Welcome to the User Guide for the Dialog 3213 system telephone in the Ericsson MD110 communication system, release BC11. It is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

To take full advantage of these advanced features and facilities there is a line of telephones, designed for ease of use in every situation.

Function descriptions that do not include speaking in the handset, are described off-hook, if nothing else is stated. Instead of pressing the "Clear-key", you can always replace the handset.

Some markets use differing codes for some functions. In this guide, all functions are described using the most common code for every specific function. As a note the markets and their differing code is shown.

The User Guide describes the facilities of the Dialog 3213 system telephone as it is programmed at delivery from the factory. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

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

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

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Hereby, Ericsson Enterprise AB, declares that this telephone, is in conformity with the essential requirements and other relevant provisions of the European R&TTE directive 1999/5/EC. Please refer to: http://www.ericsson.com/sdoc.

EN/LZT 103 24 R1A
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Description

1  **Display**  
3x40 characters. See section “Display Information” on page 90.

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

3  **Programming**  
See section “Programming and Adjustments” on page 76.
4 Callback
See section "When You Receive a Busy Tone" on page 21. Function can be removed or moved to other programmable function key by system administrator.

5 Diversion (follow-me)
See section "Call Forwarding" on page 25. Function can be removed or moved to other programmable function key by system administrator.

6 Programmable function keys
See section "Programming and Adjustments" on page 76.

7 Programmable function key/Headset key
Normally a programmable function key as described at 6. With Option unit DBY 410 02 (optional accessory) installed under the telephone, the key is dedicated to be programmed by the system administrator as the Headset key. See section "Other Useful Facilities" on page 54.

8 Transfer
See section "During Calls" on page 15.

9 Triple access line
For handling calls. Access 1 and 2 are available both for incoming and outgoing calls. Inquiry can only be used for outgoing calls.

10 Menu key
When the telephone is in idle state, press to switch between "idle message" and soft key descriptions.

11 Volume control
See section "Programming and Adjustments" on page 76.

12 Mute
a To switch the microphone on or off during a call.
b To switch off the ringing signal in idle state or when ringing. See sections "During Calls" on page 15 and "Audible Signals" on page 87.

13 Loudspeaker on/off
See section "During Calls" on page 15.

14 Clear
To disconnect calls, exit a function or clear the display in programming. Can always be pressed instead of replacing the handset.

15 Optional key panel
With 17 dual-function programmable keys. One or two panels can be connected.
Description

16  **Handset**
Supplied with hearing aid function as standard.

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

17  **Optional pull-out leaf for easy guide**
See inside of the back cover.
Free Seating (optional)

The free seating function is used for persons who have an office extension number but no telephone set of their own. For example, flexible office workers, persons mostly working outside the office, etc. As a free seating user and working from the office, you logon to any free telephone set that temporarily will be assigned with your extension number and your system authorities.

To log on

Press

Enter the authorization code and press

Enter your telephone number and press

Press to finish the procedure

The display shows your telephone number.

Note: An earlier version of the free seating function used another procedure: To log on, press **10** extension No. #.
Free Seating (optional)

To log off

Press \#11\# Press to finish the procedure

Note: An earlier version of the free seating function uses another procedure: To log off, press \#10\#. 
Incoming Calls

Answer calls
A ringing signal and a flashing lamp indicate an incoming call.

On Access 1
Normally you will receive calls on the Access 1 line.

Lift the handset

On any other line key
Lift the handset
Press the flashing line key

Handsfree
Press the flashing line key
You are connected to the caller via the loudspeaker and microphone.
Press to terminate a handsfree call
On another extension

You can answer a call to a phone in another room:

Call the ringing extension

<table>
<thead>
<tr>
<th>14:25</th>
<th>12 Feb 2001</th>
<th>2222</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBack</td>
<td>CWait</td>
<td>Pick</td>
</tr>
</tbody>
</table>

Note: The display image might differ from the above.

Press 8

Notes:
You can also press Pick (see display) or On-hold/Pick-up (function key pre-programmed by you).

France press 4, Sweden press 6
Answer a second call during an ongoing call

If your telephone is pre-programmed with a “Free on 2nd access” key, you can receive another call, if this function is activated.

Free on 2nd Access
Press to activate / deactivate
When Free on 2nd access is active the lamp is lit.

Note: Function key pre-programmed by system administrator.

You have an ongoing call on Access 1, when the Access 2 key flashes to indicate a new incoming call:

Access 2
Press to answer
The first call is put on hold.

Access 1
Press to switch back to the first call
The second call is put on hold. You are connected to the first caller.

Press to terminate the connected call

Note: If the calling party has activated Call waiting, you can receive a second call even if Free on 2nd access is not activated.
Outgoing Calls

Make calls
How to make internal and external calls:

Lift the handset and proceed depending on call type:

**Internal calls**
Dial the extension number

**External calls**
0
Dial the digit or digits to get an external line
Dial tone.

*Note:* The particular digit or digits used in your office, e.g. 0 or 00.

Dial the external number

Press to end the call

*Note:* If you receive a queue tone when the digit or digits to get an external line are dialled (optional function Least Cost Routing is used in the system), keep waiting. Once a line becomes free you will receive a dial tone. If a warning tone is heard, the selected line is marked “Expensive”. 

Outgoing Calls
**Handsfree**

With the handset on hook:

- **Dial the number**
  You are connected via the loudspeaker and microphone.

- **Press to terminate a handsfree call**

  **Note:** You can make your calls faster by using common abbreviated numbers and by using your own programmed abbreviated numbers. See section “Abbreviated Numbers” on page 45.

---

**Individual external line**

To make a call on a specific external line:

- **Press**

- **Dial the individual external line number and press**

- **Dial the digit or digits to get an external line and the external number**
Outgoing Calls

Last external number redial

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

- **Lift the handset**
- **Press to redial the saved number**

The last external number is automatically redialled.

**Notes:**
- You can also press RDial (see display) or Last number redial (function key pre-programmed by you).
- Finland and Sweden press **0**

Save external number

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

To save an external number:

- **Press before you finish the call**

  **Note:** Function key pre-programmed by system administrator.

Redial number

Lift the handset

- **Press to redial the number**

  **Note:** Function key pre-programmed by system administrator.
During Calls

Group listening (loudspeaking)
This function lets other people in your room listen to your telephone conversation. You speak in the handset while the other party's voice is heard on the loudspeaker.

During an ongoing conversation:

**Press to switch between loudspeaker and handset**
When the key lamp is lit, the other party's voice is heard on the loudspeaker.

*Note: You can adjust the volume, See section "Programming and Adjustments" on page 76.*

**From loudspeaking to handsfree**

Replace the handset
Handset conversation.

**From handsfree to loudspeaking**

Lift the handset and press

Press to end the call
During Calls

From handset to handsfree

Press and replace the handset
Handsfree conversation.

Press to end the call

From handsfree to handset

Lift the handset
Conversation via the handset.

Mute

Press to switch the microphone on or off
When the lamp is lit, the person on the line cannot hear what is being said in your room.

Inquiry

You have speech connection on Access 1 and want to make an inquiry to an internal or external party.

Press

Note: You can also press Access 2.

