

Dialog 5446 IP Premium IP Phone for MX-ONE™

USER GUIDE



Aastra

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1 Important User Information

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Hereby, Aastra Telecom Sweden AB, Box 42214, SE-126 17 STOCKHOLM, declares that this telephone is in conformity with the essential requirements and other relevant provisions of the European Directive 1999/5/EC (R&TTE Directive).



Details to be found at: <http://www.aastra.com>.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

HAC (Hearing Aid Compatible)

IMPORTANT SAFETY INSTRUCTIONS (ENGLISH)

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Use only the power cord indicated in this manual.

SAVE THESE INSTRUCTIONS

IMPORTANTES MESURES DE SÉCURITÉ (FRANÇAIS)

Certaines mesures de sécurité doivent être prises pendant l'utilisation de matériel téléphonique afin de réduire les risques d'incendie, de choc électrique et de blessures. En voici quelquesunes:

- Ne pas utiliser l'appareil près de l'eau, p.ex., près d'une baignoire, d'un lavabo, d'un évier de cuisine, d'un bac à laver, dans un sous-sol humide ou près d'une piscine.
- Éviter d'utiliser le téléphone (sauf s'il s'agit d'un appareil sans fil) pendant un orage électrique. Ceci peut présenter un risque de choc électrique causé par la foudre.
- Ne pas utiliser l'appareil téléphonique pour signaler une fuite de gaz s'il est situé près de la fuite.
- Utiliser seulement le cordon d'alimentation indiqué dans ce manuel.

CONSERVER CES INSTRUCTIONS

2

INTRODUCTION

These directions for use describe the user procedures to handle the features available for the Dialog 5446 IP phone (also known as DBC 446).

This document is valid for MX-ONE Telephony System — Telephony Switch and MX-ONE Telephony System – Telephony Server. Whenever only one system is applicable, this is specifically stated in the document.

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

Not all exchanges are equipped with all features. By categorization, it is possible to vary the number of features assigned to each individual extension. This can affect the display information. The person (department) responsible for telecommunications in your organization will inform you which features that have been assigned to you.

The Dialog 5446 IP phone conforms to the H.323 and the SIP standards. To find out which protocol is active, refer to 4.5 Software Version and Communication Protocol on page 25.

The phone supports Dynamic Host Configuration Protocol (DHCP) for determination of IP addresses.

Note: Be careful not to keep credit cards near the phone, since they may be demagnetized due to the strong magnets in the phone.

This phone can be used without lifting the handset. When stated Lift the handset before dialing a procedure or a phone number you can also dial directly without lifting the handset.

For more information, see 3.8.1 Using the Headset on page 20.

Important Safety Instructions

Save these instructions. Read these safety instructions before use!

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

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

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

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

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

Headsets used with this equipment must comply with EN/IEC 60950-1 and for Australia AS/NZS 60950.1-2003.

Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.

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

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

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

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

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

Disposal of the Product

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

3

Dialog 5446 Description

The Dialog 5446 IP phone (also known as DBC 446) has a backlit display with a 478 x 270 pixel color touch screen. Most features are activated from the display, and the phone is equipped with a stylus for this purpose. For more information on the display, see 3.3 Display on page 12.

Note: Clean the phone with a cloth slightly moisten with a mild soap solution.



Figure 1: Dialog 5446 IP: Front View

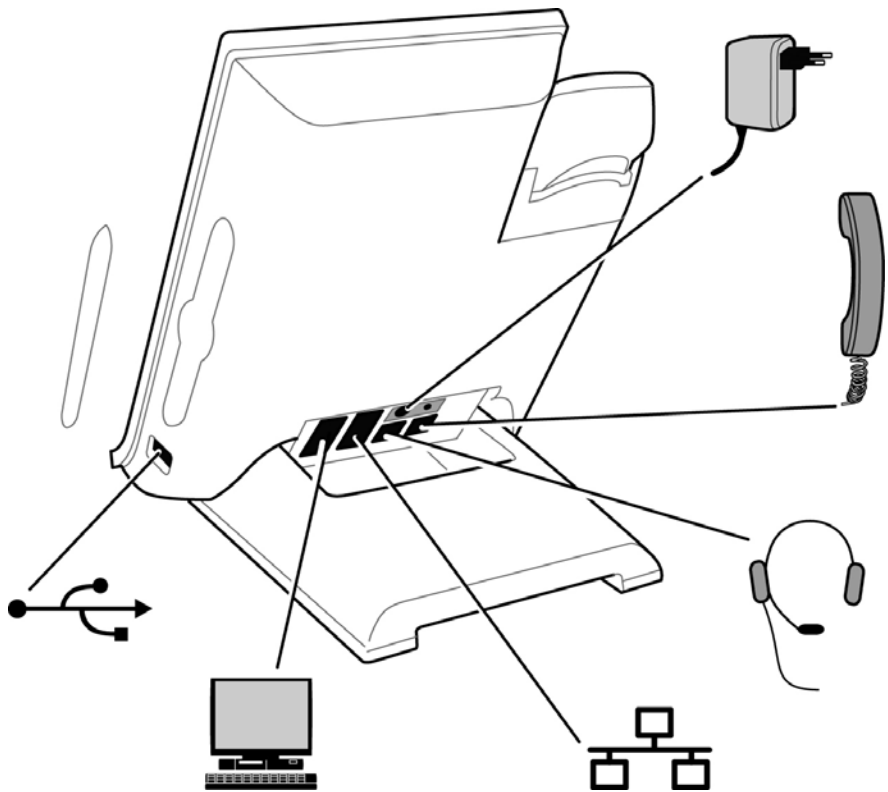
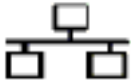
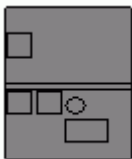


Figure 2: Dialog 5446 IP: Back View

All connections at the back of the phone are marked for easier identification. The tiltable stand makes it easy to connect the cables, and allows you to adjust the angle of the phone.

Table 1 Phone Connections

Connection	Description
	(Optional) The phone is powered by an external 24 V AC/DC adapter (see details below) or, alternatively, over a Power over Ethernet (PoE) capable hub. If you use the external power adapter, connect one end of the adapter to the phone connection marked “POWER”, and the other end to a power outlet. If you use the PoE connection, you only have to connect the phone to the LAN.
	Connect one end of the Ethernet cable to the phone connection marked “LAN”, and the other end to a LAN connection. The phone conforms to the 802.1x standard for LAN authentication.

	If the telephone is equipped with a gigabit Ethernet unit (DBY 412 02) and connected to a 1 gigabit LAN, it can be powered by a power adapter, or by a power hub. If the telephone has the gigabit Ethernet unit installed, and is connected to a 10/100 megabit LAN, the telephone has to be powered by a power adapter. The alternative is to remove the gigabit Ethernet unit.
	Connect one end of the PC cable to the phone connection marked "PC", and the other cable end to a RJ45 connection on your PC. When the phone is starting up (booting), a connected PC will lose network connection for a few seconds.
	(Optional) You can connect a headset to the phone connection marked "HEADSET".
	Connect the handset to the phone connection marked "HANDSET".
	USB connection. Currently not used.

Note: The phone does not work during power failure, unless powered through a PoE.

The phone can be powered either from the network or from a 24 V AC/DC plug-in power adapter. Only use the 24 V AC/DC plug-in adapter (power supply) listed below, or an adapter approved by your local retailer.

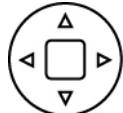
Product Number
RES 141 316/1

Power Rating
20VA 230V/24V

3.1 Keypad

The phone is equipped with a standard alpha numeric keypad and 7 function keys used for the most basic telephony functions, see table below. Most other telephony functions are invoked from the display, see 3.3 Display on page 12.

Table 2 Dialog 5446 Function Keys

Key	Function
	Press the loudspeaker key to enable handsfree connection.
	Press the volume control keys to adjust the volume level of the ring signal and incoming speech in the handset, headset, or loudspeaker. Press the left volume control key to turn down the volume level, and the right volume control key to turn up the volume level.
	Press the headset key to enable headset connection. Press and hold down the headset key for 4 seconds to activate the headset preset mode. Leave the headset mode by pressing the <i>speaker key</i> for 4 seconds (see above).
	Press the mute key to turn off the microphone in speech state. This is useful when you do not want the person at the other end of the line to hear what you say to your colleague. If you press the mute key when the phone is in idle state, silent ringing is activated. Deactivate silent ringing by pressing any key.
	Press the clear key to disconnect an ongoing call if you are using the handsfree mode. In idle mode, you can press C to exit a page, expect from the internet page.
	Press the navigation key to move between display tabs, to select menu items in a menu, and to move between fields in a screen. Press up, down, left, or right on the navigation key to move between items in a display window, and press the square in the middle of the navigation key to select an item, to enter information you have typed, or to confirm an action.

3.2 Navigation

Typically, you can highlight and select a display item such as an option or a setting in one of the following ways:

Highlight the item using the navigation key and select it by tapping the **Select** button (or relevant button).

Highlight and select the item by tapping it with the stylus or with your finger.

Note: To return to the previous page, press ↶ repeatedly

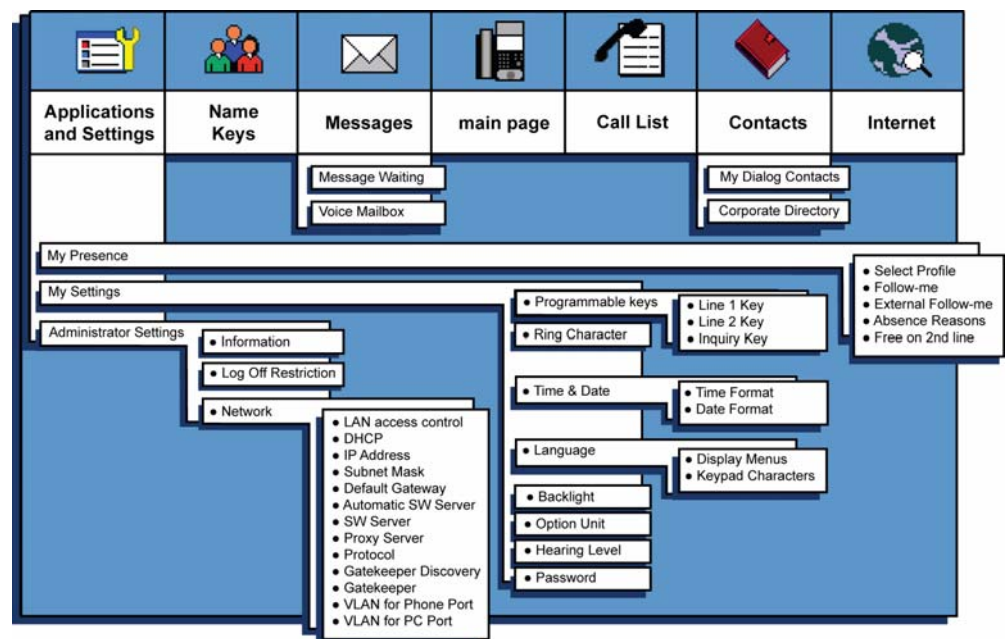


Figure 3: Menu Structure

3.3 Display

In the Dialog 5446 IP phone, most functions are invoked from the display. When you have logged on to the phone, the main page is displayed, see below.

Note: The look of the page may vary depending on which features are activated.



Figure 4: Display Menu

The top of the display contains a menu bar with tabs that each open a page where you can access a number of services that are available for your extension. The tabs are, from left to right, *applications and settings*, *name keys*, *messages*, *main page*, *call list*, *contacts*, and *internet*.

In idle mode, and when you log on to your phone, the main page is displayed by default. The main page contains the following information:

- The right, central area of the page displays the date and time, as well as the name and number of the user logged in on the extension. Icons indicate the ring volume for your extension, or that there are messages in your mailbox (if available), as well as activated features such as Follow me or Free on 2nd.

When you receive a call, the caller's number and possibly name are displayed here.

- The left central area of the page displays status information on certain services for your extension. It also contains information on how an incoming has been obtained, directly or by transfer.

When you make a call, the called party's number and possibly name are displayed here. The called party's status (that is, free, busy, and so on) is displayed here.

During an ongoing call, a new incoming call may be indicated by the Line 2 button, provided that the Free on 2nd feature has been activated (available in H.323 phones only).

- The bottom area of the page contains buttons as well as information on number of missed calls.

3.3.1

Menu Tabs

The menu tabs appear in the menu bar at the top of the display window. To open a page, tap the tab icon.



Tap the applications and settings tab to open the **Applications and Settings** page, which contains the sub-pages **My Presence**, **My Settings** and **My administrator Settings**.

For information on presence settings, see 15.1 Presence Settings on page 76.

For information on telephone settings, see 15.2 Telephone Settings on page 77.

Most administrator settings are blocked from changing, but can be viewed by the user. See 15.3 Network Settings on page 81.



Tap the name key list tab to open the **Name Keys** page, where you can store frequently used phone numbers for easy access. For more information on Name Keys, see 6.7 Name Keys on page 37.



Tap the messages tab to open the **Messages** page, where you can retrieve your messages.



Tap the telephony tab to open the **Telephone** page. This page is the default screen where you make and receive calls, set presence options, log off the phone, and so on. For detailed information on how to make and receive calls, see 5 Incoming Calls on page 26 and 6 Outgoing Calls on page 29.



