERICSSON AUSTRIA AG  
Pottendorfer Str. 25-27  
1121 Vienna  
AUSTRIA*

*Reason for print out : Read  
Division : Total system  
Group : Callers  
Directory number range : 4736  
Currency : ATS*

<i>Dir. No.</i>	<i>Name</i>	<i>Pulses</i>	<i>Cost</i>	<i>Cost/Pulse</i>
<i>4736</i>	<i>Mr.Plattner</i>	<i>76</i>	<i>760.00</i>	<i>10.00</i>
<i>Total</i>		<i>76</i>	<i>760.00</i>	

**Printout contents**

<b>Date:</b>	Shows the date of the print out.
<b>Time:</b>	Shows the time of the print out.
<b>Ericsson Austria AG Pottendorfer Str. 25-27 1121 Vienna AUSTRIA</b>	4 lines with 50 characters per line are free for definition. For example, for the company address.
<b>Reason for print out:</b>	This field shows if the print out was initiated only to read out the counter or if the print out was caused because of a reset procedure.
<b>Division:</b>	This field is prepared for future applications. Currently it always shows "Total system".
<b>Group:</b>	Shows if the desired directory number(s) are related to the extension (caller) or trunk group.
<b>Directory number range:</b>	Shows the directory number of the desired extension or trunkline. When no directory number is entered then "ALL" will be shown in this field and you will see all the counters of the extensions and trunk lines on the display.
<b>Currency:</b>	Shows the defined currency.
<b>Dir.No.:</b>	Shows the directory number of the desired extension/trunk line.
<b>Name:</b>	Shows the name of the extension or trunk line.
<b>Pulses:</b>	Shows the accumulated pulses for the desired extension/trunk line since the last reset.
<b>Cost:</b>	Shows the accumulated cost for the desired extension/trunk line since the last reset.
<b>Cost/Pulse:</b>	Shows the actual price per pulse.
<b>Total:</b>	Shows the accumulated pulses and costs of all the extensions/trunk lines on the printout.

## Integrated system check

To avoid a loss of the counter values during reconfigurations of the system, an integrated system check offers you the opportunity to read out all the counters which were not reset before the reconfiguration. To initiate the system check you need a special class of service (please ask your system administrator if this feature is available on your phone).

\* 4 5 #

### Dial

(Same procedure as used for reading out accumulated costs).

```

12 May 10:35 +15°
OWN COSTS:      2400ATS
other    check          return
  
```

check

### Press to initiate a system check (see display)

When a fault is found the following information will be shown:

```

12 May 10:35 +15°
CALLER RECORD FAULTY
display          return
  
```

display

### Press to display the fault records (see display)

The display shows the first fault record in the system. The display information includes the extension numbers which have been deleted during the reconfiguration and the related costs for these extensions.

```

12 May 10:35 +15°
202  ATS  5700.00      COSTS
next  cost/pulse  reset  return
  
```

next

### Press to step through the faulty records (see display)

cost/pulse

### Press to toggle between the indication in pulses or costs (see display)

reset

### Press to reset the faulty record (see display)

In this case no print out will be initiated to the connected printer.

return

### Press to return to previous menu (see display)

# Group Facilities

When you are working together in a team the following group facilities can be very useful. You can page your colleagues, give them telephone attendance or pick up their incoming calls.

---

## 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).



### **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.



### **Press a free line-key (pre-programmed)**



### **Dial 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



**Ongoing conversation (lamp is on)**



**Free extension (lamp is off)**



**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.



**Press to answer the calls directly (pre-programmed)**

A flashing lamp beside the key indicates an incoming call.

### Call a group-member



**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.



**Dial the group call pick up code**

## Loudspeaker paging

You can page all extensions in a group and give a voice message.



### **Press (pre-programmed)**

All extensions in a group are called.



### **Press again and hold the key (pre-programmed)**

Give the voice message and then release the key. Now you can wait for answer, or terminate. If you do not get an answer within 30 seconds, the paging function will be terminated automatically.

### Answer paging

A short signal and a flashing "Paging"-key will inform you when a loudspeaker paging is received.



### **Press (pre-programmed)**

An internal call is established with the paging party.

---

## Common bell

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



### **Dial the common bell pick up code**

Please ask your system administrator for the common bell pick up code.

You will immediately be connected with the calling party. 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 and their displays will show the message "No call waiting at common bell". 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 presented with a special ringing signal to line 2. If no one answers this call before the programmed time, the call is forwarded to the programmed answering position (e.g. operator).

**Note:** *If all members in a hunt group are busy, the call-back or intrusion functions are not available, however the camp-on function can still be used.*

### Log in

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

To log in to one hunt group:



**Dial**

**Dial the hunt group code**

Please ask your system administrator for the configured number.

#

**Press**

To log in to all hunt groups:

× 2 8 ×

**Dial**

× #

**Press**

**Answer calls**

Answer group hunting calls in the normal way.