Call the second party
The first party is put on hold (the Access 1 key lamp flashes slowly). When the other party answers you can switch between the calls (refer back), transfer the call, create a conference and end one of the calls.

Press to end the inquiry call
The second party is disconnected.

Access 1
Press to return to the first party
Refer back
The key lamp flashes for the call put on hold.

Access 1
Press to put second party on hold
First party is connected.

Inquiry
Press to put first party on hold
Second party is connected.

C
Press to terminate the connected call

Transfer
You want to transfer an ongoing call.

Inquiry
Press

Call the second party

Transfer
Press before or after answer
The ongoing 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 dialled extension is busy or transfer is not allowed, your phone will ring again.
During Calls

Conference
With this procedure you can include up to seven parties in a conference. Only the conference leader can admit participants. During the conference a tone will be heard every 15th second.

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

You have an ongoing conversation (Access 1) and want to establish a telephone conference. You will become the conference leader.

Press to establish a conference

Note: You can also press Conf (see display) or Conference (function key pre-programmed by you).

Repeat the procedure to add more conference members

Replace the handset to leave the conference
During Calls

**On hold**

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

**Individual**

Press the ongoing call line key and replace the handset
The key lamp flashes slowly.

Press the line key again to resume the call

**Common**

Press

8

Notes:

You can also press: **Pick** (see display) or On hold/Pick-up (function key pre-programmed by you).

France press 4; Sweden press 6

8

Replace the handset
The key lamp flashes slowly. If your number is multiple represented on other telephones, the key lamp that represents your number flashes slowly on these telephones.

To resume the call on your own extension:

Press the line key

To resume the call on another extension:

Call the extension where the call was put on hold

Press

Notes:

You can also press: **Pick** (see display) or On hold/Pick-up (function key pre-programmed by you).

If your number is multiple represented on the telephone, you can also press the key that represents your number.

France press 4; Sweden press 6
During Calls

Send caller identity code at transfer

When transferring a call you can send the caller’s identity code or number to the receiver’s display.

You have speech connection with an external party on Access 1.

- Press to put the call on hold
  - Note: You can also press Access 2.

- Press 7 7
  - Dial the caller’s identity code or number and press
  - Call the second party

Transfer

- Press before or after answer
  - The ongoing call is transferred with the caller’s identity code or number.
  - Note: You can only use this function if the receiver’s telephone is programmed to handle identity codes.

Dialling during a connected call

When calling interactive tele services, e.g. telephone banks, you need to use Dual Tone Multi Frequency (DTMF) signals. If your exchange is not already programmed to automatically convert your entered digits into DTMF signals, you need to activate the function during the call.

During an ongoing call:

- Press and dial the requested digits
  - Entered digits are transferred as DTMF signals.
  - Notes:
    - You can also press Tones (see display).
    - Finland press 1 and dial the required digits.
When You Receive a Busy Tone

Busy extension or external line
If you call an extension and receive a busy tone or get no answer or all external lines are busy you can use these methods:

Automatic callback
If a called extension is busy or there is no answer:

6 Press

Notes:
You can also press: CBack (see display) or Callback (function key pre-programmed by you).

France, Finland and Sweden press 5

Replace the handset to finish procedure
You are called back (recall ringing signal) when the ongoing call is finished or the next time a new call is finished. You have to answer within eight seconds; otherwise the Callback service is cancelled.

Lift the handset when you are called back
The system calls the extension.

Note: Callbacks can be activated on several extensions at the same time. Callbacks from additional lines will recall on the Access 1 line.
When You Receive a Busy Tone

If all external lines are busy (after dialling the digit or digits to get a line):

6 Press

Notes:
You can also press: CBack (see display) or Callback (function key pre-programmed by you).

France, Finland and Sweden press 5

Dial the external number and press

Replace the handset to finish procedure
When an external line becomes free you will be called back (recall ringing signal). You have to answer within eight seconds, otherwise the Callback service is cancelled.

Lift the handset when you are called back
The system calls the external number.

Note: Only one Callback can be activated on a busy external line. Callbacks from additional lines will recall on the Access 1 line.

Cancel any single callback

Press and dial the extension number

Note: To cancel a single Callback on a specific external line, dial the digit or digits to get a line instead of the extension number.

Cancel all callbacks

Press

#37# Press
When You Receive a Busy Tone

**Activate call waiting**
If you urgently wish to contact a busy extension or external line, you can notify it by a call waiting signal.

5 Press

**Notes:**
You can also press: **Call wait** (see display) or Call waiting (function key pre-programmed by you).

France and Finland press 6, Sweden press 4

Keep handset off-hook. When the called extension or the external line becomes free, it will be called automatically.

**Note:** The call waiting function might be blocked for use on your extension (programmed by system administrator). If call waiting is not allowed you will continue to receive a busy tone.

**Intrusion on a busy extension**
You can intrude on an ongoing call on a busy extension.

4 Press

**Notes:**
You can also press: **Intr** (see display) or Intrusion (function key pre-programmed by you).

France and Sweden press 8

Before the intrusion is executed a warning tone is sent to the parties in the ongoing call. A three party call is established and a warning tone is heard.

**Note:** The warning tone might be disabled for your system. The Intrusion function might be blocked for use on your extension (programmed by system administrator). If Intrusion is not allowed you will continue to receive a busy tone.
When You Receive a Busy Tone

**Intrusion on a busy external line**
You can intrude on an ongoing call on a busy external line.

[* 4 4 *]
Press and dial the individual external line number

[##]
Press and dial the digit or digits to get an external line Busy tone.

4
Press

**Notes:**
You can also press: Intr (see display) or Intrusion (function key pre-programmed by you).

France and Sweden press 8

Before the intrusion is executed a warning tone is sent to the parties in the ongoing call. A three party call is established and a warning tone is heard.

**Note:** The warning tone might be disabled for your system. The Intrusion function might be blocked for use on your extension (programmed by system administrator). If Intrusion is not allowed you will continue to receive a busy tone.
Call Forwarding

Diversion
If you do not want to be disturbed or will be out of the office, you can have all calls to your extension diverted to a pre-programmed answering position. During diversion you will hear a special dial tone and the diversion lamp indicates that your triple access line is diverted. You can still make calls as usual.

Diversion can be direct, on no answer, on busy or to another information service facility.

Note: If your telephone is programmed with "Multiple Directory Diversion and Do not disturb" (ask your system administrator), Diversion is ordered and cancelled simultaneously on all lines.

Order direct diversion from your own extension
The call is diverted to an individual position or up to three pre-determined common answering positions (depending on the type of the incoming call). Programmed by the system administrator.

Diversion Press

Note: Function key pre-programmed by system administrator.
If you order diversion with the handset off-hook or the loudspeaker on, press the diversion key twice. You can also use the procedure below.

\[21\] Press

Note: U.K. press \[2\] #

C Press

Note: Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section "Internal follow-me" on page 28.
Call Forwarding

**Cancel direct diversion from your own extension**

Press

*Note: Function key pre-programmed by system administrator. You can also use the procedure below.*

`#21#` Press

*Note: U.K. press `# 2 #`*

Press

*Note: Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section "Internal follow-me" on page 28.*

**Diversion when there is no answer**

`*211#` Press to order

*Note: Finland and Norway press `* 6 1 #`*

The incoming call is diverted after 3 signals.