Tap the call list tab to open the **Call List** page.

The phone keeps a call list of 50 positions listing answered incoming calls, outgoing calls, and missed and rejected calls. Next to the number, you can see how calls have been made from that number.

When you select a contact number in the call list, that number is highlighted and appears as a button. To call the number, tap the button. There is a position indicator showing where in the phone book the present page is located.

In case of power failure, or if another user (extension number) logs on from this phone, the call list is cleared. For information on how to use the call list, see 6.5.2 Redial a Call from the Call List on page 36.



Tap the contacts tab to open the **Contacts** page. For more information on contacts, see 9 Managing Contacts on page 52.



Tap the web browser tab to open the **Internet** page where you can enter web address you wish to load. For more information on the web browser, see 16 Web Browser on page 82.

3.3.2

Message Icons

On the right side of the main page, a number of message icons may appear in different situations. The icons are described below.



System warning. Indicates reduced system access, which means that some features may not work. Reduced system access occur when the phone is registered to another exchange than the usual one.



Silent ringing/mute. Indicates that the ring signal is switched off. The icon appears in the same position as the volume level bar.



Volume level. Depending on the mode, this icon indicates the volume level of the ring signal, the speech level of the ear piece, or the headset volume.



Headset. Indicates that incoming and outgoing calls will be connected to the headset when you answer or make a call without lifting the handset.



Incoming call. Indicates an answered incoming call.



Outgoing call. Indicates an answered outgoing call.



Missed call. Indicates a missed incoming call.



Follow me. Indicates that all incoming calls are forwarded to another extension. Tap the icon to reset the follow-me settings.



Message. Indicates that you have one or more unread messages waiting. You can retrieve the messages by tapping the message tab in the top menu bar. When you have read the message, the icon changes so that it looks like an open envelope.





Soft keyboard. The built-in soft keyboard appears as an icon on pages where it is possible to enter text, for example when you want to add a contact by typing the name and number manually. Tap the icon to enlarge the keyboard. By tapping the keyboard buttons at the bottom of the soft keyboard, you can change character sets, and switch between numbers and letters.



Free on 2nd line (Available in H.323 phones only). Enables you to receive a second incoming call.



Callback. When you call a number and receive a busy tone, or there is no answer, you can order automatic callback for that number. As soon as the extension or line becomes free (or, when there is no answer, when the extension has been used), you will be called back.

3.4 Indicator Lights

Instead of LED indicators on the phone keys, the IP phone has indicator lights built into the display buttons. The indicator lights indicate line status using different flash patterns, see below.

Off	Indicates idle status
Fast blinking	Indicates an incoming call
Steady glow with fast blinking	Indicates a busy line

3.5 Tones and Signals

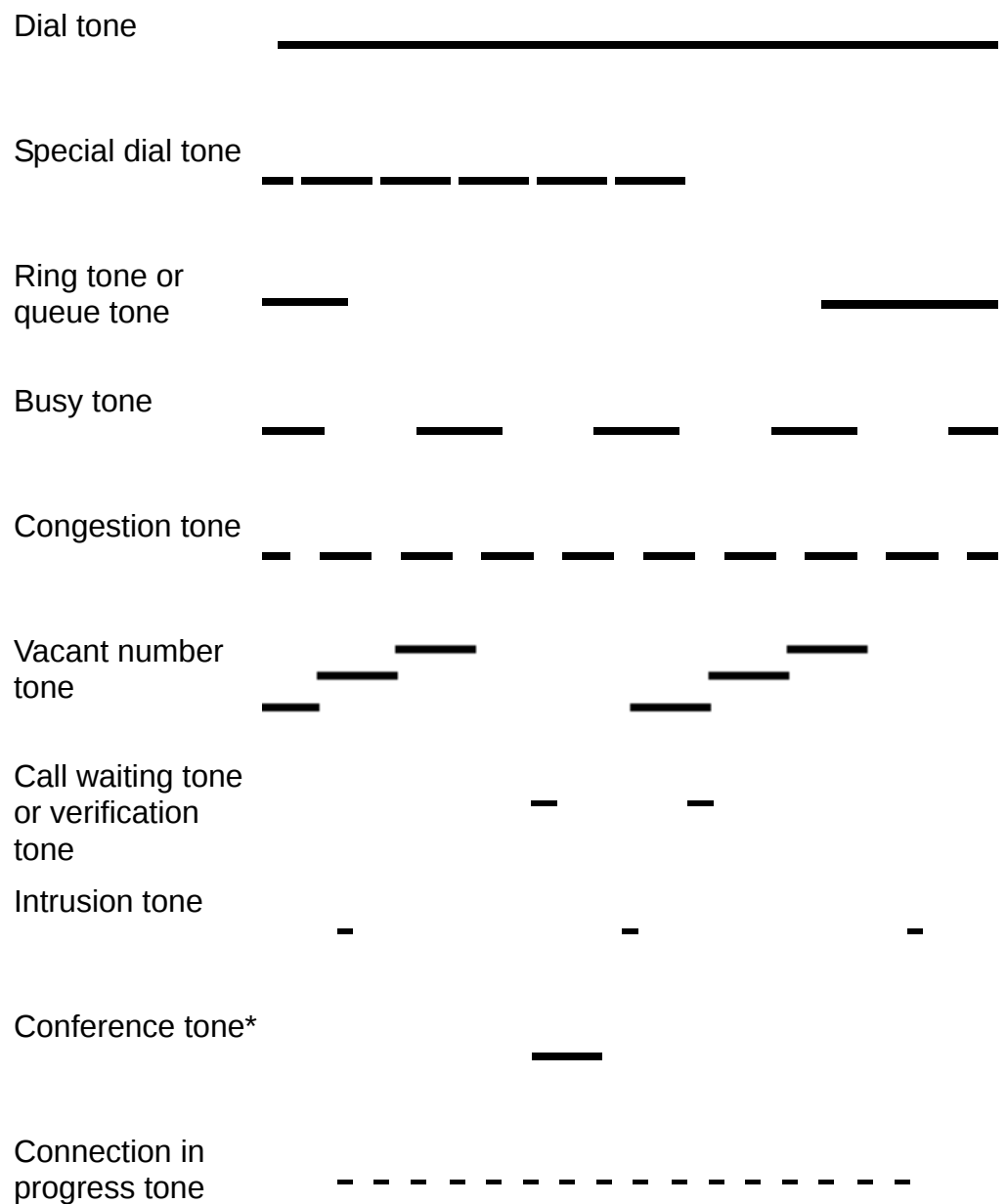
The Ring Signals settings page contains the **Ring tone** and **Select Ring Melody** settings. You can choose between 10 different ring tones (between 0 and 9) and a number of ring melodies. In order to distinguish between internal, external and call back calls, the signal you choose will be used with different ring cadences/characteristics for each call type.

You can also distinguish between callers by giving each phone number its own ring signal.

This section describes the ring signals and tones characteristics available in the phone.

3.5.1 Tone Characteristics

The ring tones have the following cadences depending on the meaning:



* The conference tone can be disabled by the system administrator.

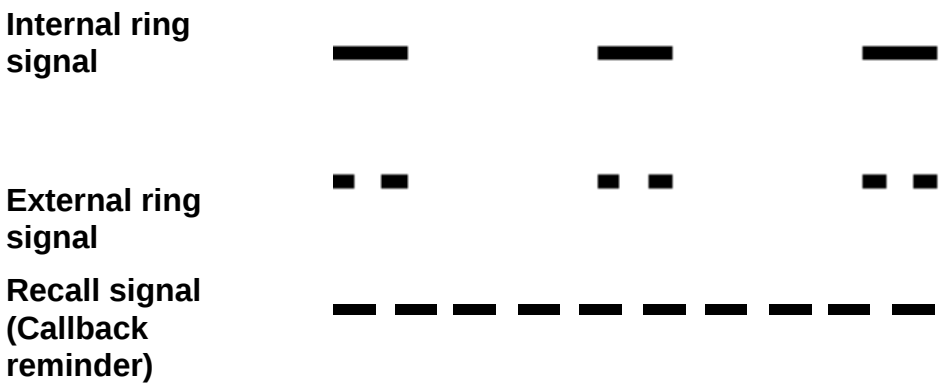
Note: The ring tones differ depending on the country where the phone is being used.

3.5.2

Ring Signals

At an incoming call on the free on second line, the phone rings only the first period and with a low level. This is valid for both the internal and external ring signal.

The following types of ring signals are available:



Note: The ring signals differ depending on the country where the phone is being used.

3.5.2.1 **Ringing Volume**

To adjust the ring volume, press the - and + keys on the phone in idle mode (when no call is connected), or when the phone is ringing.

3.5.2.2 **Silent Ringing**

Pressing the **mute key** when the phone is ringing or is in idle mode, activates the *silent ringing* mode. This means that the tone ringer will be inactivated for incoming calls. When there is an incoming call, the **Line 1** or **Line 2** button is flashing. The silent ringing mode remains active until you press any key. The silent ringing mode is indicated by the mute icon,  .

3.6 **Display Text**

The text received from CSTA is shown on the left central area of the Telephony top tab.

If any other features like Direct Diversion or Follow Me are already activated then the display information for the features is shown in the second tab below the "Display Text" tab.

3.7 Handset and Speakerphone

3.7.1 Handsfree

Most features are described using the handset. However, you can answer and make calls without using the handset.

3.7.2 Using the Handset and the Headset

In handsfree mode, you do not lift the handset to start a procedure, and instead of replacing the handset after a call, you press the **C** key (Clear).

Note: Everything that works with the handset, also works with the headset.

3.7.3 Using the Speakerphone

Using handsfree with the loudspeaker enables you to dial a number, and monitor the progress of a call.

Note: Make sure that the phone is placed on a flat surface, otherwise the handsfree feature may not work properly.

Answer a call

Tap the line button that indicates an incoming call (the button's light indicator is blinking).

Make a call

Dial the number you want to call. When someone answers, the speakerphone is activated. You can then either pick up the handset, or continue to use the speakerphone.

Clear a call

Press the **C** key.

Switch from speakerphone to handset

Lift the handset.

Switch from handset to speakerphone

Press  and replace the handset.

Switch from speakerphone to headset

Press .

Switch from headset to speakerphone

Press .

3.8 Headset

3.8.1 Using the Headset

Using a headset enables you to make and receive calls without using the handset.

Make a call

Press  and dial the desired number and. In headset preset mode, you are not required to press the headset key.

Receive a call

Press .

Switch from headset to handset

Lift the handset.

Switch from handset to headset

Press  and replace the handset.

Clear a call

Press the **C** key.

3.8.1.1 Call Handling through the Line Buttons

By default, the phone is set to connect calls to the loudspeaker when you answer incoming calls, or when you make calls by tapping a **Line** button. This default setting is known as the *loudspeaker preset mode*. When you dial a number without lifting the handset, the call is also connected to the loudspeaker by default.

When you use a headset, you can switch to the *headset preset mode* to have calls connected to the headset. If the *headset preset mode* is activated and you press , the call is connected to the loudspeaker.

Activating Headset Preset Mode

To activate the headset preset mode, press  and hold down for 4 seconds. When you hear a ring signal, and the headset icon appears in the display to the right, the headset preset mode is activated.

Deactivating Headset Preset Mode

To deactivate the headset preset mode, press  and hold down for 4 seconds. When you hear a ring signal, and when the headset icon disappears from the display to the right, the headset preset mode is deactivated.

Note: The *headset preset mode* can only be activated and deactivated when the phone is in idle mode. When you lift the handset to answer an incoming call, the call is automatically connected to the handset, regardless of which *preset mode* is active.

4 Starting the Phone

4.1 Starting and Logging On

Depending on the settings in your network and telephony system, the start up procedure may differ from phone to phone. Check the display on your phone and read the relevant sections in this chapter to continue with the startup procedure.

When the phone is connected to the network, your phone automatically initiates the startup procedure when the power is connected to the phone.

After a power failure the phone restarts automatically.

Note: During power-up, the phone display is black for a little while.

LAN access control

Your phone might require a network authentication to gain access to the network. You then have to enter a valid user identity and password.

Note: The user identity and password used for the LAN access control are not the same as the extension number and Personal Identification Number (PIN) or password you use to log on to the telephony system. Contact the system administrator to obtain a new password or change an old password.

1. On the main page, tap the **Enter User ID** field and enter your user identity (typically the extension number).

If you need to edit the input, tap the **Erase** button.

2. Tap the **Enter password** field and enter your password. If you need to edit the input, tap the **Erase** button.

Note: You can enter the password from the keypad on the phone, or from the soft keyboard in the display.

3. Tap the **Log on** button to continue the startup procedure.

If your user identity and password are not accepted, an error message is displayed. Contact your system administrator.

Continued startup procedure

After you have logged on successfully, the display shows the logon progress. When the self test, has been successfully completed, the phone either logs on automatically, or prompts you to enter your extension number and PIN or password.