**Log out**

To log out from one hunt group:

**# 2 8 \***

**Dial**



**Dial the hunt group code**

Please ask your system administrator for the configured number.

**#**

**Press**

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

```
12 May 10:35 +15°
LOGGED OUT FROM AT LEAST ONE PBX GROUP
directory          redial          prog
```

To log out from all hunt groups:

**# 2 8 \***

**Dial**

**\* #**

**Press**

## Other Useful Facilities

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

---

### Account number

You can place the costs for external calls on a selected account number (up to 15 digits).

#### **Enter account number before the call**

✖ 9 ✖



#

**Dial**

**Enter account number and press**

Internal dial tone. Make the external call.

#### **Enter account number during the call**

If your telephone has a pre-programmed account number-key, you can also enter an account number during a call.

Account number



**Press (pre-programmed)**



#

**Enter account number and press**

## Reminder

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

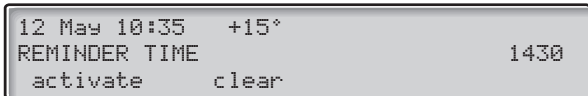
**\* 3 2 \***



### Dial

#### Dial reminder time

(00-23) hour + (00-59) minute. Example: 1430.



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



In case of a typing error, press to delete the latest entered digit.

activate

### Press to activate (see display)



### Press to finish programming

When the reminder time is reached, your phone rings with recall signal.

### Cancel reminder

**# 3 2 #**



### Dial to cancel all settings

### Press to finish the procedure

---

## Automated attendant

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



### Dial the Automated Attendant directory number

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

## Background music

You can listen to background music over the loudspeaker on your phone by pressing a pre-programmed Music key, or by entering the number for the music channel. Please ask your system administrator for the configured number.

Background music



### Press to activate the music (pre-programmed)

The music automatically switches off when you make or receive calls and switches on again when the call is finished.



### Press to cancel the music

**Note:** You can adjust the volume, see section "Audible adjustments".

---

## Intercom line

A two-way direct call function between two extensions, for instance in executive-secretary communication.

Intercom secretary



### Press to establish an intercom call (pre-programmed)



### Press to cancel the intercom call

---

## Night switching

If you want this facility, please ask your system administrator. This function is used for directing all incoming calls to one extension (answering position), e.g. when the office is closed.

Night



### Press to activate or deactivate (pre-programmed)

When the lamp lights, night switch is active. When the lights extinguishes, night switch is passive.

## Doorphone

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

### Answering doorphone calls



**Press the flashing line key**

You will be in speech connection with the calling party.

### Opening of the doorlock

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



**Press**

**Dial the door-opener's directory number**

Please ask your system administrator for the number.

*Note: You can also program the door-opener's directory number as a common abbreviated number or a function key.*

---

## Immediate answer

It is possible to get automatic hands-free answering on internal calls without pressing the line key. If you require this facility, please ask your system administrator.



**Press the immediate answer key (pre-programmed)**

Incoming calls will be indicated by one muted ringing signal, the On/Off lamp lights and the call comes straight in through the loudspeaker.

*Note: To accept a transferred external call you must first press the Transfer key.*

### Cancel immediate answer



**Press the immediate answer key (pre-programmed)**

The lamp extinguishes.

## 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

Secondary on/off 

**Press (pre-programmed)**

or

**\* 2 8 #**

**Dial to log on the secondary telephone**

```
12 May 10:35 +15°
SECOND USER LOGGED ON
directory                redial                prog
```

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

Secondary on/off 

**Press (pre-programmed)**

or

**# 2 8 #**

**Dial 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**

**Press and dial own directory number**

**Press**

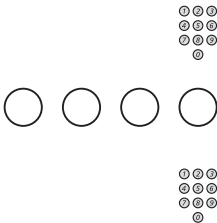
---

**Direct Inward System Access (DISA)**

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

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

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



**Dial the public number of your company**

**followed by the DISA number**

Ask the system administrator for the defined DISA number.

**Dial the external number**

**or**

**Use the external diversion function**

Procedure, see section "Call forwarding".

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



## Networking

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

---

## IP calls

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

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

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

**Inquiry** 

**\* 6 1 \***

**Press**

**Dial**

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

```
12 May 10:35 +15°
SPEECH PATH REPLACEMENT
```

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

# Security

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

---

## Block extension

**\* 7 2 #**

**Dial to block your extension**

Verification tone.



**Press to finish the procedure**

### Un-block extension

**# 7 2 \***

**Dial**



**Dial your password**

**#**

**Press to re-open**

Verification tone. Your extension is open for use.



**Press to finish the procedure**

## Select password

You can use your four-digit password for blocking your phone from unauthorized use, or for making external calls from any blocked extension.

# \* 7 2 \*

**Dial to select a new password**



**Dial your present password**

The default password is "0000".