Press

`#211#` Press to cancel

*Note: Finland and Norway press `# 6 1 #`*

Press
**Diversion when caller receives a busy tone**

\*212#  
Press to order  

Note: Finland and Norway press \*67#  

\#212#  
Press to cancel  

Note: Finland and Norway press \#67#  

**Diversion to another information service facility**

\*218#  
Press to order  

\#218#  
Press to cancel
Internal follow-me

All calls to your extension are diverted to an extension of your choice (within the private network). During follow-me you will hear a special dial tone and the diversion lamp indicates that your triple access line has follow-me. You can still make calls as usual.

**Note:** If your telephone is programmed with “Multiple Directory Diversion and Do not disturb” (ask your system administrator), Internal follow-me is ordered and cancelled simultaneously on all lines.

**Order from your own extension**

1. **Lift the handset**
2. **Press and dial the answering position number**

   **Note:** Function key pre-programmed by system administrator.
3. **Press to order**
4. **Replace the handset**

   **Note:** You can also use the procedure below.
5. **Dial** \#21\* \#
   **Press and dial the answering position number**

   **Note:** U.K. press \#2\* No.
6. **Press**
Cancel from your own extension

Press

Notes:
Function key pre-programmed by system administrator.
You can also use the procedure below.

Press

Note: U.K. press # 2 #

Redirect from answering position

Press and dial your own extension number

Note: U.K. press * 2 * No.

Press and dial the diversion number

Press to redirect
Calls are diverted to the answering position.

Note: Internal follow-me must be ordered from your own extension before you can redirect from answering position.

Cancel from answering position

Press and dial your own extension number

Note: U.K. press # 2 * No.

Press
External follow-me

If external follow-me is allowed you can have all calls to your extension diverted to an external number of your choice. A special dial tone will be heard. You can still make calls as usual.

Order

* 2 2 #
Press and dial the digit or digits to get an external line and the external number

#
Press

Cancel

Press

Note: Function key pre-programmed by system administrator. You can also use the procedure below.

# 2 2 #
Press

C
Press

Bypass diversion

If bypass diversion is allowed from your extension, you can bypass an activated diversion/follow-me on a specific extension.

* 6 0 *
Press and dial the extension number

#
Press and wait for answer
Call Forwarding

Personal number (optional)

With this function you can be reached on your normal office telephone number even if you are in another room, out of the office, at home, etc. Depending on the functionality of your office exchange, you can have either one individual single search profile or you can choose between five individual search profiles. A search profile can be designed to fit the situation, i.e. in the office, on travel, at home, etc. Both internal or external telephone numbers can be used in a profile.

On your request, the search profiles are programmed or modified by the system administrator. See section “To design and order your search profiles” on page 33.

When the function is activated, incoming calls are transferred to different telephones or back-up services in your decided order. If an answering position in the profile is busy, the call can be transferred to another predefined position in the profile, i.e. voice mail or a colleague. You can activate the function from your own office telephone or when out of the office, by using the Direct Inward System Access function (DISA).

To activate or change to another profile from your office telephone

\[10\]

Press

(1 - 5)

Dial the search profile digit

C

Press

The display shows the chosen search profile digit.

Note:
You can also activate and change to another profile by programming one function key/search profile (the function keys have to be pre-assigned by your system administrator). When the search profile is active the key lamp is on. See section “Programming and Adjustments” on page 76.

If the operator is included in the activated profile as an answering position, always inform the operator if you are absent. Use the Absence Information function or call the operator. If Voice Mail is included in the activated profile, always update your greeting with absence information.
Call Forwarding

To cancel from your office telephone

Press

# 1 0 #

Press

Note: If you have activated a profile via a function key, you can press this key instead of using the procedure above.

To activate or change to another profile from an external telephone

The external telephone must be of push button type provided with hash (#) and star (*) keys or a mobile telephone adapted for dial tone pulses (DTMF).

Call the DISA function at your office

Dial tone.

* 7 5 *

Press

Enter the authorization code and press

* #

Dial your own extension number and press

Dial tone.

* 1 0 *

Press

Dial your own extension number and press

( 1 – 5)

Dial the search profile digit

Press and replace the handset

Note: If the operator is included in the activated profile as an answering position, always inform the operator if you are absent. Use the Absence information function or call the operator. If Voice Mail is included in the activated profile, always update your greeting with absence information.
**To cancel from an external telephone**

The external telephone must be of push button type provided with hash (¹#) and star (¹*) keys or a mobile telephone adapted for dial tone pulses (DTMF).

1. Call the DISA function at your office
   - Dial tone.

2. \*7\*5\* Press

3. \* Enter the authorization code and press

4. \# Dial your own extension number and press
   - Dial tone.

5. \#10\* Press

6. \# Dial your own extension number and press

7. Replace the handset

**To design and order your search profiles**

The search profiles are installed or changed by the system administrator. In order to set up your profiles, copy the setting form, fill in your new or changed profiles and give it to your system administrator.

**Note:** If Personal Screen Call Server is connected to your system, you can edit the profiles via your Intranet. See instructions for the server!
Important notes when designing your search profiles:

- Avoid a ringing time longer than 45 seconds for your profiles
  Usually the caller hangs up after 3-6 ringing signals. If you need a longer ringing time, the maximum time is 60 sec.

- Consider the time you need to react and answer on each answering position in your profiles
  You might need up to 15 seconds to react and answer on a desk or cordless telephone and 20-25 seconds for a mobile telephone.

- There must be an answering position at the end of every profile (voice mail or operator/secretary)
  If not, calls might end up unanswered.

- Consider what should happen when you are busy on a telephone
  The available options are:
  - Activate Free on 2nd (if available)
  - Diversion to Voice mail
  - Diversion to the operator

- If an answering machine, a FAX or other answering service is used as an early answering position, it might interrupt the searching
  Disconnect the answering service, or design the ringing times so they do not affect the searching.

- If your system admits just one single personal profile, design the profile only with your 2–3 most frequently used positions
  If you add more numbers, there is a risk that the caller hangs up before a late position is called.

- If your system admits 1–5 personal profiles, design the different profiles to fit your most used positions
  Make sure you use as few answering positions as possible for each profile. Profile examples:
  - In office
  - At home
  - On travel
  - Absent/not reachable
Example:
How to fill in your setting form for search profiles:

### Profile 1  In office

<table>
<thead>
<tr>
<th>Search order</th>
<th>Type of telephone or answering position</th>
<th>Telephone number</th>
<th>Ringing time (seconds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Desk</td>
<td>1234</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>Cordless</td>
<td>5234</td>
<td>15</td>
</tr>
<tr>
<td>3</td>
<td>Voice Mail</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, etc.

### Profile 2  At home

<table>
<thead>
<tr>
<th>Search order</th>
<th>Type of telephone or answering position</th>
<th>Telephone number</th>
<th>Ringing time (seconds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>External</td>
<td>222222</td>
<td>20</td>
</tr>
<tr>
<td>2</td>
<td>Mobile</td>
<td>0706666666</td>
<td>25</td>
</tr>
<tr>
<td>3</td>
<td>Voice Mail</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Setting form for search profiles

Name:
Department:
Telephone No:
Account:

Profile 1

<table>
<thead>
<tr>
<th>Search order</th>
<th>Type of telephone or answering position*</th>
<th>Telephone number</th>
<th>Ringing time (seconds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, etc.