Update software

If the system detects new software, the following display appears during the startup procedure:

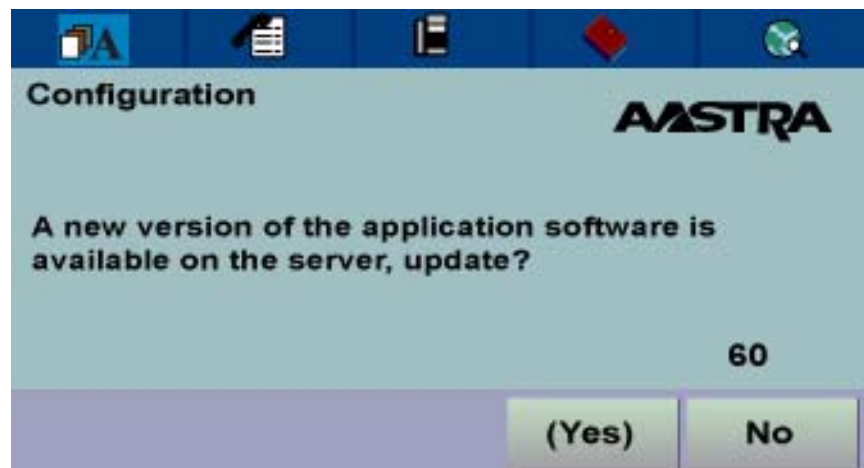


Figure 5: Software Update Screen

You have two options:

Select **No** to skip the update and keep the current software version.

Select **Yes** to start downloading the software update from the software server. The update process takes approximately 60 seconds to complete, and the progress is displayed on screen.

If you do nothing, the software update will start automatically after 60 seconds. In the lower right corner of the window, a counter indicates how many seconds remain before the automatic update will start.

Note: Be careful not to disconnect the phone during the update since a power failure during the software update will require you to restart the update.

4.2 Logon Options

Depending on the user logon settings, your phone may require a logon.

Note: Changing the logon settings requires administrator rights.

There are three logon options:

Log Off Allowed: You are allowed to log on and log off the phone. This is the most common option.

Default Number Used: The phone is always logged on with a default number. You cannot log on or log off. This option can be used for phones in conference rooms, receptions, and so on.

Permit Individual Log On: The phone is always logged on with a default number, as in option 2 above, but you can log on with your own extension number and get your personal categories. This option can be used in a free seating environment.

To view which option is active in your phone, see 4.3.1 Viewing the Logoff Restriction Settings on page 24.

When the phone is used with MX-ONE Telephony Server a PIN is used to log on (register) to the telephony system. The following is valid:

- Only digits can be used as PIN
- It is possible for the user to change the PIN, see 15.2.8.1 Change PIN on page 81
- The PIN is the same as the individual authorization code, see 14.3 Authorization Code on page 63

4.2.1

Option 1: Log Off Allowed

The phone must be logged on (registered) to the telephony system.

When the log on screen appears, do the following:

1. Enter your personal extension number in the **Log on with** field. The extension number that was used for the last logon is automatically displayed. To clear the field and enter a new number, tap **Erase**.
2. If you are prompted for a PIN or password, enter your PIN or password in the **Enter PIN or password** field.

Note: You can enter the password from the keypad on the phone, or from the soft keyboard in the display.

3. Tap **Log on**. The display shows your extension number and name, and the phone is now ready to use.

Note: If the emergency call function is disabled, the text *For SOS calls, dial 112* is not displayed. For more information on emergency calls, see 6.3 Emergency Calls (SOS Calls) on page 35.

4.2.2

Option 2: Default Number Used

The idle mode screen is displayed, and the phone is ready to use.

Note: It is not possible to log off a phone that has been programmed for this option.

4.2.3

Option 3: Permit Individual Log On

The phone is logged on with the default number, but you can log on with your individual number and get your personal categories.

To log on with your personal number, do the following:

1. On the main page, tap **Log off** to log off the current user.
2. When the message **Log off?** appears, tap **Yes** to confirm. The logon display appears.
3. Enter your personal extension number in the **Log on with** field. To clear the field and enter a new number, tap **Erase**.
4. If you are prompted for a PIN or password, enter your PIN or password in the **Enter PIN or password** field.

Note: You can enter the password from the keypad on the phone, or from the soft keyboard in the display.

5. Tap **Log on** again. The display shows your extension number, and the phone is now ready to use.

Note: When you log off your personal extension number, the phone settings automatically return to the default number. Also, the phone is automatically logged off with your individual number during the night and logged on with the default number.

4.3

Logging Off the Phone

To log off from the phone, do the following:

1. On the main page, tap the **Log off** button.
2. When the message **Log off?** appears, tap **Yes** to confirm. The logon display appears.

4.3.1

Viewing the Logoff Restriction Settings

Changing the logoff restriction settings requires administrator rights, but you can view the current settings.

To view the current logoff restrictions settings, do the following:

1. Tap  to open the **Applications and Settings** page.

2. Select **Administrator Settings** and then **Log Off Restriction**.

For a description of the log off restriction settings, see 4.2 Logon Options on page 22.

Note: The logoff restriction currently selected is marked with a filled radio button.

3. Tap  until you return to the main page.

4.4 Free Seating

The free seating function exists by logging on an IP extension user on any IP terminal.

Note: The free seating function by using the procedure * 11 * n # is not applicable.

4.5 Software Version and Communication Protocol

You can check which software version is currently installed in the phone. You can also view which communication protocol is active: H.323 or SIP.

Note: SIP support will be available during 2008.

To view the software version and protocol, do the following:

1. Tap  to open the **Applications and Settings** page.
2. Select **Administrator Settings, Information**, and then **Log Off Restriction**.

These are the log off restriction settings:

Protocol

Can be either H.323 or SIP.

Software version

The currently installed software version. The system automatically checks for new software versions, and when an update is available, a message appears during logon, asking you if you want to install it.

3. Tap  until you return to the main page.

5 Incoming Calls

Incoming calls are indicated by a ring signal and a presentation of name or number or both on either line button.

The ring signal differs depending on whether the incoming call is internal or external:

- Internal calls are identified by one long signal followed by a long pause.
- External calls are identified by two short signals followed by a short pause.

5.1 Answer Calls

An incoming call is indicated by a ring signal and a flashing indicator lamp.

Handset: Lift the handset. The call is automatically received on **Line 1**.

Handsfree: Press the **Line 1** button to answer without lifting the handset. (You can then switch to the handset simply by lifting the handset.)

To reject an incoming call, tap the **Reject** button.

5.2 Automatic Answer

With the automatic answer feature, a call is answered automatically in handsfree mode. This means that you get speech connection without having to perform any action. The feature is set by the system administrator.

There are two optional settings for the automatic answer feature:

- **With delay:** One ring signal is heard before the call is answered.
- **Without delay:** The call is answered immediately, no ring signal is heard.

Changing the automatic answer setting requires administrator rights, but you can view the current settings.

To view the automatic answer settings, do the following:

1. Tap  icon at the top menu bar.

2. Select **Administrator Settings** and then **Auto answer**. The current setting is displayed.

5.3 Answer a Second Incoming Call

(Available in H.323 phones only)

If your phone is set to use the H.323 protocol, you have the option of using two access lines for incoming and outgoing calls (**Line 1** and **Line 2**) and a third access line for outgoing calls only (**Inquiry**). All lines have the same extension number. This feature is called *triple access line*.

You normally make and receive calls on **Line 1**, and you make inquiry calls by tapping the **Inquiry** button. **Line 1** is the main line for incoming and outgoing calls. **Line 2** is reserved for *incoming calls* when Line 1 is busy, and **Inquiry** is reserved for *outgoing calls* when Line 1 is busy.

When you tap line key, the ongoing call is automatically put on hold. To terminate the ongoing call, press **C** before answering the second call by tapping the line button.

Before you can use the triple access line you have to activate **Free on 2nd line** by tapping  in the middle right area of the display. When Free on 2nd line is activated, a second incoming call is indicated by a blinking Line 2 button and a presentation of number (and possibly name) of the second caller.

5.4 Picking Up Calls

You can answer calls to your extension from another phone. This feature is known as *picking up calls*.

To pick up a call, do the following:

H.323 Phones

1. Lift the handset and wait for a dial tone.
2. Dial the extension number and wait for a busy tone.
3. Tap the **CallPickUp** button. Start the conversation.

SIP Phones

1. Lift the handset and wait for a dial tone.
2. Dial the extension number, tap the **Call** button, and wait for a busy tone.

3. Press the numeric key **8** and start the conversation.

5.5 Parallel Ringing

Parallel ringing makes it possible for an incoming call to ring several phones simultaneously and for the call to be answered on any of the ringing phones. The main advantage is that you do not risk losing any incoming calls.

The parallel ringing feature requires that all phones that should be included be defined in a parallel ringing list, which is set up by the system administrator. Only calls to a predefined main extension will be distributed to the phones on the parallel ringing list. Incoming calls to other extensions will ring only on their respective extensions. You can deactivate parallel ringing temporarily. To answer a parallel ringing call, lift the handset on any of the ringing phones.

5.5.1 Disabling Parallel Ringing

To temporarily deactivate parallel ringing, you activate Follow-me.

Deactivating On Your Phone

To deactivate parallel ringing on one phone in the parallel ringing list, activate Follow-me to *the main extension*. For more information on Follow-me, see 8 Call Forwarding on page 44.

Deactivating On All Phones

To deactivate parallel ringing on all phones in the list, activate Follow-me to *all extensions except the main extension*. For more information on Follow-me, see 8.1.1 Ordering Follow-me From Own Phone on page 45.

5.5.2 Restoring Parallel Ringing

To restore parallel ringing, you deactivate Follow-me.

Restoring On Your Phone

To restore parallel ringing on one phone in the list, deactivate Follow-me to *from that phone*, see 8.1.2 Canceling Follow-me From Your Own Phone on page 45.

Restoring On All Phones

To restore parallel ringing on all phones in the list, deactivate Follow-me *from these phones*, see 8.1.4 Canceling Follow-me from Another Phone on page 47.

6 Outgoing Calls

6.1 Making Calls

6.1.1 Calling an Extension

To make a call to another extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the desired *extension number* and wait for an answer.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the desired *extension number*, tap the **Call** button, and wait for an answer.

Note:

Note: Instead of dialing the number using the keypad, you can use speed dialing keys. For more information, see 6.6 Speed Dialing on page 37. (For SIP phones you always have to tap the **Call** button in order to initiate a call.)

6.1.2 Calling an External Number

To make an external call, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the *external access code* and the desired *external number* and wait for an answer.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the *external access code* and the desired *external number*, and tap the **Call** button.

Note: Instead of dialing the number using the keypad, you can use speed dialing keys. For more information, see 6.6 Speed Dialing on page 37. (For SIP phones you always have to tap the **Call** button in order to initiate a call.)

6.1.3 Called Extension has Message Diversion Enabled

When a caller is calling to a party which has message diversion active, the caller's display shows the absence information and the caller can manually request to be diverted by pressing the soft key or the * key. Otherwise the call will be terminated after a timeout.

6.2 When You Receive a Busy Tone or No Answer

When the number you have called is busy or does not answer, you have several options available: try again later, or order automatic callback, call waiting, or intrusion.

6.2.1 Callback

When the number you have called is busy or does not answer, you can request automatic callback. You can only have one callback on a busy external line activated at the same time.

While you are waiting for a call back answer, you can make and receive calls as usual.

You can request automatic callback in the following cases:

If the extension you have called (in your exchange or in your private network) is busy or does not answer. You can have several callbacks activated at the same time.

(Available in H.323 phones only) If all external lines are busy. You can have only one callback on busy external line activated at the same time.

As soon as the extension or line becomes free (or, when there is no answer, when the extension has been used), you will be called back.

Note: When you return to the office, you can tell the system that you are present by lifting the handset and immediately replacing it.

6.2.1.1 Ordering Callback

To order callback, do the following:

H.323 Phones

- 1) Tap the **Callback** button.
- 2) Replace the handset when the callback indicator icon is highlighted.

SIP Phones

- 1) Press the numeric key **6**.
- 2) Replace the handset when the callback indicator icon is highlighted.
- 3) When the phone rings, lift the handset (or press the loudspeaker button to use the speakerphone). You will hear the connection tone.

6.2.1.2

Answering Callback

As soon as an external line becomes free, you will be called back. Then lift the handset (or press the loudspeaker button to use the speakerphone). You will hear the connection tone. You have to answer within 8 seconds, otherwise the callback is cancelled. When you answer, the system calls the number you have requested for callback

6.2.1.3

Canceling all Callbacks

To cancel all callbacks, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 #. The callback indicator icon is turned off.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 # and tap the **Call** button. The callback indicator icon is turned off.
- 3) Replace the handset.

This procedure cancels callbacks to internal parties, busy extensions in private network, and busy external lines.

6.2.1.4 Canceling a Single Callback

To cancel a single callback, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 * *extension number* #. The callback indicator icon is turned off.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 * *extension number* # and tap the **Call** button. The callback indicator icon is turned off.
- 3) Replace the handset.

6.2.1.5 Canceling Callback when all External Lines are Busy

(Available in H.323 phones only)

To cancel a callback to one external line, do the following:

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 * *route access code* #.
- 3) Replace the handset.

6.2.2 Callback when all External Lines are Busy

6.2.2.1 Ordering Callback when all External Lines are Busy

When all external lines are busy, you can request a callback. To request callback, do the following:

H.323 Phones

- 1) Tap the **Callback** button and wait for a dial tone.
- 2) Dial the complete external number, part of it or no number.
- 3) Dial #. The callback indicator icon is highlighted.
- 4) Replace the handset.