\*

**Press**



**Dial your new password**

#

**Press**

Verification tone.

```
12 May 10:35 +15°
#*72*----*4321#
```



**Press to finish the procedure**

## Bypass blocked extension

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

### Bypass own extension

✳ 7 2 ✳



#

**Dial**

**Dial your password**

**Press**

Dial tone. You can make one call from your extension.

### Bypass another extension

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

✳ 7 2 ✳



✳



#

**Dial**

**Dial your password**

**Press**

**Dial your extension number**

**Press**

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

# Least Cost Routing

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system.

If the extension has been configured to use LCR, each external call will be analysed and the cheapest way will be selected.

## Use least cost routing



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

The usual way of making an outgoing external call.

## Calling least cost routing

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



**Dial the LCR code**

Please ask your system administrator for the LCR code.



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

**Note:** *You can also program the LCR code on a function key.*

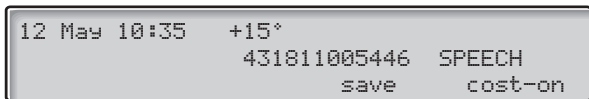
# ISDN Facilities

This chapter is only relevant when your system is connected to a digital trunk line (ISDN-trunk line). It provides a general view of all the (supplementary) services available from the public net which are supported by the system. The services from the public net differ from market to market. Please ask your system administrator which features are available.

---

## Number identification

The main difference compared to the analog public net is the number identification between the connected parties.



```
12 May 10:35 +15°
                431811005446 SPEECH
                    save cost-on
```

When you establish an outgoing external call, the public number of your system and your extension number will be sent to the called party. If the number of the answering party is different from the dialled one (for example, after a diversion), you will also be informed about the answering party's number.

When you answer an incoming external call on your phone (or from another phone), you will see the caller's number on the display. Your public number will be sent to the caller.

## Answer an incoming call from an ISDN-line

A ring signal and a flashing lamp indicates an incoming call, answer the call in the normal way. One of the following four cases will occur.

### Example 1 :

The public net provides the number of the caller.

Mr. Plattner with public number 0 181100 4736 is calling.

```

12 May 10:35 +15°
                1811004736 CALLING
directory      redial      prog
  
```

### Example 2 :

The caller has activated "number secrecy". (The calling number will be suppressed.)

```

12 May 10:35 +15°
DISPLAY RESTRICTED          CALLING
directory      redial      prog
  
```

### Example 3 :

The public net cannot provide the calling number, in this case the normal number of the external line will be shown.

```

12 May 10:35 +15°
EXTERNAL          701 CALLING
directory      redial      prog
  
```

### Example 4 :

The calling number has been diverted in the public net, the calling and the diverting number will be shown.

```

                43181188
                1811004736 CALLING
directory      redial      prog
  
```

## Make an external call on an ISDN-line

Establish an external call in the normal way.

If the called party is also connected to a digital trunk line, your public number is shown on the called party's display.

If the connected party number differs from the dialled one (for example : diversion or pick up from another extension), your display shows the new number.

### *Example :*

Called Party number 0 181100 Extension 4736

```
12 May 10:35 +15°
                01811004736 FREE
                save
```

The desired extension 4736 will be answered by extension 5446.

```
12 May 10:35 +15°
                01811005446 SPEECH
                save cost-on
```

When the connected party has activated "number secrecy" (number suppression), your display shows the following information.

```
12 May 10:35 +15°
DISPLAY RESTRICTED
                SPEECH
                save cost-on
```



## Malicious call identification

If you are disturbed by malicious external incoming calls, you can request a number tracing from the network provider.

If you cannot see the number of the caller or connected party (because of an activated number suppression), you have the possibility to register the number in the public network during the call.

Malicious call id.



**Press to register the connected number (pre-programmed)**

or

**\* 3 9 #**

**Dial to register the connected number**

If the function is accepted in the public net, your display shows the following information.

```

12 May 10:35  +15°      MCID ACCEPTED
DISPLAY RESTRICTED      SPEECH
                        save
  
```

If you cannot identify the connected party, your display shows the following information.

```

12 May 10:35  +15°      MCID REJECTED
DISPLAY RESTRICTED      SPEECH
                        save
  
```

After 3 seconds the display will return to the previous display.

## ISDN caller list

This function will insure that you will not miss any incoming calls, by storing unanswered ISDN calls on your telephone, e.g. if you do not answer or your telephone is busy.