Profile 2

<table>
<thead>
<tr>
<th>Search order</th>
<th>Type of telephone or answering position*</th>
<th>Telephone number</th>
<th>Ringing time (seconds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Profile 3

<table>
<thead>
<tr>
<th>Search order</th>
<th>Type of telephone or answering position*</th>
<th>Telephone number</th>
<th>Ringing time (seconds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Profile 4

<table>
<thead>
<tr>
<th>Search order</th>
<th>Type of telephone or answering position*</th>
<th>Telephone number</th>
<th>Ringing time (seconds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Internal Messages

Manual message waiting (MMW)
If the called extension does not answer you can initiate a message waiting indication on that extension (if this function is allowed).

**Answer**

Press

*Note:* Function key pre-programmed by system administrator.

A call is initiated to the extension that requested message waiting.

**Checking the party that requested MMW**

Program Press
The program key lamp turns on and all other lamps turn off.

Message Press

*Note:* Function key pre-programmed by system administrator.

The number that requested message waiting is shown in the display.

Program Press to finish procedure
Internal Messages

Cancel MMW at your own extension

```
# 3 1 #
C
Press
Press
```

Order MMW to another extension

```
× 3 1 ×
Press
Dial the extension number
```

```
# C
Press
The message waiting key lights up on the called extension.
```

Cancel MMW to another extension

```
# 3 1 ×
Press
Dial the extension number
```

```
# C
Press
```

Dial the extension number
Internal Messages

Message waiting (optional)
If assigned this function and your telephone is diverted to an interception computer, a function key (programmed by the system administrator) will flash when there are messages stored for you in the computer. The messages will be printed out on a printer connected to the computer.

To print out messages

Press
The display shows the identity of the computer and the number of messages stored for you.

If you find that the notification of message waiting is intrusive or you want to shut off the notification:

# 9 1 # *
Press
Acknowledgement tone.
Integrated voice mail (optional)
This function allows you to leave a voice message to the caller when you are unable to answer calls, e.g. when out of office, in a meeting, etc. Then the caller can leave a message in your mailbox. When back in office you can enter your mailbox and listen to received messages.
You can choose to divert all incoming calls to your mailbox, or calls when there is no answer, or calls when your telephone is busy.
When you enter your mailbox, you will hear recorded instructions how to handle listening, recording, storing and deleting messages, and how to change your security code.

To activate and deactivate your mailbox
For all incoming calls:
See “Call Forwarding” on page 25, section “Internal follow-me” on page 28 (function code 21). Use the number to the voice mail system as the “answering position number”.

When incoming calls get no answer:
See “Call Forwarding” on page 25, section “Diversion” on page 25 when there is no answer (function code 211).

When incoming calls get a busy tone:
See “Call Forwarding” on page 25, section “Diversion” on page 25 when caller receives a busy tone (function code 212).
To enter your mailbox
From your office telephone:

Dial the number to the voice mail system

Note: If a function key is programmed for your mailbox and the key lamp is lit or flashing (= a new message is received), you can also press this key.

If you are asked to enter your security code:

Enter your security code
Code at delivery = your extension number.

From another telephone:

Dial the number to the voice mail system

If you are asked to enter your security code (the used telephone has a mailbox of its own):

# Press

Enter your mailbox number
(normally your office extension number)

Enter your security code (if required)

To enter someone else’s mailbox

Dial the number to the voice mail system

If you are asked to enter your security code (the used telephone has a mailbox of its own):

# Press

Enter the mailbox number
(normally the office extension number of the person served)

Enter the security code of the person served (if required)
To handle the mailbox

Recorded information on the line informs about the number of new and stored messages. If you have too many messages stored, you will first be asked to delete saved messages.

Recorded instructions ask you to press different digits in order to listen to caller’s messages, record your own greetings, change your password or exit your mailbox, etc.

The following diagram gives an overview of the mailbox system and the digits to be used.
Absence information (optional)

To be used during absence to inform callers about the reason and time or date of your return. If you are authorized, you can also enter absence information on another extension from your own extension.

**Order**

*Example: Back on September 15th (=0915).*

- **23**
  - Press
- **(0-9)**
  - Enter the absence code

  **Note:** The absence codes consist of one digit which depends on the system connected to the exchange. Contact your system administrator regarding your available absence codes.

- **0915**
  - Press and enter the date (MMDD) or time (HHMM) of your return

  **Note:** If no return time or date is needed, this step can be excluded.

- **#**
  - Press

  The display shows the reason, and if entered, time or date of return.
**Cancel**

`# 2 3 #`

Press

`C`

Press

The programmed information is erased.

**Order for another extension**

`* 2 3 0 *`

Press

`C`

Dial the extension number and press

`(0–9)`

Enter the absence code

`* 0 9 1 5`

Press and enter the date or time of the other person’s return

`# C`

Press

The display on the other person’s extension shows the reason, and if entered, time or date of return.

**Cancel for another extension**

`# 2 3 0 #`

Press

`C`

Dial the extension number and press

**Note:** If the special dial tone is received, the authorization code for the other extension is required. Add the code and press `#` before pressing the Clear key.

`C`

Press
Abbreviated Numbers

**Common abbreviated numbers**
By using abbreviated numbers, you can make calls simply by pressing a few keys. The common abbreviated numbers consist of 1–5 digits and are stored in the exchange (by the system administrator).

Lift the handset and dial the common abbreviated number

---

**Individual abbreviated numbers**
You can program up to ten frequently used telephone numbers on the digit keys 0–9 and use them as individual abbreviated numbers (if this function is allowed).

Note: In Finland up to nine numbers, keys 1–9.

**To use**

\[ \times \times (0-9) \]
Press and dial the relevant digit

Note: Finland press \[ \times \times (1-9) \]; Sweden press \( (0-9) \)#
**Abbreviated Numbers**

**Program and alter individual abbreviated numbers**

\[ \times 51\times (0-9) \]

Press and dial selected digit

*Note: Finland press \[ \times 51\times (1-9) \]*

\[ \times \]

Press and dial the telephone number

\[ \# \]

Press

*Note: The programmed number may consist of a maximum of 20 digits plus a \[ \times \], which indicates the second dial tone from the public network. The display only shows the last 20 characters in a number.*

**Erase one programmed number**

\[ \# 51\times (0-9) \]

Press and dial selected digit

*Note: Finland press \# 51\times (1-9)*

\[ \# \]

Press

**Erase all programmed numbers**

\[ \# 51\# \]

Press
Dial-by-name (optional)

By use of the Integrated Telephone Directory you can search for a name, group, operator, etc. via your display and then call the wanted person or group by use of a soft-key below the display.

**Dir**
Press (see display)
The display shows:

<table>
<thead>
<tr>
<th>14:25</th>
<th>12 Feb 2001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Del</td>
<td>Space</td>
</tr>
</tbody>
</table>

**Del**
Press to delete the last entered character (see display)

**Space**
Press to enter a space (see display)

**Find**
Press to search using the entered characters (see display)

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

Use the key pad to enter the characters of the name. The characters above the keys show the key to be pressed.