SIP Phones

- 1) Press the numeric key **6** and wait for a dial tone.
- 2) Dial the complete external number, part of it or no number.
- 3) Dial **#** and tap the **Call** button. The callback indicator icon is highlighted.
- 4) Replace the handset.

6.2.2.2

Answering Callback when all External Lines are Busy

(Available in H.323 phones only)

When you try to make a call and hear a congestion tone instead of a dial tone, it means that all external lines are busy.

As soon as an external line becomes free, you will be called back. Then lift the handset (or press the loudspeaker button to use the speaker-phone). You have to answer within 8 seconds, otherwise the callback is cancelled. When you answer, the external number you have called is automatically transmitted, but you may have to dial any remaining digits.

6.2.3

Call Waiting

If the calling party has activated the **CallWaiting** feature in their phone, and the system administrator has configured your phone to accept CallWaiting calls, the Line 2 button blinks to indicate that a second incoming call is waiting.

6.2.3.1

Activating Call Waiting

To send a call waiting signal to the busy number, do the following:

Tap the **CallWaiting** button or press the numeric **5** when you get a busy tone.

Note: If the CallWaiting feature cannot be used due to categorization, you will continue to hear a busy tone.

If the busy extension ignores the CallWaiting indication, you can order automatic Callback, see 6.2.1 Callback on page 30.

6.2.3.2

Answering a Call Waiting Signal

To answer a waiting call, tap **Line 2**. The first call is put on hold automatically. To terminate the ongoing call, press **C** before answering the second call by tapping the line button.

If you need to get through to a busy extension, you can inform the extension that there is a call waiting. Call Waiting is indicated either by a tone (if the busy extension is an analog phone extension), or as a second call (if the busy extension is a digital system phone or an IP phone).

Note: If the called extension does not accept Call Waiting signals, you will continue to hear a busy tone. If the busy extension ignores the Call Waiting tone, you can order callback.

Whether an extension can initiate or receive a Call Waiting indication is controlled by a category, which is set by the system administrator.

6.2.3.3 Canceling Call Waiting

To cancel Call Waiting, tap .

6.2.4 Intrusion

Depending on the authorization of your extension, you can get through to a busy extension using the Intrusion feature, which connects you to the ongoing call after a short tone burst.

If intrusion is not allowed for the called extension, you will continue to receive busy tone.

Before the intrusion is performed, a warning tone is sent to the parties in the ongoing call. As long as the three parties are connected, you will hear a warning tone.

Note: The warning tone can by categorization be disabled, both before and during the intrusion.

To intrude on an ongoing call at a busy extension, do the following:

H.323 Phones

Tap **Intrusion**.

SIP Phones

Press the numeric key **4**.

6.2.5 Bypass

If you need to get through to a certain extension currently being forwarded by follow-me or external follow-me, you can bypass the extension. This requires that you have a category for bypass. There are two ways to order a bypass, by an extension or by assistance.

Bypass Ordered By An Extension

To request a bypass ordered by an extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 60 * *wanted number* #.
- 3) Wait for answer.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 60 * *wanted number* # and tap the **Call** button.
- 3) Wait for answer.

Bypass Ordered by Assistance

Request assistance from the person answering the call, that is, the answering position or the operator.

The answering position can always call the diverted extension as well as transfer calls to the diverted extension.

6.3 Emergency Calls (SOS Calls)

(Available in H.323 phones only)

You can always make an emergency call, regardless of whether you the phone is logged on to the exchange or not. However, the procedure differs depending on the logon status.

When the phone is logged on

When the phone is logged on to the exchange, dial the emergency number (SOS number).

When the phone is logged off

When the phone is logged off from the exchange, you can dial the emergency number (SOS number) provided the emergency call feature is enabled.

Dial the emergency number and wait for an answer. After the call is terminated, the emergency centre can call back to your phone although it is logged off.

Note: If the emergency call feature is disabled, the SOS text is not displayed. In that case, you have to log on the phone to be able to make emergency calls. The feature is enabled by the network administrator.

6.4 Individual External Line

To call an individual external line, do the following:

H.323 Phones

Dial * 0 * *individual external line number* # *route access code and external number*.

SIP Phones

Dial * 0 * *individual external line number* # *route access code and external number* and tap the **Call** button.

Note: You can store frequently used individual external line numbers as name keys, see 6.7.2 Programming Name Keys on page 38.

6.5 Redial Calls

6.5.1 Redial an External Number

To redial the last dialed external number, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial *** (while in idle state or with dial tone).

The last dialed external number is redialed automatically.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial *** (while in idle state or with dial tone) and tap the **Call** button.

The last dialed external number is redialed automatically.

6.5.2 Redial a Call from the Call List

To make a call using the call list, do the following:

- 1) Lift the handset and wait for a dial tone.
- 2) Tap  in the menu bar to open the call list page.
- 3) Scroll the call list by tapping the scroll bar, or by pressing **up** or **down** on the navigation key.

- 4) Select the desired contact and tap the **Call** button, or press the navigation key, and wait for an answer.

Note: The call list is cleared in case of power failure or in case another user (extension number) logs on to the same phone.

6.6 Speed Dialing

Frequently used phone numbers can be stored as speed dialing numbers in the exchange.

6.6.1 Common Speed Dialing Numbers

External phone numbers that are of special importance and frequently used by everybody in the company, are provided directly by the exchange. These common speed dialing numbers consist of between 1 and 5 digits.

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the speed dialing number.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the speed dialing number and tap the **Call** button.

6.7 Name Keys

The **Name Keys** page contains buttons which you can program with for quick access to frequently used numbers. When you tap a name key, the number associated with it, is called. If the number you enter exists in the **My Dialog Contacts**, the name key button will automatically display the contact's name, or else the number.

The **Name Key** page can store a total of 30 contacts, arranged in two columns per page, with five rows per column.

6.7.1 Calling Using Name Keys

To call using the name keys, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Tap  in the menu bar to open the **Name Keys** page.
- 3) Tap the desired name key button and wait for an answer.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Tap  in the menu bar to open the **Name Keys** page.
- 3) Tap the desired name key button, tap the **Call** button, and wait for an answer.
- 4) Replace the handset to clear the call.

6.7.2

Programming Name Keys

Before you can program a dial by function key, make sure the phone is logged on to the exchange. Otherwise, contact the system administrator.

To program a name key, do the following:

1. Tap  in the menu bar to open the **Name Keys** page.
2. Tap **more...** and select the name key button you wish to program.
3. Enter a new or change the currently displayed number in the **Number** field and tap **Save** to confirm.

Note: If you wish to delete the last entered character, tap the **Erase** button.

6.8

Monitoring Keys

The **Shortcut Keys** page can be used to monitor other extension numbers instead of, or in addition to, the name keys that you program. The monitoring keys (MNS) service is useful for boss-secretary applications, and group functions because it allows you to answer calls to monitored extensions.

Note: The MNS service must be initiated in the exchange by the system administrator.

The following status can be indicated on an MNS key:

- The monitored extension is free (the indicator light is turned off).

- An incoming call is received by the monitored extension (the indicator light flashes quickly and the calling party number appears in the display, if available).
- The monitored extension is busy (the indicator light is turned on).
- The monitored extension has been put on common hold (the indicator light flashes slowly).

When the phone is in idle mode, it is possible to have the **Shortcut Keys** page pop up automatically when there is an incoming or outgoing call on the monitored extension.

Note: The feature is enabled by the system administrator.

When there is an incoming call on the MNS key, the number and name (if available) of the calling party appears in the display, on the MNS key.

6.9 Number Presentation Restriction

If you do not want your name and number to be displayed to the person you are calling, you can order number presentation restriction.

When you have ordered number presentation restriction, instead of your name and number, the text *Anonymous* will appear in the display of the phone you are calling. The number presentation restriction is valid only for the current call. This means that you have to order it for every call where you wish to be anonymous.

Note: Number presentation restriction might be blocked for use on your extension. Contact your system administrator.

6.9.1 Ordering Number Presentation Restriction

To order restriction of your name and number presentation from your phone, do the following:

H.323 Phones

- 1) Dial * 42 # and wait for a dial tone.
- 2) Dial the desired number.

SIP Phones

- 1) Dial * 42 # and wait for a dial tone.
- 2) Dial the desired number and tap the **Call** button.

7 During Calls

7.1 Inquiry

When you have an ongoing call on **Line 1**, you can make an inquiry to another extension or to an external line.

7.1.1 Making an Inquiry

To make an inquiry to a third party during an ongoing call, do the following:

H.323 Phones

- 1) Tap **Inquiry**. The ongoing call is automatically put on hold.
- 2) Dial the extension or external number.

SIP Phones

- 1) Tap **Line**. The ongoing call is automatically put on hold.
- 2) Dial the extension or external number.

7.1.2 Referring Back

During inquiry you can switch between the ongoing call and the parked call.

To refer back, do the following:

H.323 Phones

- 1) Tap **Line 1** to put the third party on hold. The first call is connected.
- 2) Tap **Inquiry** to put the first call on hold. The third party is connected.
- 3) Repeat the procedure for the second call.
- 4) Replace the handset or press **C** to terminate the connected call.

SIP Phones

- 1) Tap **Line** to put the third party on hold. The first call is connected.
- 2) Tap **Line** to put the first call on hold. The third party is connected.
- 3) Repeat the procedure for the second call.

- 4) Replace the handset or press **C** to terminate the connected call.

7.2 Transfer

You can transfer a call to another extension (in your exchange or private network), to an external number, or to the operator. If you have several parked calls, the call that was parked last will be transferred. You can transfer the call before or after answer.

To transfer an ongoing call to another number, do the following:

H.323 Phones

- 1) Tap **Inquiry** and wait for a dial tone.
- 2) Dial the desired extension or external number.
- 3) Tap **Transfer** before or after answer. The parked call is transferred.

SIP Phones

- 1) Tap **Line** and wait for a dial tone.
- 2) Dial the desired extension or external number and tap **Call**.
- 3) Replace the handset or press **C** before or after answer. The parked call is transferred.

Note: If you have put more than one call on hold, the last call that was put on hold will be transferred. If the dialed extension is busy, or if transfer is not allowed, your phone will ring again.

7.3 Conference

You can include up to seven parties in a conference. Only the conference leader, that is the person initiating the conference, can admit participants.

Note: The conference tone might be disabled for your system.

If you have an ongoing conversation on Line 1 and want to establish a phone conference, you will become the conference leader.

To establish a conference, do the following:

H.323 Phones

- 1) Tap the **Inquiry**.
- 2) Dial the number to the third party and wait for an answer.

- 3) Tap the **Conference** button.
- 4) Repeat the procedure to add more conference members.
- 5) Replace the handset or press **C** to leave the conference.

SIP Phones

- 1) Tap the **Line**.
- 2) Dial the number to the third party and wait for an answer.
- 3) Tap the **Call** button.
- 4) Repeat the procedure to add more conference members.
- 5) Replace the handset or press **C** to leave the conference.

Note: A tone is heard each time a participant enters or leaves the conference. When the conference leader leaves the conference, the conference will continue with the other included parties. The conversation is changed back to a normal two party connection when there are only two parties left.

7.4

Parking

You can temporarily put the ongoing call on hold. Calls put on hold can be resumed on your own or on another phone.

To put a call on hold, do the following:

- 1) Tap the **Hold** button.

If you tap **Inquiry** or the **Line** button where you have the call, the ongoing call is automatically put on hold.

- 2) Replace the handset.

To put a call on common hold, do the following (only valid for H.323 phones):

Note: To put call on common hold, the extension must be MNS represented.

1. Tap the **Hold** button.

If you tap **Inquiry** or the **Line** button where you have the call, the ongoing call is automatically put on hold.

2. Replace the handset.

7.4.1 Resuming a Call On Hold

To resume a call that has been put on hold, do the following:

- 1) Tap the **Line** button where you have the parked call.

7.4.2 Resuming a Call On Common Hold

(Available in H.323 phones only)

To resume a call that has been put on common hold, do the following:

1. Tap the **Line** button where you have the parked call.

If the call is picked up at the MNS represented extension the call cannot be resumed for the parked extension.

7.5 Sending Caller Identity Code at Transfer

(Available in H.323 phones only)

When you transfer a call, you can send the caller's Identity Code (CID) or number to the receiver's display by dialing a feature code during an external call.

To send a caller identity code during an ongoing external call, do the following:

- 1) Put the ongoing external call on hold by pressing **Inquiry** and wait for a dial tone.
- 2) Dial * 77 * *caller identity code or number* # (1-20 digits) and wait for a dial tone.
- 3) Call the third party.
- 4) Tap **Transfer** to transfer number. The ongoing call is transferred with the caller's Identity Code or number.

Note: You can only use this feature if the receiver's phone is programmed to handle Identity Codes. Contact your system administrator.

7.6 Suffix Dialing (Dialing During Speech)

H.323 Phones

When communicating with and controlling a voice mail system, or when retrieving information about your bank account through your phone, you

must use Dual Tone Multi-Frequency (DTMF) signals, also known as suffix dialing. The suffix dialing function is always active for all calls in speech.

All digits entered are automatically converted by the exchange into DTMF signals, which then are transmitted along the connected lines.

SIP Phones

When communicating with and controlling a voice mail system, or for example, retrieving information through your telephone about your bank account, you need to use Dual Tone Multi-Frequency (DTMF) signals, this is known as suffix dialing.