Via your telephone you can:

- See the number of unanswered calls
- Call the stored numbers in the caller list
- Scroll through the caller list
- See the time and date of the arrived calls
- Erase calls from the list

The number of calls in the list are indicated on your display, e.g. "10 CALLS" indicates that 10 calls are stored in the list.

```

12 May 10:35 +15°
ANDERSEN ANDREAS      200  10 CALLS
directory list      redial  Prog
  
```

### Retrieve calls

To see the first entry in the caller list:

list

#### **Press (see display)**

The display shows the following information, e.g. "CALL 1/10" indicates the first of the 10 stored calls in the list.

```

12 May 10:35 +15°
431811005446      CALL 1/10
call      next      time      erase
  
```

**Note:** If you do not react within 30 seconds the display is returned to idle state. If you want to leave the function before the timeout, press the "Clear"-key.

next

#### **Press to scroll through the list (see display)**

call

#### **Press to call the selected number (see display)**

When the call is successful, the number is automatically removed from the caller list. The system automatically adds the digit(s) for external call access.

**Note:** If digit(s) for external call access has not been defined for your caller list, contact your system administrator.

**Show date, time and call attempts of the selected call**

When you are retrieving calls from your caller list.

time

**Press to see the date and time of the selected call (see display)**

You will see when the call was received and how many times the same call came in.

```

12 May 10:35  +15°
CALL RECEIVED ON: 12 MAY 08:22      12X
                                return
  
```

return

**Press to return to the previous display (see display)****Erase calls from the caller list**

When you are retrieving calls from your caller list.

ERASE

**Press to erase the selected call (see display)**

The call is erased from the list and the next call is displayed. The display will inform you if there are no more calls in the list.

***Note:** If you do not react within 5 seconds the display is returned to idle state. If you want to leave the function before the timeout, press the "Clear"-key.*

**Number secrecy**

By pressing a pre-programmed "number secrecy" key you can choose not to show your complete number (public + extension number) to the connected party.

```

12 May 10:35  +15°
DISPLAY RESTRICTED      SPEECH
                                save  cost-on
  
```

Number secrecy

**Press a pre-programmed key to suppress your complete number to the public net**

The lamp beside the key shows a steady light and the function remains activated until the key is pressed again.

# Optional Equipment

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

---

## Expansion key panel

Each key panel offers 17 additional keys for storing of your most frequently used telephone numbers and functions, and for supervising extensions. Your telephone can be expanded with up to four key panels.

**Note:** *If one or two key panels are used, the optional key panel DBY 409 01 may be used. However, if three or four key panels are used, all optional key panels must be of type DBY 409 02.*

---

## Conference unit

For conferences with many participants, the conference unit enhances the speech quality. It provides full duplex and high quality conversation possibilities.

---

## Alarm interface unit

This plug-in module is fitted into the bottom of the telephone. It makes it possible to transfer alarm signals from various devices via the telephone to the exchange and to a pre-defined extension. A special circuit layout provides maximum functional security.

To a telephone fitted with an alarm interface unit you can connect devices such as bathroom alarms for hotel rooms, emergency alarms for hospitals, bank security alarms and supervision of machines.

## Option unit

The Option unit DBY 410 02 is an optional accessory, to be installed on the bottom of your telephone set. The following devices can be installed via the Option unit:

- Tape recorder
- Extra bell or busy indication outside your door
- Enhanced headset functionality or a conference unit
- PC sound card
- Second handset

**Note:** *For people with impaired hearing the Option unit offers the possibility to amplify the receiving volume in the handset and headset.*

---

## Extra handset

Useful for involving a second person in your conversation, for talking or just listening.

---

## Tape recorder

When a recording of the telephone conversation is needed, for evidence purposes, a tape recorder can be connected.

## Headset

The following headset functions are available.

**Note:** To use the headset functions your telephone has to be equipped with option unit DBY 410 02. How to install the option unit, see separate installation instructions provided with the option unit.

### Activate/Deactivate the headset



**Press the headset key to activate/deactivate (pre-programmed)**

See section "Description". All calls can be handled via the headset.

### Answer calls



**Press the flashing line key to answer**



**Press to terminate a headset call**

### Make calls



**Dial the number**



**Press to terminate the call**

### Headset to handset



**Lift the handset**

### Handset to headset



**Press the headset key (pre-programmed)**

Headset with group listening



**Press to toggle between headset with or without group listening**

Headset to handsfree



**Press**



**Press the headset key (pre-programmed)**

Handsfree to headset



**Press the headset key (pre-programmed)**

# Programming

If you require frequent use of certain functions, you may program them on the keys A-N on the telephone and A-Q on the key-panel. When you want to use the function, just press the key.

**Notes:**

*The dual-function keys allow programmed functions and short numbers to be combined on the same keys. Remove the transparent cover in order to write the name beside the key. Put the name referring to the programmed function in the field above the line to indicate that it is the primary function. If a function is already programmed on the key, this will be displayed when you start programming.*

*Programming of dial-by-name keys and individual abbreviated numbers are described in section "Abbreviated numbers" and how to program a new diversion address is described in section "Call forwarding".*




## Program a function

How to program a function on key A.