**Example:**
Select characters by pressing digits repeatedly. The cursor is moved automatically when you stop pressing.

**Press a digit**

<table>
<thead>
<tr>
<th></th>
<th>result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 time</td>
<td>A</td>
</tr>
<tr>
<td>2 times</td>
<td>B</td>
</tr>
<tr>
<td>3 times</td>
<td>C</td>
</tr>
</tbody>
</table>

When the requested character is shown on the display, wait for the cursor to move to the next place.

The name must be entered as follows:

**Family name - Space - Name**

It is not necessary to enter all the characters, just as many to get as close as possible to the requested name when you start to search.

**Note:** If you want to specify the person’s first name, you must enter the full family name before you can enter a space.
Example:
To search for Bob Smith:

7777 Press for S
6 Press for m
444 Press for i

The display shows:

Find
Press to find (see display)
If SMI was sufficient to find Bob Smith, the display shows:

<table>
<thead>
<tr>
<th>Smith Bob</th>
<th>54321</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up</td>
<td>Space</td>
</tr>
</tbody>
</table>

If SMI gives a name close to Bob Smith, e.g. Ann Smith, scroll down until you find the requested name.

Up
Press to scroll up through the name list (see display)

Down
Press to scroll down through the name list (see display)

Call
Press to dial the number displayed (see display)

Back
Press to return to the previous menu (see display)
If there is additional information in the directory for the name being displayed, this is shown under the name, e.g. company, country, etc.
The display will inform if no name matches your search and show the name alphabetically preceding the entered one.
Dial by a function key

Press the function key

Program
Both telephone numbers and function codes can be programmed on a function key.

Press

Press the selected function key and dial the telephone number or function code

Press the function key again

Press to finish programming
Assign the key.

Verify and erase programmed number

Press

Press the selected function key
The stored number is shown on the display.

Press if you want to erase the stored number
The stored number is erased.

Press
Call Metering

Charging information
Charging information for your call can be shown in the local currency in the display.

<table>
<thead>
<tr>
<th>Cost in £</th>
<th>3.25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tones</td>
<td></td>
</tr>
<tr>
<td>Cost</td>
<td>2222</td>
</tr>
<tr>
<td>Time</td>
<td></td>
</tr>
</tbody>
</table>

Press to display or hide the cost indication (see display)

Note: The cost indication is automatically displayed for all charged calls, when the function is activated.
Timer
You can measure the elapsed time of your call.

<table>
<thead>
<tr>
<th>Time</th>
<th>Start</th>
<th>Stop</th>
<th>Exit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press to activate the timer (see display)</td>
<td>Press to start the timer function (see display)</td>
<td>Press to stop the timer function (see display)</td>
<td>Press to exit the timer function (see display)</td>
</tr>
</tbody>
</table>

**Note:** Timer can be activated when your telephone is idle, ready for dialling, during an outgoing call or when in speech connection.

**Other functions**
These functions are also available, during timer mode:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Clr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press to show date (see display)</td>
<td>Press to display time measurement (see display)</td>
<td>Press to clear time measurement (see display)</td>
</tr>
</tbody>
</table>
Call pick-up group

People working in a team can have their telephones programmed by the system administrator to form Call Pick-up groups.

In a Call Pick-up group, any member can answer any individual call to group members.

8 Press to answer

Notes:
You can also press CUp (see display).

One Call Pick-up group can serve as an alternative to another group. Calls to the alternative group can only be answered when there are no calls to your own group.

Finland and Sweden press 0

Common bell group

Calls are signalled on a common bell.

8 Press to answer

Notes:
You can also press CUp (see display).

Finland and Sweden press 0
Group Facilities

Group hunting
As a member of a group of extensions that is called by a common number, you can temporarily leave the group.

*2 1*

Press and dial your own extension number

Note: U.K. press * 2 * No.

#

Press

To re-enter the group

# 2 1#

Press

Note: U.K. press # 2 #

#

Press

If you are authorized you can divert all calls to a group to another extension or group:

*2 4*

Press

Dial the number of the group to be diverted and press

Dial the extension number of the new answering position

#

Press

To cancel the diversion:

# 2 4#

Press

Dial the number of the group that has been diverted

#
Other Useful Facilities

Account code (optional)
This function is used to charge a call to an account number or to prevent unauthorised calls from your telephone. The account code can have 1 to 15 digits.

**61**  Press

*Note: Finland and Norway press **71***

###  #
Enter the account code and press
Dial tone.

*Note: You can also press AcCo (see display), enter the account code and press Enter (see display).*

###  #
Dial the digit or digits to get an external line and the external number
**Ongoing external call**

When used to charge a call it is also possible to connect an ongoing external call to an account code. During the call:

- **Access** Press the line key to put the ongoing call on hold
- **\*61\*** Press
- **\#** Enter the account code and press
  
  **Note:** Finland and Norway press \*71\*

- **Access** Press the line key for the call put on hold

**Immediate speech connection**

You automatically answer a call without lifting the handset or pressing any keys. The function can be permanently active or activated by use of a function key (programmed by system administrator).

**Permanently active**

Program the ringing option with "Immediate speech connection with single tone burst", option 6, on the Access line key. See section "Programming and Adjustments" on page 76.

**Activated on a function key**

- **Automatic answer**
  
  **Press to order or cancel**

  **Note:** Function key pre-programmed by system administrator.

  The incoming call is signalled with a tone burst. When the key lamp is lit you can use this function.
Other Useful Facilities

General cancellation
The following features can be simultaneously cancelled:
- Callback (all Callbacks are cancelled).
- Diversion/Internal and External Follow-me.
- Manual message waiting/Message diversion.
- Do not disturb.
- Flexible night service.

Order

# 0 0 1 #
Press

Night service
When the exchange is in night service mode, all your incoming calls to the operator are transferred to a selected extension or group of extensions. The exchange is equipped with four different night service modes:

Common night service
All incoming calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Individual night service
Selected external calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Universal night service
All incoming calls to the operator are transferred to a universal signalling device, e.g. the common bell. Answer the call as described in section “Common bell group” on page 52.
Other Useful Facilities

Flexible night service

This function permits you to order an external line and connect it directly to your telephone. Ask your operator for the external line numbers.

**To order flexible night service**

1. \(\times 84\) \(\times\) Press and dial the digit or digits to get a line
2. \(\times\) Press and dial the external line number
3. \# C Press

**Cancel**

1. \# 84# Press and dial your own extension number
2. C Press
Hot line
Ask your system administrator if you require this function.

Delayed hot line
When the handset of the delayed hot-line telephone is lifted or when the line key is pressed, a timer is started. If no digit is pressed before time out, a call is automatically generated to a specific extension or external line. If a digit is pressed before time out the telephone works as an ordinary telephone.

Note: This function is only available in newer versions of the telephone exchange.

Direct hot line
The same function as described above, but no delay. Only hot line calls can be placed from this line. To be used e.g. as alarm phone, door phone etc.

Alarm extension
An extension can be programmed by system administrator as an alarm extension. A call to an alarm extension obtains automatic intrusion if the extension is busy. Up to seven calling parties may be connected at the same time.