The suffix dialing function is activated by:

- press the key pad digit 9

All digits entered are automatically converted by the exchange into DTMF signals which are then transmitted along the connected lines.

8 Call Forwarding

Follow-me is a feature that lets you divert all calls to an internal extension or to an external phone number of your choice.

8.1 Follow-me

This feature enables you to redirect incoming calls to other extensions. .

With the Follow-me feature, you can divert calls to your extension to another extension within the private network. If, for example, you are temporarily working in another room and want your calls to follow you to that room, you can use the internal Follow-me feature.

When Follow-me is activated on your phone, a reminder text appears in the display and you will hear a special dial tone each time you lift the handset to make a call. The follow-me indicator icon is also turned on:



Note: When Follow-me is activated on your phone, you can still make calls from the phone as usual.

8.1.1

Ordering Follow-me From Own Phone

From the Display

To order Follow-me from the display, do the following:

1. Tap the **Presence** button at the bottom of the display window.
2. Select **Follow-me**.
3. Enter the *extension number of the answering position* and tap **OK**. The Follow-me indicator icon is highlighted.
4. Replace the handset.

From the Keypad

To order Follow-me from the keypad, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 21 * *the extension number of the answering position* #.
The special dial tone and the Follow-me indicator icon are turned on.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 21 * *the extension number of the answering position* # and tap the **Call** button.
The special dial tone and the Follow-me indicator icon are turned on.
- 3) Replace the handset.

8.1.2

Canceling Follow-me From Your Own Phone

To cancel Follow-me from your phone, do the following:

Tap  in the right central area of the main page. The Follow-me indicator icon is turned off.

Note: You can also tap the **Presence** button, select **Follow-me** and then **Deactivate**.

8.1.3

Ordering Follow-me From Another Phone

You can order follow-me of your own extension number from another telephone.

The first step is to allow that follow-me is permitted to be done from another telephone. Do the following from your own telephone:

- 1) Press **Presence**.
- 2) Select **Follow-me**.
- 3) Enter *your own extension number*.
- 4) Tap the **OK** button.

To order follow-me from another phone:

From the Display

- 1) Press **Presence**.
- 2) Select **Follow-me**.
- 3) Enter *your own extension number * the extension number of the new answering position*.
- 4) Tap the **OK** button.

From the Keypad

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial ** 21 * own extension number * the extension number of the new answering position #* and wait for a special dial tone.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial ** 21 * own extension number * the extension number of the new answering position #*, tap the **Call** button and wait for a special dial tone.

Note: If you do not know the extension number in advance, you can order Follow-me to unknown extension from extension 2222. Then dial ** 21 * own extension number * own extension number #* instead.

- 3) Replace the handset.

8.1.4 Canceling Follow-me from Another Phone

To cancel Follow-me from another phone, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 21 * *own extension number* # and wait for a dial tone.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 21 * *own extension number* #, tap the **Call** button, and wait for a dial tone.
- 3) Replace the handset.

8.1.5 Ordering Follow-me Remotely

With this feature you can order follow-me of any extension number from any telephone.

The prerequisite is that all the involved telephones have the right service profile.

To order remote programming of follow-me, do the following:

H.323 Phones

1. Lift the handset and wait for dial tone.
2. Dial *21**extension number to divert* * *extension number of the new answering position* #.
3. Wait for special dial tone.
4. Replace the handset.

SIP Phones

1. Lift the handset and wait for dial tone.
2. Dial *21**extension number to divert* * *extension number of the new answering position* #.
3. Tap the **Call** button.
4. Wait for special dial tone.
5. Replace the handset.

8.1.6 Canceling Follow-me Remotely

To cancel remote programming of follow-me from another telephone than the telephone with the diverted number:

H.323 Phones

1. Lift the handset and wait for dial tone.
2. Dial *#21*diverted extension number#*.
3. Replace the handset.

The indication of the active follow-me on the telephone with the diverted number disappears, if there is no additional diversion remaining.

SIP Phones

1. Lift the handset and wait for dial tone.
2. Dial *#21*diverted extension number#*.
3. Tap the **Call** button.
4. Replace the handset.

The indication of the active follow-me on the telephone with the diverted number disappears, if there is no additional diversion remaining.

8.2 External Follow-me

This feature enables you to redirect incoming calls to other phone numbers.

With the External Follow-me feature, you can forward calls to your phone number to any external phone number you desire.

When External Follow-me is activated on your phone, a reminder text appears in the display and you will hear a special dial tone each time you lift the handset to make a call. The follow-me indicator icon is also turned on.

Note: When External Follow-me is activated on your phone, you can still make calls from the phone as usual.

8.2.1 Ordering External Follow-me from your Phone

To order external follow-me from your phone, do the following:

From the Display

1. Tap the **Presence** button.
2. Select the **External Follow-me** menu.
3. Enter the *external number* and tap **OK**. The Follow-me indicator icon is highlighted.

From the Keypad

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 22 #.
- 3) Dial the *route access code* and *external number* #.
The special dial tone and the Follow-me indicator icon are turned on.
- 4) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 22 # (display message requesting an external number) and tap the **Call** button.
- 3) Dial the *route access code* and *external number* #.
The special dial tone and the Follow-me indicator icon are turned on.
- 4) Replace the handset.

8.2.2

Canceling External Follow-me from your Phone

From the Display

Tap  in the right central area of the main page. The Follow-me indicator icon is turned off.

Note: You can also tap the **Presence** button, select **External Follow-me** and then **Deactivate**.

From the Keypad

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 22 #.
The dial tone and the Follow-me indicator icon are turned off.

- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 22 # and tap the **Call** button.

The dial tone and the Follow-me indicator icon are turned off.

- 3) Replace the handset.

8.2.3

Ordering External Follow-Me Remotely

With this feature you can order external follow-me of any extension number from any telephone.

The prerequisite is that all the involved telephones have the right service profile.

To order programming of external follow-me for another extension, do the following:

H.323 Phones

1. Lift the handset and wait for a dial tone.
2. Dial **22* extension number to divert # route access code and the external number #*
3. Wait for special dial tone.
4. Replace the handset.

The Follow-me key is lit and the and the display shows the external follow-me text, on the telephone that has been diverted.

SIP Phones

1. Lift the handset and wait for dial tone.
2. Dial **22* extension number to divert # route access code and the external number #*
3. Tap the **Call** button.
4. Wait for special dial tone.
5. Replace the handset.

The Follow-me key is lit and the and the display shows the external follow-me text, on the telephone that has been diverted.

8.2.4 Canceling External Follow-me Remotely

To cancel the remote programming of external follow-me for another extension, do the following:

H.323 Phones

1. Lift the handset and wait for a dial tone.
2. Dial #22* *diverted extension number* #.
3. Replace the handset.

SIP Phones

1. Lift the handset and wait for a dial tone.
2. Dial #22* *diverted extension number* #.
3. Tap the **Call** button.
4. Replace the handset.

8.3 Selecting a Profile

A profile is a priority list of extension numbers where a specific user can be reached. The profiles are predefined in the exchange and cannot be changed by the user.

8.3.1 Selecting a Profile from your Phone

To select a profile from your phone, do the following:

1. Tap the **Presence** button.
2. Select the **Select Profile** menu. The following display appears:
3. Enter the desired profile number and press **OK** on the navigation key.

8.3.2 Deselecting a Profile from your Phone

To deselect a profile from your phone, do the following:

1. Tap the **Presence** button.
2. Select the **Select Profile** menu.
3. Tap **No Profile** to deselect the profile.

9 Managing Contacts

From the Contacts page you can add, edit, and search contacts.

- You can add and edit contacts either by pressing the keys on the phone keypad, or by tapping the keys on the built-in soft keyboard. Activate the soft keyboard by tapping the keyboard icon.
- When entering the name by using the keypad, the most common letters are written above each key on the phone. To get the letter A press key 2 once, for B press key 2 twice, to get C press key 2 three times and so on.
- When entering the name by using the built-in soft keyboard, to enter digits you have to switch to the numeric keyboard by tapping the **123** button in the lower left corner of the keyboard.
- Press * to switch between upper and lower case, and vice versa.
- By default, the first character you enter is written in upper case, and the rest of the word is written in lower case. Every new word starts with an upper case character (that is, after an entered space).

Note: You can select a different character set from the **Settings** page, see 15.2.4 Language on page 79.

9.1 Microsoft® Outlook® Contacts

You can copy your Microsoft® Outlook® Contacts to your local contacts list, the My Dialog Contacts list. The numbers will then be available in your phone in the same way as they are stored in Microsoft® Outlook® Contacts. My Dialog Contacts can store up to 1,000 contact entries.

Before you can copy Microsoft® Outlook® contacts, you need to install the My Dialog 4000 Contacts application on your PC. Contact the system administrator to obtain a link to the installation page.

9.1.1 Installing My Dialog 4000 Contacts

To install the My Dialog 4000 Contacts on your PC, do the following:

1. On your PC, click the **Install My Dialog 4000 Contacts now** link to start the installation.
2. To complete the installation, follow the instructions on screen.
3. Start the My Dialog 4000 Contacts application on your PC. The following screen appears:

4. Enter the phone number, password, and the IP address to the phone.
 - The password is the same as the one you use to access the web interface.
 - You will find the IP address in the phone's administrator settings menu.

9.2 My Dialog Contacts

9.2.1 Retrieving Contacts

To retrieve a contact using the display, do the following:

From the Display

- 1) Tap  to open the **Contacts** page.
- 2) Select **My Dialog Contacts**.
- 3) Retrieve the desired contact by tapping the key with the contact's initial letter until the contact is displayed.

Scroll the contacts list by tapping the scroll bar, or by pressing **up** or **down** on the navigation key.

- 4) Select the desired contact and tap the **Call** button to initiate the call.

From the Keyboard

To retrieve a contact using the keyboard, do the following:

- 1) Press one of the numeric keys **2 - 9** and hold down for 2 seconds. The phone book displays the first entry starting with the first letter represented by the key you pressed. If, for example, you press and hold down the numeric key **2** for 2 seconds, the phone book entries starting with the letter **B** are displayed.

Scroll up and down in the contacts list by pressing **up** or **down** on the navigation key.

- 2) To call the number displayed, tap the **Call** button or press in the middle of the navigation key, and wait for an answer.
- 3) Replace the handset to clear the call.

9.2.2 Adding an Entry in My Dialog Contacts

To add a contact, do the following:

1. Tap  to open the **Call List** page.
2. Select **AddContact** and enter the number you wish to add.
3. Click **Save** to make the contact available in the phone.

Note: Numbers beginning with the digit 0 are preceded by the digit or digits required to reach an external line. The digits can also be stored by adding the country code number after a plus sign, for example +46 8 719 0000.

9.2.3

Editing an Entry in My Dialog Contacts

To edit a contact's name or number, do the following:

1. Tap  to open the **Contacts** page.
2. Select **My Dialog Contacts** and tap **more....**
3. Select the contact you wish to edit and tap **Edit**.
4. Make the changes you want and tap **Save**.

9.2.4

Deleting an Entry in My Dialog Contacts

To delete a contact, do the following:

1. Tap  to open the **Contacts** page.
2. Select **My Dialog Contacts** and tap **more....**
3. Select the contact you wish to delete and tap **Delete**.
4. Tap **OK** to confirm the deletion, or **Cancel** to cancel the deletion.

10

Corporate Directory

The corporate directory, which holds all contacts in your organization, resides on a corporate directory server. When you search a contact in the corporate directory, a request is sent to the corporate directory server, which returns a list of names that matches the search. You can then choose to view the contact details, to call the contact, or to add it to your personal contacts.

10.1 Searching a Contact in the Corporate Directory

To search a contact in the corporate directory, do the following:

1. Tap  - **Corporate Directory - Select**. The page with search criteria is shown.
2. Tap on one of the input field and enter the search criteria and press **Search**.

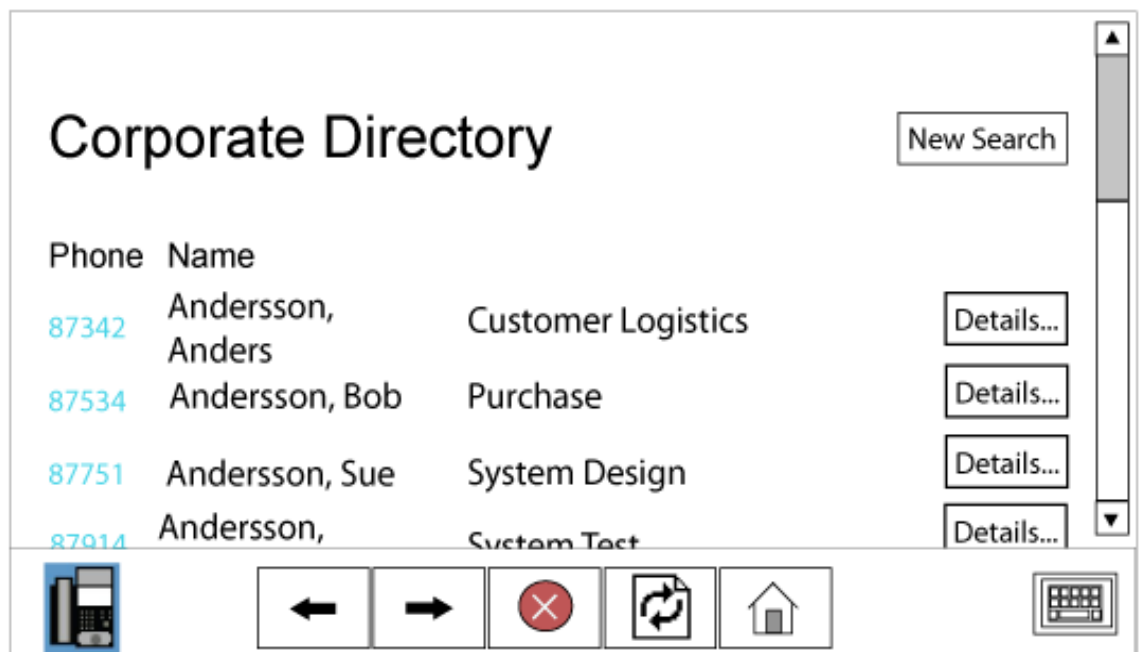
To search a name, enter the *last name* first, then the *first name*, adding a space between the last and first names.