**Note:** *Some functions can also be programmed as individual abbreviated numbers, see section "Abbreviated numbers".*

- PROG


**Press (see display)**
- key

**Press (see display)**
- A 

**Press the desired programmable key**
- change

**Press (see display)**
- forward

**Select function code (see display)**  
See section "Function codes and required data".
- enter


**Press (see display)**
- 

**Enter associated number**  
See section "Function codes and required data".
- store

**Press (see display)**

**Continue with section "select ringing character"**

**or**

**Press to finish programming**  
After approximately 10 seconds, the function key is active.
- C 

**Select ringing character**



**Select ringing character (0-4)**

See section "Function codes and required data".

enter

**Press (see display)**

C



**Press to finish programming**

After approximately 10 seconds, the function key is active.

*Example :*

Program supervision of extension 204 on key A, with ringing character 1. For available function codes, see section "Function codes and required data".

prog

**Press (see display)**

key

**Press (see display)**



**Press the desired programmable key**

change

**Press (see display)**

forward

**Press until supervision is shown (see display)**

enter

**Press (see display)**

**2 0 4**

**Enter extension number**

store

**Press (see display)**

**1**

**Press to select ringing character**

enter

**Press (see display)**

C



**Press to finish programming**

## Function codes and required data

Programming name	Function name	Function code	Associated number	Ringling character
NAMECALL	Dial-by-name	10	Extension number	—
SUFFIX DIGIT	Camp-on	11	4	—
	Automatic callback	11	5	—
	Answer calls, another extension	11	6	—
	Radio paging	11	7	—
	Intrusion	11	8	—
EXTERNAL LINE	External line	12	Directory number of line	0-4
SUPERVISION	Supervision/Tel. attendance	13	Extension number	0-4
DEDIC. LINE	Intercom line	14	Extension number	0-4
BUSY LINE 2	Free on 2nd access	26	—	—
CONFERENCE	Conference	27	—	—
IMMED. ANSWER	Immediate answer	28	—	—
EXT. VOICE M.	External voice mail	34	—	—
HOLD	Hold	35	—	—
TRANSFER	Transfer	36	—	—
SAVE	Save/Redial	37	—	—
READ &	Read &	38	—	—
NUMB SECRECY	Number secrecy	40	—	—

**Note:** Accessible functions, depends on the programming of the system, if you require another function please contact your system administrator. The functions above are the default functions.

Ringling character:

0 =No ringing.

1 =Ringing.

2 =Delayed ringing (after 10 seconds).

3 =One single ringing signal (muted signal).

4 =One delayed ringing signal (after 10 seconds. Muted signal).

# Display Info

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

---

## Display info

When your phone is idle, the upper line shows general information. The mid line shows your name and extension number. The lower line presents lead texts for the menu keys.

```
12 May 10:35 +15°  
ANDERSEN ANDREAS      200  
directory              redial      Prog
```

During an internal call or an incoming external call the lower line shows the other party's name, extension number and status.

```
12 May 10:35 +15°  
BURNES BOBBY          201  SPEECH
```

**Status information**

Status information during internal calls:

BLOCKED	The called number is blocked.
BUSY	The called extension is busy.
CALLING	Incoming call.
CONFERENCE	Conference.
CONGEST	Congestion in the system.
DISPLAY RESTRICTED	ISDN call, "number secrecy" is activated on the called/calling extension.
FREE	The called extension is free.
FREE L2	The called extension is free on line 2.
INCOMPLETE	The number was incomplete.
INTRUSION	Intrusion.
NOT ALLOWED TO PICK UP FROM COB	Not allowed to pick up incoming calls from the common bell.
PARKED	The called extension has parked the call.
PARKED CALL	A call is parked.
RECALL	Recall from an individually parked call.
SPEECH	Speech mode.
UNAVAILABLE	The dialled number is unavailable.
UNKNOWN	Number unknown.
WAIT	Camp on mode.
⊗	The called extension has text info stored.
⊘	The called extension has voice info stored.
+15*^	Indicates outside temperature and tendency (up or down) if your telephone system is equipped with optional temperature sensor.

# Visible Signals

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

---

## Lamp indications



Extinguished lamp

The function is not active.



Steady light

The function is active.



Slowly flashing lamp

The line (or function) is put on hold.



Rapidly flashing lamp

An incoming call or message waiting.



Light with short breaks

Ongoing call.

# Audible Adjustments

In order to satisfy your personal needs, the BusinessPhone 250 and BusinessPhone 50 system is equipped with many options to set and adjust a personal volume and ringing signal.

---

## Handset and loudspeaker volume

Use the volume keys. You can set different volume levels for internal and external calls and for background music. During a call, adjust handset listening volume in handset mode. Adjust loudspeaker volume in monitor mode or during background music.



**Press to change the volume**

---

## Ringing signal

By programming, you can adjust ringing type (2 types), ringing volume (10 steps) and ringing character (10 characters).