Emergency state
In the event of an emergency the operator can switch the exchange into emergency state, during which only pre-programmed extensions are permitted to make calls.
Other Useful Facilities

Data communication
Your telephone can be used together with a PC as an integrated voice and data terminal. Contact your system administrator if you require this function.

Additional directory number
You can be assigned (programmed by system administrator) one or more additional directory numbers (lines) on free function keys. To answer, make calls and use functions on the additional directory lines, use the same procedure as for triple access lines if nothing else is stated. However, you have to press the additional line key after lifting the handset.

Example:
To make a call on an additional directory line:
Lift the handset
Press
Note: Function key pre-programmed by system administrator.
Dial the extension number

Multiple represented directory number
Your extension number can be programmed on a dedicated key on other system telephones, i.e. the number is “represented” on these telephones.
This means that incoming calls to your extension can be answered on any of these other telephones by just pressing the dedicated key. The dedicated key can also be assigned the possibility to call your extension when pressed. This function has to be programmed by your System Administrator.
Malicious call tracing

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

You can invoke tracing during or after an ongoing conversation. The external line can be held for a limited period of time.

Order

During an ongoing conversation:

Mal

Press (see display)

Note: You can also press Mal. Call Tracing (function key pre-programmed by system administrator).

The system acknowledges with different tones whether the tracing request was accepted or rejected.

Headset

If your telephone is equipped with Option unit DBY 410 02, the following headset functions are available.

Note: How to install Option unit and headset, see installation instruction provided with the Option unit.

Activate/Deactivate the headset

Press the headset key to activate/deactivate the headset

Note: Function key pre-programmed by system administrator.

See section “Description” on page 4. All calls can be handled via the headset.
Other Useful Facilities

**Answer calls**
Press the flashing line key to answer

Press to terminate a headset call

**Make calls**
Dial the number

Press to terminate the call

**Headset to handset**
Lift the handset

**Handset to headset**
Press the headset key

*Note: Function key pre-programmed by system administrator.*
Other Useful Facilities

**Headset with loudspeaking**

Press to toggle between headset with or without loudspeaking

**Headset to handsfree**

Press

Press the headset key

*Note:* Function key pre-programmed by system administrator.

**Handsfree to headset**

Press the headset key

*Note:* Function key pre-programmed by system administrator.
Other Useful Facilities

Direct Inward System Access (DISA) (optional)

If you are assigned to use this function and you are working externally, you can call your office and get access to an external line in order to make business calls. The business call will be charged your office extension number or an account number. You will just be charged for the call to the office.

The external telephone must be of push button type provided with hash (#) and star (*) keys or a mobile telephone adapted for dial tone pulses (DTMF).

After a completed DISA call you must hang up before a new DISA call can be made.

Depending on the type of authorization code and if an account code is used, different procedures must be used:

**With common authorization code**

- Call the DISA function at your office
- Dial tone.
- \*72\* Press
  - Enter the authorization code and press
  - Dial the external number

**With individual authorization code**

- Call the DISA function at your office
- Dial tone.
- \*75\* Press
  - Enter the authorization code and press
  - Dial your own extension number and press
  - Dial the external number
Name and number log (optional)

With this function all unanswered calls to your telephone will be logged. By use of the soft keys under the display you can browse the log, make calls to logged numbers and delete logged numbers.

A function key must be programmed by the system administrator. The key lamp is switched on and will flash when new unanswered calls have been logged, since last time the key was activated.

Your telephone must be idle and unlocked to be able to browse the log.

To browse the number log

Press

Note: Function key pre-programmed by system administrator.

The key lamp is switched off and the display shows the number of stored numbers, time, date, name and number of the last unanswered call:

Unanswered calls:2
14:25 12Feb 2001    Bob Smith       12345

Next  Del  Call  Exit

Press to show the next logged number (see display)

Press to delete the displayed number (see display)

Press to call the displayed number (see display)

Press to exit (see display)
Persons equipped with a wireless paging receiver or assigned to a lamp signal, can be paged from a telephone set. Depending on the type of paging system it is possible to send digit messages or voice messages to the paged person.

Paging can also be initiated and answered during an ongoing call. Make an Inquiry call and proceed according to the appropriate procedure for the type of connected paging system. You can then either return to the ongoing call or transfer the paging call to the person that was put on hold. If this person is an external subscriber, your exchange must be programmed for this function.

If you receive a congestion tone when paging, this indicates that the paged person has his paging receiver in the charging rack and is probably out of the office.
Paging receivers without a display and paging via lamp signals

To initiate
When there is no answer or a busy tone, keep the handset off hook:

7 Press
Wait for an answer with the handset off hook.

If you want to start paging without calling the person:

*81* Press
### Dial the extension number and press
Wait for an answer with the handset off hook.

To answer
From any telephone within the system and within the predetermined paging time:

*82* Press
### Dial your own extension number and press
Or if only one paging call is permitted at the time:

*82# Press
Paging receivers with a display

To initiate

When there is no answer or a busy tone, keep the handset off hook:

7 Press and replace the handset
Wait for the paged person to call back.

If you want to start paging without calling the person:

*81* Press

dial the extension number and press
Wait for the acknowledgement tone.

Replace the handset
Wait for the paged person to call back.

If you want to send a digit message code:

*81* Press

dial the extension number

and press

* #
Dial the message code (1–10 digits) and press
Wait for the acknowledgement tone.

Replace the handset
If expected, wait for the paged person to call back.
To answer
From the nearest telephone within the system: Call the extension number shown in the display of your paging receiver. If zeros are shown it indicates that you are being paged from an external subscriber. To answer:

\[ \times 82\times \]

Press

\[ \times 82\# \]

Dial your own extension number and press

Or if only one paging call is permitted at the time:

\[ \times 82\# \]

Press

If a message code is shown in the display, take the appropriate action.

---

Paging receivers with voice message

To initiate
When there is no answer or a busy tone, keep the handset off hook:

\[ 7 \]

Press

Leave your message after the tone. Just before the predetermined speech time is ended, a warning tone will be heard.

If you want to start paging without calling the person:

\[ \times 81\times \]

Press

\[ \times 81\# \]

Dial the extension number and press

Leave your message after the tone. Just before the predetermined speech time is ended, a warning tone will be heard.

To answer
If your paging receiver has bothway voice connection, press the answer button to speak. If no bothway connection exists, take the appropriate action according to the message or answer the paging in the same way as paging without a voice message.
Alarm paging

To initiate

\*810\* Press

Dial the extension number and press
Wait for the acknowledgement tone.

Replace the handset

If you want to send an alarm message code:

\*810\* Press

Dial the extension number and press

\* \# Dial the message code (1–5 digits) and press
Wait for the acknowledgement tone.

Replace the handset

To acknowledge an alarm

You must acknowledge the alarm to be terminated:

\*820\* Press

\# Dial your own extension number and press

To acknowledge an alarm for another extension:

\*820\* Press

\* \# Dial the other extension number and press

\* \# Dial your own extension number and press
Data privacy
Data privacy allows you to make a call without any disturbances, i.e. intrusion. This function is automatically cancelled when the call is finished.

Order
Lift the handset

*41# Press and dial the number
Do not disturb, DND

When you activate DND, calls to your extension are not indicated. Outgoing calls can be made as usual.