Example: To search for all persons with a last name starting with B and a first name starting with S, enter “b s”.

To search only a first name, add a space before the name.

Example: To search for all contacts with the first name of Susan, enter a space followed by the name, that is, “Susan”. All contacts called Susan are displayed, as are all contacts called *Susanne*.

3. The search result is displayed and can for example be shown as:



Go back to the idle menu.



Go back to the previous page.



Go forward to the next page.



Stop searching.



Refresh the screen.



Go to the search home page.



View the alphanumerical keyboard.

4. You can call by tapping on the number for the wanted contact.

It is also possible to view the details by tapping on **Details**.

From Details it is also possible to add the contact into the Personal Contact by tapping on **Add to contacts**.

Note: Depending on the type of Corporate Directory system used, the display can look different and how to enter the search criteria can also differ.

11

Presence Information

The presence information feature allows you to specify an absence reason, including *Lunch*, *Busy in office*, *Busy out of office*, *Vacation*, *Sick*, *Meetings*, and *Off duty*. Callers will then be informed of your whereabouts. The absence reason is displayed to the exchange operator. For some of the absence reasons, you are prompted to specify the return time.

Note: As a reminder, you will hear a special dial tone when you lift the handset when you have enabled absence. A text message is also visible in the display.

You can make calls as usual although you have enabled absence.

11.1

Selecting an Absence Reason

To activate the absence feature from your phone, do the following:

1. Tap the **Presence** button and then the **Absence reason** button.

2. Select an absence reason and enter date or time of return (if required).
3. Tap **OK**. The Follow-me indicator icon is highlighted.

11.2 Canceling Absence

To cancel the absence feature from your phone, tap  to the right in the display window.

Alternatively, you can do the following:

1. Tap the **Presence** button and then the **Absence Reasons** button.
2. Tap **No Absence**. The Follow-me indicator icon is turned off.

12 Messages

12.1 Voice Mailbox

You may be connected to a Voice Mail application. Contact your system administrator for more information and see separate instructions for the application. The Voice Mail application allows you to leave a voice message to the caller when you are unable to answer calls, for example, when out of office, in a meeting, and so on. The caller can then leave a message in your mailbox. When you return to your office you can enter your mailbox and listen to the received messages. If you use the Personal Number feature, it is recommended to program Voice Mail as the last answering position for all search profiles.

If using the H.323 protocol, when you have one or more messages waiting, you can enter the voice mailbox by tapping  to the right in the display.

If using SIP, when the envelope icon is lit, dial the number to the voice mail system and listen to your message.

12.2 Manual Message Waiting (MMW)

The Manual Message Waiting (MMW) feature allows you to send a *message waiting* signal to an extension that does not answer when you call.

To call the party that requested MMW, tap the **Message** button. A call is initiated to the number that requested message waiting. After answer you have to dial the procedure to cancel manual message waiting so the indicator icon is turned off.

When you are calling the party that requested manual message waiting, the number appears in the display.

12.2.1

Ordering Manual Message Waiting Indication

To order manual message waiting to another extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 31 * *extension number* #.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 31 * *extension number* # and tap the **Call** button.
- 3) Replace the handset.

12.2.2

Responding to MMW Indication from own Extension

To respond to manual message waiting at your own extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 32 #, or dial the number of the message retrieval center.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 32 # and tap the **Call** button, or dial the number of the message retrieval center.
- 3) Replace the handset.

12.2.3 Canceling MMW Indication to another Extension

To cancel manual message waiting to another extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 31 * *extension number* #.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 31 * *extension number* # and tap the **Call** button.
- 3) Replace the handset.

12.2.4 Canceling MMW Indication at own Extension

To cancel manual message waiting at your own extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 31 #.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 31 # and tap the **Call** button.
- 3) Replace the handset.

13 Group Features

13.1 Group Call-pick-up

The group call-pick-up feature allows any member of a group to answer any individual calls to the members of that group.

13.1.1 Own Group

If you are a member of a call-pick-up group, you can answer calls to any other member (extension) in the group:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 8 # to answer the call.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 8 # and tap the **Call** button to answer the call.

13.1.2 Alternative Answer Group

One call-pick-up group can serve as an alternative group for another call-pick-up group. You are only able to answer calls to the alternative group, provided there are no calls to your own group:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 8 # to answer the call.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 8 # and tap the **Call** button to answer the call.

The group call-pick-up feature allows any member of a group to answer any individual calls to the members of that group.

13.2 Group Hunting

An internal group hunting number is a common directory number for a group of extensions. Calls to the group will be indicated at a free extension in the group.

13.2.1 Answering a Group Call

A group call is answered in the normal way.

13.2.2 Leaving a Group Temporarily

By making follow-me to your own extension number you can leave an internal group hunting group temporarily. To do that, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 21 * *own extension number* #.

The special dial tone and the follow-me indicator icon are turned on.

- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 21 * *own extension number* # and tap the **Call** button.

The special dial tone and the follow-me indicator icon are turned on.

- 3) Replace the handset.

13.2.3 Reentering the Group

To reenter an internal group hunting group, you have to cancel the follow-me to your own extension number. To do this, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 21 #.

The dial tone and the follow-me indicator icon are turned off.

- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 21 # and tap the **Call** button.

The dial tone and the follow-me indicator icon are turned off.

- 3) Replace the handset.

14 Other Useful Features

14.1 Account Code

An account code is a code that makes it possible to charge a call to an account number, and to prevent unauthorized calls from the phone. Usually the account code must be entered before the destination number.

14.1.1 General

It is possible to set account code preferences for extensions and the external numbers for least cost routing. There are two categories, forced and optional account code dialing.

- **Forced.** The user is required to dial a valid account code before the destination number. The call is rejected unless a valid code has been provided.
- **Optional.** The user is not required to dial an account code before the destination number. The call is accepted in either case.

Note: An account code can be linked to ongoing calls, incoming as well as outgoing. Previously stored account codes will then be overwritten.

14.1.2 Dialing the Account Code before a Call

To dial the account code before dialing the destination number, do the following:

H.323 Phones

- 1) Lift the handset.
- 2) Dial * 61 * *account code* #,
where 61 is the standard function code for using account code. If provided, a dial tone is received.
- 3) Dial the external number.
- 4) Replace the handset to end the call.

SIP Phones

- 1) Lift the handset.
- 2) Dial * 61 * *account code* #,
where 61 is the standard function code for using account code. If provided, a dial tone is received.
- 3) Dial the external number and tap the **Call** button.
- 4) Replace the handset to end the call.

Note: If the account code category is *forced* and no account code has been entered, or the entered account code is invalid, the call is rejected.

14.2 Alarm Extension

An alarm extension is assigned characteristics similar to an alarm centre. All calls to such an extension are automatically granted intrusion access if the extension is busy. Up to seven callers can be connected to the alarm extension at the same time.

An alarm extension cannot be assigned to an IP phone, but it is possible to call an alarm extension from an IP phone.

14.3 Authorization Code

The authorization code is used for applying a certain authority level or class of service to the phone. Without such a code, the phone can be used only at the lowest level of the system.

14.3.1

General

Each authorization code has a Call Information Logging (CIL) code linked to it. The CIL code is used as the calling party's identity.

Each authorization code also has a common category or common service profile linked to it. When you make a call using an authorization code, the category or common service profile is used instead of the extension profile.

There are two types of authorization code, common and individual, that differ in functionality.

- Common authorization code

The common authorization code does not have to be affiliated with any directory number in the system, although it can be limited to one phone. The common authorization code cannot be changed by the user.

The common authorization code provides two different functions:

- Locking and unlocking of an extension. A locked extension uses a lower common category code or common service profile.
- Authorization code dialing. The calling party may use other categories or service profiles than those specified for the extension.

- Individual authorization code

The individual authorization code is always affiliated with a directory number in the system.

The individual authorization code provides three different functions:

- Locking and unlocking of an extension. A locked extension uses a lower common service profile.
- Authorization code dialing. The calling party may use other categories or service profiles than those specified for the extension.
- Changing of authorization code. The authorization code user may change the code from the phone.

Using Last Number Redial (LNR) on external calls after dialing with common or individual authorization code:

- An **unlocked** extension is allowed to use LNR *without* a call discrimination check.
- A **locked** extension is only allowed to use LNR *together* with a call discrimination check.

14.3.2 Common Authorization Code Procedures

If the extension you are using has a common authorization code associated with it, you need to follow the procedures below in order to make calls, and lock and unlock the extension.

14.3.2.1 Dialing From an Extension With a Common Authorization Code

To make a call from an extension with a common authorization code, do the following:

H.323 Phones

- 1) Dial * 72 * *authorization code #*.
72 is the standard function code for common authorization code dialing.
- 2) When you hear a verification tone, continue to dial the external number.

SIP Phones

- 1) Dial * 72 * *authorization code #* and tap the **Call** button.
72 is the standard function code for common authorization code dialing,
- 2) When you hear a verification tone, continue to dial the external number.

The authorization code call will be accepted only if the authorization code is valid.

The common service profile that is associated with the authorization code will be used. If the authorization code is not verified, the default common service profile is used instead.

If the category or common service profile of the authorization code is too low for dialed external number, the call is rejected.

14.3.2.2 Locking an Extension with a Common Authorization Code

To lock an extension with a common authorization code, do the following:

H.323 Phones

- 1) Dial * 73 * *authorization code #*.
73 is the standard function code for common authorization code locking and unlocking.

- 2) When you hear a verification tone, the extension is locked.

SIP Phones

- 1) Dial * 73 * *authorization code #* and tap the **Call** button.

73 is the standard function code for common authorization code locking and unlocking.

- 2) When you hear a verification tone, the extension is locked.

The extension will be locked provided that the authorization code is valid, that the CIL code corresponds to the extension's directory number, and provided that the extension is not already locked by either a common authorization code or an individual authorization code.

If no authorization code is provided, calls from a locked extension will use the default common service profile.

If a valid authorization code is provided, calls from a locked extension will use the common service profile associated with the authorization code.

14.3.2.3

Unlocking an Extension with a Common Authorization Code

To unlock an extension with a common authorization code, do the following:

H.323 Phones

- 1) Dial # 73 * *authorization code #*.

73 is the standard function code for common authorization code locking and unlocking.

- 2) When you hear a verification tone, the extension is unlocked.

SIP Phones

- 1) Dial # 73 * *authorization code #* and tap the **Call** button.

73 is the standard function code for common authorization code locking and unlocking.

- 2) When you hear a verification tone, the extension is locked.

The extension will be unlocked only if the CIL code corresponds to the extension's directory number, and if is not locked by an individual authorization code.

If no authorization code is provided, calls from an unlocked extension will use the common category or common service profile programmed for the extension.

14.3.3 Individual Authorization Code Procedures

If the extension you are using has an individual authorization code associated with it, you need to follow the procedures below in order to make calls, to lock and unlock the extension, and to change the authorization code.

14.3.3.1 Dialing With an Individual Authorization Code from Own Telephone

To make a call from an extension with an individual authorization code, do the following:

H.323 Phones

- 1) Dial * 75 * *authorization code* #.
75 is the standard function code for individual authorization code dialing.
- 2) When you hear a verification tone, continue to dial the external number.

SIP Phones

- 1) Dial * 75 * *authorization code* # and tap the **Call** button.
75 is the standard function code for individual authorization code dialing.
- 2) When you hear a verification tone, continue to dial the external number.

The authorization code call will be accepted only if the authorization code is valid.

If the category of the authorization code is too low for the dialed external number, the call is rejected.

14.3.3.2 Dialing with an Individual Authorization Code from Another Telephone

To make a call from an extension with an individual authorization code (using another phone), do the following:

H.323 Phones

- 1) Dial * 75 * *authorization code* * *DIR* #.
75 is the standard function code for individual authorization code dialing, and
DIR is your own directory number.

- 2) When you hear a verification tone, continue to dial the external number.

SIP Phones

- 1) Dial * 75 * *authorization code* * *DIR #* and tap the **Call** button.
75 is the standard function code for individual authorization code dialing, and
DIR is your own directory number.
- 2) When you hear a verification tone, continue to dial the external number.

The authorization code call will be accepted only if the authorization code is valid and verified.