PROG

**Press (see display)**

```

12 May 10:35  +15°
PHONE PROGRAMMING
key  short-no.  diversion  ringsig
  
```

ringsig

**Press (see display)**

Now you can select ringing type, volume or character.

### Ringling type

Select type 1 if you want to set the ringling volume at a constant level, select type 2 if you want gradually increasing volume when the phone rings.

type

**Press (see display)**

You will hear the selected type.

next

**Press to change (see display)**



**Press to finish the procedure**

*Note: When type 2 is selected, the programming of the ringling volume is not applicable.*

### Ringling volume

volume

**Press (see display)**

You will hear the selected volume (0...lowest volume, 9...highest).

lower

**Press lower or higher to change the level (see display)**



**Press to finish the procedure**

*Note: This programming is not applicable when you have selected ringling type 2.*

### Ringling character

character

**Press (see display)**

You will hear the selected character.

next

**Press to change (see display)**



**Press to finish the procedure**



## Melody programming

If you want a personal melody when your telephone rings, this can be programmed for internal-, external- or call-back calls.

**Note:** This function requires a certain release number of your telephone (for the Executive telephone it is R9B or higher, see the underside of your telephone). If you can enter "Melody mode" your telephone supports this function.

### Melody mode



**Press and hold to enter melody mode**

Melody Mode

**Enter programming mode to program a melody**

or



**Press to exit melody mode**

### Programming mode



**Press to enter programming mode**

Program Melody

**Select the call type you want to program**

**Line 1** 

**Press for internal calls**

or

**Line 2** 

**Press for external calls**

or

**Inquiry** 

**Press for call-back calls**

**Select programming mode options to control the melody**

### Programming mode options

*Insert notes:*



**Press to insert notes**

1=c, 2=d, 3=e, 4=f, 5=g, 6=a, 7=b, 8+=c, 9+=d

***Note:** If you press and hold a key you make a long tone (shown with a capital letter e.g. D).*

*Change the pitch steps:*

**#**

**Press to change**

Press once for sharp pitch, twice for flat pitch and three times to get the normal pitch.

*Insert a pause:*

**✕**

**Press to insert a short pause**

Hold the key to get a long pause.

*Change the octave:*

**0**

**Press to get a higher or lower octave for the note you have inserted**

It is higher when a plus sign is added beside the note.



*Scroll within the melody:*

**Press to move the cursor within the melody**

Hold the key to move to the beginning or the end.



*Erase note or melody:*

**Press to erase the note to the left of the cursor**

Press and hold to erase the whole melody.

**Line or Inquiry** 

*Store the melody:*

**Press the flashing line key**

**2nd** 

**Press to exit program mode**

You enter melody mode.

**Line 1** 

**Press to activate/deactivate the programmed melody for internal calls**

or

**Line 2** 

**Press to activate/deactivate the programmed melody for external calls**

or

**Inquiry** 

**Press to activate/deactivate the programmed melody for call-back calls**

**#**

**Press to exit melody mode**

# Tones and Signals

## Tones

Tones are audible in the handset.

### Dial tone

(System ready to accept digits)



### Special dial tone

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



### Ring tone

(Ringing signal to called party)



-repeated after 4 s

### Special ringing tone

(Ringing signal to line 2)



-repeated after 4 s

### Busy tone

(Called party is busy)



### Number unobtainable tone

(Called number not accessible or vacant)



### Blocking tone

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



### Verification tone

(Verification that ordered function is accessed)



### Intrusion tone

(Sent to all parties during intrusion)



### Conference tone

(Sent to all participants in a conference)



-repeated after 15 s

## Signals

Ringing signals are emitted from the phone.

**Internal ringing signal**



-repeated after 4 s

**External ringing signal**



-repeated after 4 s

**Automatic call-back  
signal**



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

# Write Text

It is necessary to write text, e.g. when you are typing absent information, sending a text message or searching the integrated telephone directory. Use the keypad to write text, e.g. when you are sending a text message. You have selected text mode.



Select characters by pressing digits repeatedly.

*Example :*

**5**

**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 national characters.



**Press to enter the character**

Moves cursor to next position. Use also for space.



Backspace to erase incorrect entry.

*Example :*



This sequence gives the word IN\_

**Note:** You can also write the following characters:

? - . , ! : / # \* ✕



**Press repeatedly**

# Glossary

## Abbreviated Number Dialling

Initiating a call to a pre-programmed number by dialling a code or pressing a key.

Short numbers can be:

1. *Common, which means that all extensions can use them.*

2. *Individual, which means that they are programmed and used by each extension separately (82 numbers).*

See section "Abbreviated numbers".

## Account Number

To place costs for external calls on a selected account number (up to 15 digits).

See section "Other useful facilities".

## Automated attendant

A facility which sends voice instructions to internal and external callers, providing all options which can be chosen. Voice instructions lead the caller to the desired destination.

See section "Other useful facilities".

## Call-back

An indication to a busy extension, to inform the person that you want to speak to him/her.