Press to activate or deactivate DND (see display)

Note: You can also press DND (function key pre-programmed by system administrator) or use the procedure below.

×27#
Dial to activate
Special dial tone.

or

#27#
Dial to deactivate

Press to finish activation/deactivation

Note: If your telephone is programmed with “Multiple Directory Diversion and Do not disturb” (ask your system administrator), DND is ordered and cancelled simultaneously on all lines.
Group do not disturb

If your extension is defined as a master extension (programmed by system administrator), you can mark a group of extensions as Group do not disturb. The group can be bypassed by you.

Order

\[ \ast 25 \ast \]
Press and dial the group number

Note: Germany and South Africa press \[ \ast 28 \ast \].

\# Press
Special dial tone.

Press

Cancel

\[ \# 25 \# \]
Press and dial the group number

Note: Germany and South Africa press \[ \# 28 \# \].

\# Press

Bypass

\[ \ast 60 \ast \]
Press and dial the extension number

\# Press
The call is made to the specified extension in the group.
Authorization code, common (optional)

If you are assigned to use a common authorization code (1 to 7 digits), you can temporarily change any used telephone within the exchange to the authority level connected to this code. You can use the code for one call only or you can open the phone for some calls and lock it when leaving the phone.

**To use for a single call**

\*72\*

* Press
* Enter authorization code and press
  * Verification tone.
  * **Note:** You can also press AutCo (see display), enter the code and press Enter (see display).
* Dial the digit or digits to get an external line and the external number

**To open an extension for some calls**

#73#

* Press
* Enter authorization code and press
  * Verification tone.
  * **Note:** You can also press Open (see display), enter the code and press Enter (see display).

**To lock an extension**

\*73\*

* Press
* Enter authorization code and press
  * Verification tone.
  * **Note:** You can also press Lock (see display), enter the code and press Enter (see display).
Authorization code, individual (optional)

If you are assigned to an individual authorization code (1 to 7 digits, affiliated to your own extension) you can lock your own extension to a common authority level, e.g. when out of the office. You can also temporarily change any other used telephone within the exchange to the same authority level as you have on your own phone.

The individual code can be changed from your own extension.

**To lock your telephone**

\[ \times 76\times \]

Press

Enter authorization code and press

Verification tone.

*Note: You can also press Lock (see display), enter the code and press Enter (see display).*

**To make calls with your authority level when your telephone is locked**

\[ \times 75\times \]

Press

Enter authorization code and press

Verification tone.

*Note: You can also press AutCo (see display), enter the code and press Enter (see display).*

Dial the digit or digits to get an external line and the external number
Authority

To open your telephone

# 76*

Press

Enter authorization code and press

Verification tone.

Note: You can also press Open (see display), enter the code and press Enter (see display).

To assign your own authority level to another telephone

* 75*

Press

Enter authorization code and press

Verification tone.

Note: You can also press AutCo (see display), enter the code and press Enter (see display).

Dial your own extension number and press

Verification tone.

Dial the digit or digits to get an external line and the external number

To change your individual authority code

* 74*

Press

Enter old authorization code and press

Enter new authorization code and press

Verification tone.
Programming and Adjustments

Programming of functions

Frequently used functions and telephone numbers can be programmed on the function keys for easy access. When you want to use the function, just press the key. Certain functions must be pre-programmed by the system administrator.

Program or change a function

Program Press

Press selected function key

Note: If the key is already programmed, the number or function will be displayed.

Enter telephone number or a function code according to the list on the next page

Note: If a wrong number is entered, press the Clear key to erase it, and then enter the number again.

Press the function key again

Program Press to finish programming

Remove the transparent cover and write the function name or telephone number beside the key.

Note: To erase a programmed function, press the Clear key, instead of the telephone number or function code, in the sequence above.
### Functions and required data

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<th>Function code or Associated number</th>
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<tr>
<td>Group</td>
<td>8</td>
</tr>
<tr>
<td>Individual</td>
<td>No. + 8</td>
</tr>
<tr>
<td>Call waiting</td>
<td>5</td>
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<tr>
<td>On hold, common</td>
<td>8</td>
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<tr>
<td>Conference</td>
<td>3</td>
</tr>
<tr>
<td>Dial by a function key</td>
<td>Extension No.</td>
</tr>
<tr>
<td>Flexible night service</td>
<td>× 8 4 × 0 × + External line number + #</td>
</tr>
<tr>
<td>Intrusion on busy extension</td>
<td>4</td>
</tr>
<tr>
<td>Last external number redial</td>
<td>××× ××0 ××0</td>
</tr>
<tr>
<td>Personal number (list No.)</td>
<td>(1–5)</td>
</tr>
</tbody>
</table>
Functions that need to be programmed by the system administrator:

- Additional lines
- Dedicated intercom link
- Do not disturb*
- Free on 2nd access
- Individual external line
- Manual message waiting
- Name and number log
- Automatic callback*
- Diversion*
- External line
- Immediate speech connection*
- Malicious call tracing
- Multiple representation
- Search profile lists and pre-assigning of function keys for personal number

*Function can be programmed by you.

When the function is programmed by you, you will not get a toggle function. Instead you will have one key for activation and another key for deactivation. The key lamp will not indicate that the function is activated.

When the function is programmed by the System Administrator you will get a toggle function and the key lamp will indicate that the function is activated.
Programming of ringing signals

You have 6 programmable ringing signals on your telephone. The different signals can be programmed on access lines, additional lines and multiple represented lines.

1. **Program Press**
2. **Access 1 Press the corresponding line key**
   A digit (0–6) is shown in the display:
   
   **(0–6)** Select the ringing signal you want to use according to the list below:
   
   0 = Silent.
   1 = Periodic ringing signal.
   2 = Delayed periodic ringing signal.
   3 = One muted ringing signal.
   4 = One muted delayed ringing signal.
   5 = Immediate speech connection with single tone burst controlled by function key.
   6 = Immediate speech connection with single tone burst.

   **Note:** Options 5 and 6 are not available for multiple represented lines.

3. **Program Press to finish programming**
4. **Access 1 Press**
5. **Program Press to clear the display during programming**

   **To verify a ringing signal**

   1. **Program Press**
   2. **Access 1 Press the corresponding line key**
   A digit (0–6) is shown in the display:

   3. **Program Press to finish programming**
Programming of ringing signal tone character

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

Note: If you use melodies to signal incoming calls, this will replace the tone character. See section "Melody ringing" on page 82.

Program Press
The current tone character is displayed.

(0–9) Press the corresponding digit
The telephone rings with the chosen character.

Program Press to finish programming

Handset and loudspeaker volume

Use the volume keys to change the volume of the handset or loudspeaker during a call. Adjust handset listening volume in handset mode. Adjust loudspeaker volume in monitor mode.

Press to change the volume

Ringing signal volume

Use the volume keys to adjust the ringing signal volume when the telephone is idle or ringing. Adjusted volume is stored.

Press to change the volume
Mute ringing signal

You can suppress the ringing signal for an incoming call.

Note: This function is only available in newer software versions of your telephone. If the Mute key lamp is turned on when you press the key in idle state, your telephone supports this function.

Press to suppress the ringing signal
The ringing signal is switched off for the current call.