If the category of the authorization code is too low for the dialed external number, the call is rejected.

14.3.3.3

Locking an Extension with an Individual Authorization Code

To lock an extension with an individual authorization code, do the following:

H.323 Phones

- 1) Dial * 76 * *authorization code #*.
76 is the standard function code for individual authorization code locking and unlocking.
- 2) When you hear a verification tone, the extension is locked.

SIP Phones

- 1) Dial * 76 * *authorization code #* and tap the **Call** button.
76 is the standard function code for individual authorization code locking and unlocking.
- 2) When you hear a verification tone, the extension is locked.

The extension is locked only if the authorization code is valid and the extension is not already locked by either a common authorization code or an individual authorization code.

If no authorization code is provided, calls from a locked extension will use the default common service profile (if it is a generic extension), or the minimum common category (if it is another extension).

If a valid authorization code is provided, calls from a locked extension will use the common category or common service profile linked to the authorization code.

14.3.3.4 **Unlocking an Extension with an Individual Authorization Code**

To unlock an extension with an individual authorization code, do the following:

H.323 Phones

- 1) Dial # 76 * *authorization code* #.
 76 is the standard function code for individual authorization code locking and unlocking.
- 2) When you hear a verification tone, the extension is unlocked.

SIP Phones

- 1) Dial # 76 * *authorization code* # and tap the **Call** button.
 76 is the standard function code for individual authorization code locking and unlocking.
- 2) When you hear a verification tone, the extension is unlocked.

The extension is unlocked only if the authorization code is valid and if the extension was locked with individual authorization code.

If no authorization code is provided, calls from an unlocked extension will use the common category or common service profile programmed for the extension.

14.3.3.5 **Changing the Individual Authorization Code**

The individual authorization code can only be changed from your own phone.

To change the individual authorization code for an extension, do the following:

H.323 Phones

- 1) Dial * 74 * *previous authorization code* * *new authorization code* #.
 74 is the standard function code for changing of individual authorization code.
- 2) When you hear a verification tone, the individual authorization code has been changed.

SIP Phones

- 1) Dial * 74 * *previous authorization code* * *new authorization code* # and tap the **Call** button.

74 is the standard function code for changing of individual authorization code.

- 2) When you hear a verification tone, the individual authorization code has been changed.

Note: The authorization code will be changed only if the previous authorization code is valid.

14.4 Direct In-dialing

Direct In-dialing is a feature that enables direct routing of incoming external calls to predefined extensions or groups. Usually, the exchange has a direct in-dialing feature, enabling external subscribers to call you directly without having to go through the operator.

Note: A call that is not serviced by a predefined extension can be rerouted to an operator or an alternate answering position.

14.5 Emergency State

In case of emergency, the operator is authorized to put the exchange into an emergency state. In this situation, the exchange properties and rules as configured for emergency state prevail.

In emergency state, only extensions with the appropriate category will be permitted to initiate calls. If you have not been assigned this category and try to make a call, you will not receive a dial tone.

14.6 General Deactivation

General deactivation enables you to cancel features using one single command. The following features are canceled with the general deactivation feature:

- Callback. All callback missions are cancelled.
- Follow-me and External follow-me
- Manual Message Waiting and Message Diversion
- Flexible night service

To request a general deactivation, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 001 #.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 001 # and tap the **Call** button.
- 3) Replace the handset.

14.7 Hot-line (Non-dialed Connection)

You can define an extension number as a direct hot-line number.

To make a call from this type of phone, do one of the following:

H.323 Phones

- Lift the handset.
- Press a Line key.

SIP Phones

Hot-line is **not applicable** for SIP phones.

A call is automatically generated to a predefined number (either an extension number or an external subscriber number).

The only call that can be placed from this type of line is the direct hot-line call.

14.8 Least Cost Routing

Least cost routing (LCR) is a feature that automatically selects the least expensive way to connect an external call.

The LCR feature can be accessed by dialing the Least Cost Routing Access Code (LAC).

By using LAC you will automatically be routed over the least expensive route available. You cannot choose the route yourself, this is done automatically by the LCR feature.

Note: The least expensive way is not always the shortest distance.

14.8.1

Making an Outgoing Call using LAC

To make a call using LAC, do the following:

H.323 Phones

- 1) Lift the handset.
- 2) Dial the LAC.

If provided, a dial tone is received.

- 3) Dial with the external number.

If no free trunk is selected, you will hear a busy tone.

You enable on-hook queuing by dialing the suffix digit for callback to the busy route.

If the selected route is marked as expensive, you will receive an Expensive Route Warning Tone which enables you to stop further call routing.

- 4) Replace the handset to end the call.

SIP Phones

- 1) Lift the handset.
- 2) Dial the LAC and tap the **Call** button.

If provided, a dial tone is received.

- 3) Dial with the external number.

If no free trunk is selected, you will hear a busy tone.

You enable on-hook queuing by dialing the suffix digit for callback to the busy route.

If the selected route is marked as expensive, you will receive an Expensive Route Warning Tone which enables you to stop further call routing.

- 4) Replace the handset to end the call.

14.9

Malicious Call Tracing

Can only be used when the phone is used with MX-ONE Telephony Server.

The Malicious Call Tracing (MCT) feature allows you to signal to the public switched phone network (PSTN) that you have received a malicious call, before the call is disconnected. If the calling subscriber clears the call, the external line can be held for a limited period of time, during which you can invoke the feature. This information is used by the PSTN to record information about the origin of the call (that is, by printing out the calling party's number, date, time, and so on.).

14.9.1 Ordering Malicious Call Tracing

To order MCT, do the following:

H.323 Phones

3. Tap **Hold** to put the call on hold and then dial *39#
4. A text and a tone message indicate whether the request has been accepted or rejected.

SIP Phones

5. Tap **Line** to put the call on hold and then dial *39#
6. The system acknowledges with a tone message indicating if the MCT request was accepted or rejected.

14.10 Night Service

The console is set in either day service mode or night service mode. During night service, incoming external calls are transferred to a designated extension or group of extensions. Night service mode is used outside business hours.

14.10.1 Night Service Common

Common night service means that all incoming calls are routed to one designated extension. Calls are answered in the normal way.

14.10.2 Night Service Individual

Individual night service means that one or more external lines in the exchange are routed to the designated extension. Calls are answered in the normal way.

14.10.3

Night Service Flexible

Flexible night service means that the operator can re-route calls to a certain extension during restricted hours.

Flexible night service permits you to select an external line and connect it directly to Line 1 or 2 on your phone.

This is convenient when you expect important calls after office hours and wish to get them without delay. Details about external line numbers can be obtained from the operator.

Note: Flexible night service is only available for manual lines.

Activating flexible night service

To activate flexible night service, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 84 * *route number* * *external line number* #.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 84 * *route number* * *external line number* # and tap the **Call** button.
- 3) Replace the handset.

Deactivating flexible night service

To deactivate flexible night service, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 84 #.
- 3) Replace the handset.

SIP Phones

Deactivating flexible night service

To deactivate flexible night service, do the following:

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 84 # and tap the **Call** button.
- 3) Replace the handset.

Note: The flexible night service is automatically deactivated one hour after the exchange has been switched back into day service (if the service has been active for at least one hour). This way you do not have to be concerned about forgetting to deactivate the flexible night service for your extension.

14.11 Personal Number

With a personal number, you can activate and deactivate profiles. The current active profile appears in the display of your own phone. If no profile is active, the display shows the normal idle state.

Each personal number can have up to five profiles with the names **Profile 1**, **Profile 2**, **Profile 3**, **Profile 4** and **Profile 5**. The profile names cannot be changed.

In most cases the personal number is the same number as your directory number.

You are recommended to use Aastra Communication Assistant for setting up personal number profiles. To change the contents of the profile or the Aastra Communication Assistant, contact the system administrator.

14.11.1 Activating Personal Number from your own Extension

H.323 Phones

Dial * 10 * Profile #.

SIP Phones

Dial * 10 * Profile # and tap the **Call** button.

14.11.2 Canceling Personal Number from your own Extension

H.323 Phones

Dial # 10 #.

SIP Phones

Dial # 10 # and tap the **Call** button.

To change the active profile, the same procedure is used with the new profile number.

14.12 Personal Number Key Monitoring (PEN Key)

PEN key is used to activate or de-activate personal number list 1 on other extensions.

A typical example where this feature is used is in a boss secretary application; the telephone of the boss is monitored by the telephone of the secretary. The secretary can by pressing the PEN key on her telephone avoid any calls on the telephone of the boss and receive all these calls on her own telephone.

14.13 Recorded Voice Announcement (RVA)

In certain call situations you may listen to recorded voice announcements, RVAs.

15 Settings

15.1 Presence Settings

The page **My Presence** includes a number of presence settings that you can adjust according to your preferences.

To open the **My Presence** page, do the following:

1. Tap the  icon at the top menu bar and select **My Presence**.
2. The following settings are displayed on the **My Presence** page:
 - **Select Profile**. See 8.3 Selecting a Profile on page 51.
 - **Follow me**. See 8.1 Follow-me on page 44.
 - **External Follow me**. See 8.2 External Follow-me on page 48.
 - **Absence reasons**. See 11 Presence Information on page 56.
 - **Free on 2nd line**. See 15.1.1 Activating Free on 2nd Line on page 76.

15.1.1 Activating Free on 2nd Line

The simplest way to activate the **Free on 2nd line** feature, is to press



Alternatively, you can activate the feature by doing the following:

1. Tap the **Presence** button at the bottom of the main page and select **Free on 2nd line**.
2. Select **Yes** and tap **Save**.
3. Tap ↶ until you return to the main page.

15.2 Telephone Settings

The page **My Settings** includes a number of telephone settings that you can adjust according to your preferences.

To open the **My Settings** page, do the following:

1. Tap the  icon at the top menu bar and select **My Settings**.
2. The following settings are displayed on the **My Settings** page:
 - **Programmable keys**. See 15.2.1 Programmable Keys on page 77.
 - **Ring Character**. See 15.2.2 Ring Character on page 77
 - **Time & Date**. See 15.2.3 Time and Date on page 78
 - **Language**. See 15.2.4 Language on page 79
 - **Backlight**. See 15.2.5 Backlight on page 80
 - **Option Unit**. See 15.2.6 Option unit on page 80.
 - **Hearing Level**. See 15.2.7 Hearing level on page 80.
 - **Password**. See 15.2.8 Password or PIN Page on page 81

15.2.1 Programmable Keys

(Available in H.323 phones only)

The **Programmable Keys** page includes three keys that are predefined: **Line 1**, **Line 2**, and **Inquiry**. You can change the ring signal for these keys.

15.2.2 Ring Character

The ring signal setting contains the **Ring Character** setting. You can choose between 10 different ring tones (between 0 and 9) and a number of ring melodies. Ring melodies can also be downloaded from the web. In order to distinguish between internal, external and call back calls, the

signal you choose will be used with different ring cadences for each call type. You can also distinguish between callers by giving each phone number its own ring signal.

15.2.2.1 Setting the Ring Character

Ring tones are generated by a tone ringer in the phone loudspeaker.

To change the ring tone, do the following:

1. From the **My Settings** page, select **Ring Signals**.
2. Select **Ring tone**. The current setting is displayed.
3. Tap **Select** to change the current settings.
4. Enter a number between **0** and **9** in the desired ring tone field.

Select a field by tapping it, or by pressing **up** or **down** on the navigation key. You can choose between the following formats:

- Set new ring tones for incoming and outgoing calls and call-back calls
- Set incoming external call signal
- Set incoming internal call signal
- Set Call Back ring signal

5. Tap **Save** to confirm the change and return to the previous page.

15.2.3 Time and Date

The time and date are updated automatically through the exchange, but you can adjust the format in which the time and date are displayed.

15.2.3.1 Changing the Time Format

To change the time format, do the following:

1. From the **My Settings** page, select **Time & Date**.
2. Select **Time Format**.
3. Select a time format. Available options are the **24 hour** and **12 hour** formats.
4. Tap **Select** to confirm the setting and return to the previous page.

15.2.3.2 Changing the Date Format

To change the date format, do the following:

1. From the **My Settings** page, select **Time & Date**.
2. Select **Date Format**.
3. Select a date format. Example: *ww dd mmm yyyy* can be expressed as *Fr 30 Mar 2007*.
4. Tap **Select** to confirm the setting and return to the previous page.

15.2.4 Language

You can change the language used in the display texts, and you can also change the character set, that is, the alphabet used for text that you enter. The system administrator defines which languages are available.

Note: Before you can change the language settings, make sure the phone is logged on to the exchange, and that the desired language is available. Contact the system administrator if your phone is not logged on to the exchange, or if you cannot find the desired language.

15.2.4.1 Changing the Display Menu Language

To change the display text language, do the following:

1. From the **My Settings** page, select **Language**.
2. Select **Display Menus** to change the language of the displayed texts.
3. Select a language. Available options are English, French, German, Spanish, Italian, Swedish, Danish, and Norwegian.
4. Tap **Select** to confirm the selection and return to the previous page.

15.2.4.2 Changing the Keypad Characters

To change the keypad characters, do the following:

1. From the **My Settings** page, select **Language**.
2. Select **Keypad Characters** to change the character set of the input texts.
3. Select a character. Available options are Default (Latin), Cyrillic, and Greek.
4. Tap **Select** to confirm the selection and return to the previous page.