See sections "Internal messages" and "Outgoing calls".

## Camp on

To place (queue) a call to a busy extension.

See section "Outgoing calls".

## Counter

The counter keeps track of the time and cost of your calls. See section "Call metering".

## 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".

## Directory number

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

## Direct Inward System Access (DISA)

If you are working externally, the DISA function enables you to make external calls (long distance) via the company PBX. You only pay for the call to your company. See section "Other useful facilities".

## 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".

## Diversion Bypass

This is useful for letting urgent calls through to an extension where diversion is active.

See section "Call forwarding".

**Extension**

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

**Function code**

A digit code that corresponds to a specific function. See section "Programming".

**Hold**

To park a call. See section "During calls".

**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 three kinds:

1. *Pre-programmed text information.*
2. *Text information (only to display phones).*
3. *Voice information.*

**Intercom line**

A two-way direct call function between two extensions, for instance an executive-secretary communication.

See section "Other useful facilities".

**Intrusion**

To intrude on an ongoing call when a requested extension is busy. See section "Outgoing calls".

**IP call**

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

**ISDN**

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

**Least cost routing**

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

See section "Least cost routing".

**Loudspeaker paging**

All members of an extension group are "paged", i.e. receive a short, sharp tone on the loudspeaker followed by a voice message from the sender. See section "Group facilities".

**Mailbox**

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

**Message**

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

1. *"Call me" message.*
2. *Text message (only to a display phone).*
3. *Voice message.*

See section "Internal messages".

**Metering**

Outgoing external calls can be metered on individual call meters or specified account numbers. See section "Call metering".



**Mute**

To switch the microphone temporarily off.  
See section "During calls".

**Night switching**

Used for directing all incoming calls to one extension (answering position), for example when the office is closed. See section "Other useful facilities".

**Password**

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

**PBX**

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

**Pre-defined text**

Pre-programmed absent information.  
See section "Information".

**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".

**Tie line**

An external line from the private network.

**Transfer**

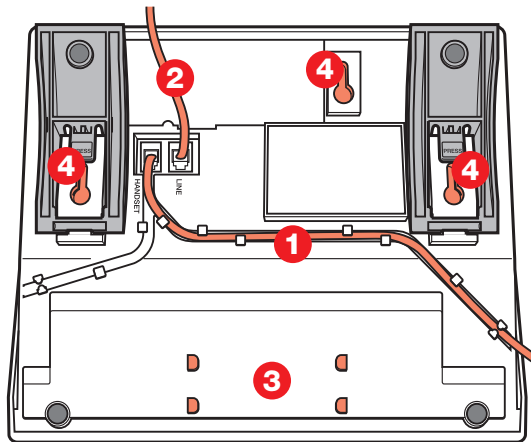
During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See section "During calls" and "Useful hints".

**Trunk line**

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

# Installation

## Install cables



- 1 Cable to handset
- 2 Cable to exchange
- 3 Space for personal directory list(optional)
- 4 Wallmounting screw holes

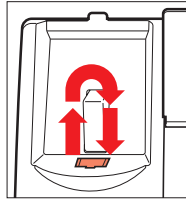
You can put the cable to the handset in any of the two notches underneath the telephone. The cable to the exchange has to be plugged in "LINE".

### Change cables

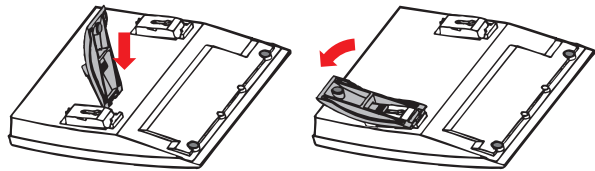
To remove a cable, push down the plug's stop. Use a screw-driver to unlock the stop.

## Wall mounting handset hook

When mounting on a wall, you have to pull out and turn the hook.

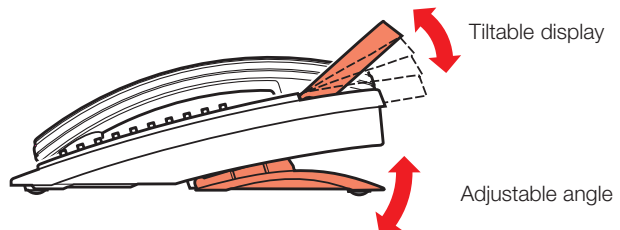
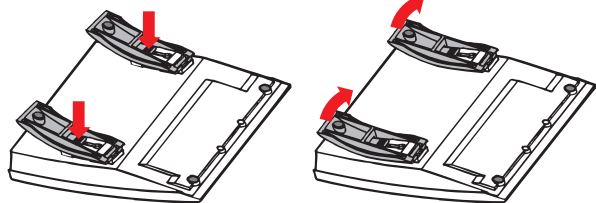


## Install stand and adjust telephone

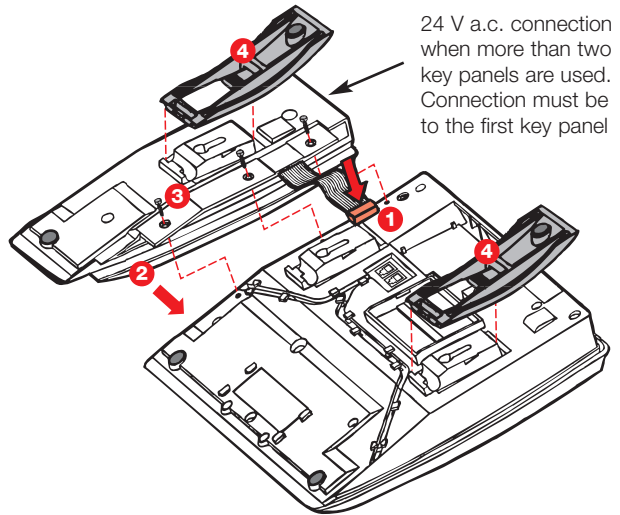


Press to decrease angle

Pull to increase angle



## Install keypanel



- 1 Connect cable
- 2 Attach key-panel unit
- 3 Secure with screws
- 4 Install stand

When connecting one or two optional key panels to your telephone the DBY 409 01 key panel may be used. No external power cables are required for this key panel, as power is supplied from your telephone.

However, if three or four key panels are to be connected, then the DBY 409 02 optional key panel must be used for all key panels connected to your telephone. Whereby, a 24 V a.c. power cable must be attached to the first key panel connected to your telephone to provide power to all key panels.

## Placing the telephone

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.
  - Do not place your telephone near sources of extreme heat, e.g. near the radiator.
  - Make sure that the line cable isn't creased.
- 

## Cleaning the telephone

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

## Useful Hints

### Connections between external lines

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

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

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

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered**
- **Try to avoid diverting calls to third parties before they have answered**
- **Cancel your calls by pressing the "Clear"-key**

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.

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## **BusinessPhone Designation Card Manager**

On the CD you will find helpful products and your user guide in electronic format.

### **Hardware requirements:**

CPU Pentium 200MHz, 64 MB RAM  
20 MB free memory on hard disk (optional)  
VGA 800\*600, 256 colors  
Sound card (recommended), CD-ROM drive (24x)

### **Software requirements:**

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

## **No CD-ROM?**

Please send an e-mail to:  
[businessphone.documentation@sea.ericsson.se](mailto:businessphone.documentation@sea.ericsson.se)  
and we will send you a personal copy  
for free!

## **Voice guide for the integrated mailbox system**

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



## Answer calls

Answer on another extension: **Ext. No.** **PICK-UP**

## Make calls

Common abbreviated number: **Abbreviated No.**

Individual abbreviated number: **2nd**  **Airport** 

Last external number redial: **\* \* \***

Save external number: **save**  
(Before you finish the call)

Redial: **redial**

## You get busy tone or no answer

Automatic call-back: **call-back**  
*Replace handset*  
*Lift handset when called back*


Camp on: **CAMP-ON**  
*Keep handset off hook*

Intrusion: **intrusion**

## During calls


Switch to handsfree:  *Replace handset*

Switch to handset: *Lift handset*


Group listening: 

Individual hold: **Line1**   
*Press flashing key to retake*

## Conference




Ongoing conversation: **Inquiry**  *Call 3rd party conf*

## Transfer

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


## Inquiry

Ongoing conversation: **Inquiry**  *Call 3rd party*

Refer back: **Line1**  **or** **Line2**   
**or Inquiry** 



End call: 






## Messages



Direct message: **Message**  **send**  
**Ext. No.** **send**  
**call-back** *Select type*

Check received messages: **Message**  **receive**  
*Select options in display*

## Call forwarding

Fixed diversion: **2nd**  **Diversion** 

Internal diversion:  **2nd**   
**Diversion**  **New No.**  
**2nd**  **Diversion** 

*Cancel internal diversion:* **2nd**  **Diversion** 

Follow me, re-direct from answering extension: **\* 2 1 \*** *Own No.* **\***  
*New No.* **#**

*Cancel from answering extension:* **# 2 1 \*** *Own No.* **#**

Bypass call forwarding: **\* 6 0 \*** *Ext. No.* **#**

External diversion: *Program:* **\* 2 2 \*** *Line access code*  
*External No.* **#**

*Cancel:* **# 2 2 #**

*Re-activate:* **\* 2 2 \*** **#**

Ericsson communications solutions for enterprise networks combine and improve advanced ways of exchanging information via voice, data, video and evolving future media.

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Our customers include owners of small to large enterprise networks, local as well as multinational. We also offer solutions for Internet service providers.

We deliver quality of service over converged networks. We provide staff with full onsite and offsite mobility.

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