15.2.5

Backlight

To change the display backlight, do the following

1. From the **My Settings** page, select **Backlight**.
2. Drag the backlight bar to the desired position by tapping the desired position, or by pressing **left** or **right** on the navigation key.
 - Drag the bar to the *right* to *increase* the backlight level.
 - Drag the bar to the *left* to *decrease* the backlight level.
3. Tap **Save** to confirm the selection and return to the previous page.

15.2.6

Option unit

The option unit DBY 420 01/1 is an optional accessory to be installed under your telephone set. The unit is used to connect either an extra bell outside your room, or a busy signal lamp outside your door.

To check or set the option unit for extra bell or for busy signal, do the following:

1. From the **My Settings** page, select **Option Unit**.
2. Select a setting. Available options are Extra bell, Busy signal lamp, and Combined extra bell & busy lamp.
3. Tap **Save** to confirm the selection and return to the previous page.

Note: If you do not tap **Save**, the phone automatically returns to idle about 30 seconds after the last key press.

15.2.7

Hearing level

15.2.7.1

Setting the Hearing Level

It is possible to get increased hearing level in the handset and the headset.

To set the hearing level, do the following:

1. From the **My Settings** page, select **Hearing Level**.
2. Select a setting. Available options are **Standard** and **Increased**.
3. Tap **Save** to confirm the selection and return to the previous page.

15.2.8 Password or PIN Page

Select **My Settings** and then the **Password or PIN** page. This menu is used for the following:

- The user can change the PIN used as when registering the phone to the system.
- If the user does not use a PIN or password, it is possible to hide the PIN or password menu in the display when the phone registers.

15.2.8.1 Change PIN

This option is only available if the phone is used with MX-ONE Telephony Server.

1. Select **Change PIN**.
2. Enter your current PIN, enter your new PIN and confirm the new PIN.
3. Tap **Save**.

15.2.8.2 Show Password Menu

Available options are **No Password** and **Use Password**.

1. Select one of the options **No Password** or **Use Password**
2. Tap **Save** to confirm the setting.

If the system requests a password for the corresponding extension number and the password presentation menu is set to **No Password**, the password menu will still be displayed in the phone when registering the phone to the telephony system.

15.3 Network Settings

The **Network** page includes a number of network settings that require administrator rights. However, you can view most of these settings, although you cannot change them.

To open the **Network** page, tap the  icon at the top menu bar, select **Administrator Settings** and then **Network**. The Network page is displayed with all settings greyed out.

The page **Administrator Settings** includes a number of settings that you are not allowed to change; these settings require administrator rights.

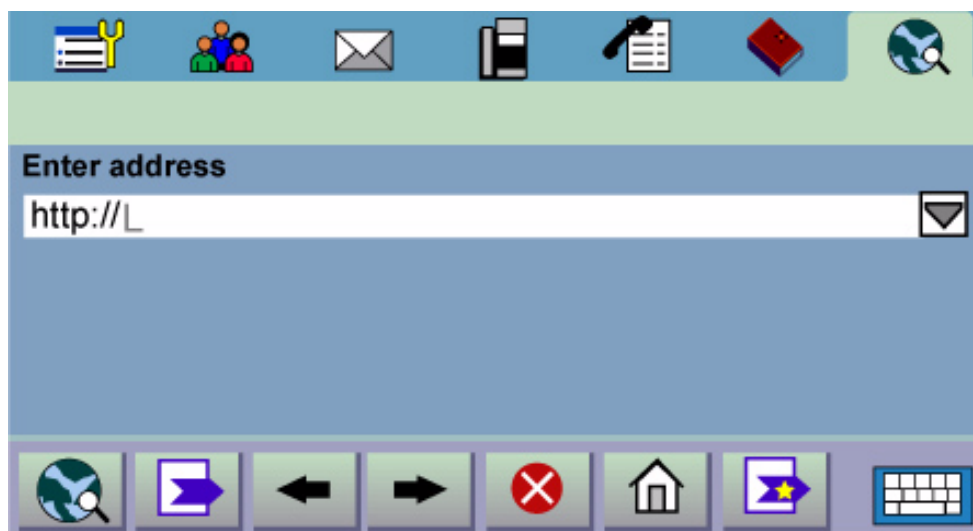
16 Web Browser

The Dialog 5446 IP phone has a built-in web browser which can be accessed from the menu bar at the top of the display window.

16.1 Opening the Web Browser

To open the web browser, do the following:

1. Tap  in the menu bar to open the **Internet** page, see below.



2. Tap in the input field to activate it and enter a valid web address. The requested page starts loading.

Note: For faster downloading, you are recommended to use only web pages that are optimized for mobile phones.

16.2 Using the Web Browser

The built-in web browser contains a number of icons which you use to navigate the web, to handle bookmarks, and to exit the current page or the browser:

The **go/exit** button. Tap to go to the web address you have entered in the address field at the top of the Internet page.



The **bookmark** button. Tap to open the list of bookmarks.



The **back** navigation button. Tap to return to the last web page you viewed.



The **next** navigation button. Tap to go to one of the pages you have previously viewed.



The **stop** navigation button. Tap to stop loading a requested page.



The **reload** navigation button. Tap to reload the currently requested page.



The **home** navigation button. Tap to go to the start page.



The **add bookmark** button. Tap to bookmark the current page. Bookmarks you create are automatically stored in a bookmark list.



The **display keyboard** button. Tap to enlarge the display keyboard in order to enter text using it.



16.3 Exiting the Web Browser

To exit the web browser, do the following:

1. Tap the **go/exit** icon in the lower left corner of the screen. A message appears asking if you wish to disconnect.

2. Tap **Yes** to confirm and return to the main page with the menu bar at the top.

Note: If you wish to continue browsing the web, tap **No**.

17 Web Interface

You can access your IP phone from the web browser in your PC, and manage your phone remotely.

Before you can access the telephone's web interface, you need to enter your telephone's web or IP address in the web browser's address field, see below.

17.1 Accessing the Telephone's Web Interface

To access the telephone's web interface, do the following:

1. To find out which web address or IP address the phone has, go to the **Settings** page and select **Network**.
2. The **Web address** and **IP address** options show the web and IP addresses of the IP phone in parentheses.
3. Enter the web address or the IP address in the address field of the web browser in your PC.
4. Start using the features in the web interface, see next section.

17.2 Using the Telephone through the Web Interface

To be able to use the telephone's features through the web interface, do the following:

1. Log on to the phone by entering a PIN or password in the **PIN or Password** text box.

Use the same PIN or password as for the logon to the telephony system. If you have no logon PIN or password, it is not possible to log on to the web interface. The PIN must be 4 digits or more.

2. Click on the **Log on** button.

Note: If you have forgotten your password, contact the system administrator.

3. Click the plus signs to open the sub menus.
4. Click on the desired feature. You can select among the following features:

Contacts.

Select if you want to add or delete entries.

Call list

Select if you want to delete the call list.

Settings

Includes the options Programmable keys, Hearing Level, and Ring Character.

5. Click **Log off** to exit.

18 Troubleshooting

This section describes common operational problems and warnings, and suggests actions to solve the problems.

Table 3 Common problems, their causes and solutions

Trouble	Cause	Solution
The message “No connection to network” appears	There is no connection to the LAN	Check the LAN cable between the LAN port and the phone.
The phone is locked	There is disturbance in the LAN.	Restart the phone by pressing the C (clear), mute, and # keys simultaneously for 2 seconds.
The access warning triangle appears in the display	There is disturbance in the LAN or in the exchange.	Although some features may not work, the phone can still be used for making and receiving calls. If the trouble persists, contact the system administrator.

Trouble	Cause	Solution
You receive a congestion tone when you dial an area code	You are not allowed to call the area code.	Call the operator and ask for help to establish the call.
The phone does not work properly	The network settings may be incorrectly configured.	Contact your system administrator.

19 List of Features and Procedures

4 Features and Procedures on page 86 summarizes the procedures for the H.323 version of the Dialog 5446 IP phone. For the SIP version of the phone you also have to tap the Call button at the end of the procedure. For details, see the descriptions in the previous sections.

Table 4 Features and Procedures

Features	Procedure
ACCOUNT CODE	*61*account code#
AUTHORIZATION CODE	
Common code:	
increase CoS	*72*authorization code#
lock extension	*73*authorization code#
unlock extension	#73*authorization code#
Individual (regional) code, RAC:	
increase CoS	*75*authorization code#
lock extension	*76*authorization code#
unlock extension	#76*authorization code#
change code	*74*prev code*new code#
AUTOMATIC CALLBACK	

- to order:	
- busy extension or no reply	Press key 6
- busy external line	Press key 6
- to cancel:	
- busy extension or no reply	#37*extension number#
- busy external line	#37*external number#
- all ordered callbacks	#37#
BYPASS	*60*B-number#
CALL PICK UP	
- individual	Press key 8
- group	*8#
CALL WAITING	
- not applicable	
COMMON SPEED DIALING NUMBERS	see List of speed dialing numbers
CONFERENCE	Press key 3
EXTERNAL FOLLOW-ME	
- to order	*22#route access code and external number#
- to cancel	#22#
- to order from another extension	*22* extension number to divert # route access code and external number# North America: *23* extension number to divert # route access code and external number#
to cancel from another extension	#22* diverted extension number # North America: #23* diverted extension number #

FOLLOW-ME	
- to order from own extension	*21*B-number#
- to cancel from own extension	#21#
- to cancel from answering position	#21*A-number #
- to order new follow-me position	*21*A-number*C-number#
- to order from another extension	*21*extension number to divert * number of follow-me position#
- to cancel from another extension	#21*diverted extension number#
GENERAL DEACTIVATION	#001#
INQUIRY	
- to initiate	Line/Hold
- to revert to original party	Let other party hang-up, and the original party will call-back
INTRUSION	Press key 4
LAST EXTERNAL NUMBER REDIAL	***
MANUAL MESSAGE WAITING	
- to order	*31*extension number#
- to cancel	#31#
NIGHT SERVICE	
Universal	8
Flexible	
- to order	*84*route number* external line number#

- to cancel	#84#
NUMBER PRESENTATION RESTRICTION	*42# B-number
REBOOT	Press the keys C, mute and # simultaneously for at least one second
SOFTWARE VERSION	Press the keys C, *and 4 simultaneously for at least one second
TRANSFER	Press key C or hang up handset

20 Telephony Function Codes

This section describes the country specific function codes used in MX-ONE that are relevant for the Dialog 5446 IP phone.

The following application systems are concerned: Australia, Austria, Belgium, Brazil, China, Denmark, Export, Finland, France, Germany, Hong Kong A-law, Hong Kong My-law, Indonesia, Ireland, Italy, Malaysia, Mexico, The Netherlands, New Zealand, North America, Norway, Korea, Saudi Arabia, Singapore, South Africa, Spain, Standard, Sweden, Switzerland, and United Kingdom.

Suffix codes are entered as written. They can only be used for SIP phones. For H.323 phones you use dedicated keys.

Service codes are entered for activation, such as *code #, as well as for deactivation, such as #code #.

Table 5 Standard and Alternative codes

Function	Standard codes	Alternative codes
Suffix codes (only for SIP)		
Alternation on Inquiry	N/A	Sweden: R
Conference	3	

Intrusion	4	France: 8 New Zealand: 8 Sweden: 8
Call Waiting Indication	5	France: 6 New Zealand: 6 Sweden: 4
Call Back	6	France: 5 New Zealand: 5 Sweden: 5
Common Parking or Individual Call Pick-up	8	France: 4 New Zealand: 4 Sweden: 6
Service Codes		
General Deactivation	001	North America: 0
Choice of Language	08	
Ordering or Cancellation of Active List (Personal Number)	10	
Follow Me	21	United Kingdom: 2
External Follow Me	22	North America: 23
Ordering or Cancellation of Interception Message	23	North America: 24
Print Interception Message	26	Sweden: N/A
Manual Message Waiting	31	
Cancellation of Message Waiting	31	North America: 56
Automatic Call Back, Cancellation	37	North America: 6

Malicious Call Tracing	39	
Calling Line Identification Restriction Per Call	42	
By-pass of Diversion	60	North America: 1
Account Code Predialing	61	Finland: 71 Norway: 71
Authorization Code Predialing	72	Germany: 75 The Netherlands: 75 North America: 6 Sweden: 75
Lock/Unlock Common Authorization Code	73	North America: 71
Change Individual Authorization Code	74	
Dial With Individual Authorization Code	75	Germany: 72 The Netherlands: 72 Sweden: 72
Lock/Unlock Individual Authorization Code	76	
Customer Identity Storage	77	
Answer on Group Call Pick-up, and Answer on Night Time Connection (* and # in the service code can be excluded)	8	Finland: 0 North America: 59 Sweden: 0
Ordering of Night Time Connection	84	North America: 8
Repetition of the Last External Number Dialed	***	Finland: **0 Sweden: **0

Conference		
Maximum number of parties when external lines are connected	8	
Maximum number of parties in a conference	8	
Maximum number of public trunk lines in a conference	8	North America: 6
Maximum number of external lines in a conference	8	North America: 6
PBX Operator Service Codes		
Selection of a specific line within a route	0	North America: 3
Conference	3	North America: 4
Day/night status for the exchange	80	
Emergency switching	90	