Silent ringing

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

Note: This function is only available in newer software versions of your telephone. If the Mute key lamp is turned on when you press the key in idle state, your telephone supports this function.

Press to switch off the ringing signal
The Mute key lamp is switched on to indicate silent ringing. The ringing signal will automatically be switched on the next time you lift the handset or press any key.
Melody ringing

If you want personal melodies when your telephone rings, you can program one melody to signal an internal call, a second melody for an external call and a third melody to signal a callback call.

Note: This function is only available in newer software versions of your telephone. If you can enter "Melody mode", your telephone supports this function.

Press and hold simultaneously to enter melody mode

Melody Mode

If there is a stored and activated melody for internal calls (Access 1 key), external calls (Access 2 key) or callback calls (Inquiry key), the corresponding key lamp is switched on.

In melody mode you can:

• Program new melodies
• Edit or delete stored melodies
• Activate or deactivate stored melodies

Press to exit melody mode

Note: If you do not press any key within 30 seconds, melody mode is automatically cancelled.
Program a new melody, edit or delete a current melody

Program Press

Press the key for the requested type of call:
If there is a current melody, the melody is played and the last 19 notes or signs are displayed.

Access 1 Press for internal calls
or
Access 2 Press for external calls
or
Inquiry Press for callback calls

To edit the current melody:

Move the cursor to the right of the position to be edited
Keep pressed to go to the beginning or to the end.

Press to erase the note to the left of the cursor
Keep pressed to erase all the notes.
To enter a new melody or new notes, see section “To enter notes” on page 85:

To store the current melody:

Press the flashing line key (Access 1 or Access 2 or Inquiry)

Program Press
The current melody is stored.

Note: The melody is not activated, see section “Activate or deactivate a stored melody” on page 84.
To delete the current melody:

- Press and hold until no notes are displayed
- Press the flashing line key (Access 1 or Access 2 or Inquiry)
- Program Press

Activate or deactivate a stored melody

A stored melody has to be activated in melody mode to be heard when you get an incoming call.

To activate (in melody mode):

- Press the key for the requested type of call (Access 1 or Access 2 or Inquiry)
- The corresponding key lamp is switched on:
  - Access 1 key = Internal calls
  - Access 2 key = External calls
  - Inquiry key = Callback calls

  **Note:** If you want to return to an ordinary ringing signal but keep the melody stored, just press the key for the requested type of call again. When key lamp is off the stored melody is deactivated.

Press to exit melody mode
To enter notes

In melody mode, the keypad is used to enter notes, pauses, etc. A maximum of 40 notes can be programmed for incoming calls, and 20 notes for recalls.

This is how the keys are used:

Press to insert notes (1–9)

Note: A short press gives a short note, a long press gives a long tone (displayed by a capital letter), +c and +d means the higher octave.

* Press to insert a short pause (p)

Press to get a long pause (P). Repeat to get a longer pause (pp...p).

0 Press to get a higher octave for the inserted note

A + is shown in front of the note to indicate the higher octave.

Example: 30 to get +e

# Press to increase or decrease the pitch for the inserted note

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

Press to move the cursor to the left or to the right

Keep pressed to go to the beginning or to the end.

Press to listen to the entered notes

Press to erase the note to the left of the cursor

Keep pressed to erase all the notes.

Melody example:

James Bond theme programmed for internal calls:

1 2 2 2 2 2 1 1 1
1 2 2 # 2 # 2 #
* * 2 2 6 2 2 5
* * * * 5 4 5

Grey digit = Long press.

Note: The # key (to get a sharp or flat tone) is pressed after the note, but is displayed before the note.
When the first 19 positions are entered, the display shows (only last entered 19 positions can be shown):

```
Program Intern
CddDDppCCCC#d#d#D#D<
```

When all the notes are entered, the display shows (only last entered 19 positions are shown):

```
Program Intern
#D#DppDDDbAGppppGFG<
```

Note: The flat A (\textit{bA}) is shown as bA, i.e. b is used to show both the note b and the flat sign.
The following different tones and signals are sent from the exchange to your telephone.

### Tone characteristics

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

<table>
<thead>
<tr>
<th>Tone</th>
<th>Characteristic</th>
</tr>
</thead>
<tbody>
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<td>Dial tone</td>
<td></td>
</tr>
<tr>
<td>Special dial tone</td>
<td></td>
</tr>
<tr>
<td>Ringing tone or Queue tone</td>
<td>every 4th second</td>
</tr>
<tr>
<td>Busy tone</td>
<td></td>
</tr>
<tr>
<td>Congestion tone</td>
<td></td>
</tr>
<tr>
<td>Number unobtainable tone</td>
<td></td>
</tr>
<tr>
<td>Call waiting tone</td>
<td></td>
</tr>
<tr>
<td>Intrusion tone</td>
<td></td>
</tr>
<tr>
<td>Conference tone</td>
<td>every 15th second (to all parties)</td>
</tr>
<tr>
<td>Verification tone</td>
<td></td>
</tr>
<tr>
<td>Warning tone, expensive route</td>
<td></td>
</tr>
</tbody>
</table>
Ringing signals

Three different ringing signals inform you about the type of the incoming call. The signals shown in this section are the most used signals worldwide. Many markets use signals that are adapted for the local standards. If you get a signal that is not described or you cannot identify, ask your system administrator.

- **Internal ringing signal**
- **External ringing signal**
- **Recall signal**
  (automatic callback reminder)
Visible Signals

Lamp indications

- Extinguished lamp: The function is not active.
- Steady light: The function is active or supervised line is busy.
- Slowly flashing lamp: The line (or function) is put on hold.
- Rapidly flashing lamp: An incoming call.
- Light with short breaks: Ongoing call.
Display Information

The display gives you feedback information such as time and date, traffic state and connected telephone numbers. The following displays show examples of the different states your telephone is in.

When an information ends with three dots (...), this means that the system is working or waiting for your action. When an information ends with a exclamation mark (!), this means that no further action is possible.

Idle telephone

When your phone is idle, the upper line shows general information. The middle line shows your extension number. The lower line presents lead texts for the soft keys.

<table>
<thead>
<tr>
<th>14:25</th>
<th>12Feb 2001</th>
<th>2222</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>AcCo</td>
<td>AutCo</td>
</tr>
</tbody>
</table>
Display Information

Outgoing call

When you make an outgoing call on your telephone, the middle line shows both the traffic state and dialled number.

If the called party’s telephone is diverted, the middle line shows the diversion information. ► is the diversion symbol.

The dialled number (3333) is directly diverted to number 5555.

Incoming call

When you receive an incoming call the middle line flashes the calling party’s extension number.

If a diverting extension is calling, the middle line shows the diversion information. The calling party’s number is flashing. ► is the diversion symbol.

Number 22222 has dialled number 44444 and the call is directly diverted to you.
Soft keys

The soft keys are used to access different functions. Depending on which traffic state and category of extension, the available functions change.

The following abbreviations are used for the soft keys:

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>AcCo</td>
<td>Account code</td>
</tr>
<tr>
<td>AuCo</td>
<td>Authorization code</td>
</tr>
<tr>
<td>Call</td>
<td>Call the number displayed</td>
</tr>
<tr>
<td>CBack</td>
<td>Callback</td>
</tr>
<tr>
<td>Clr</td>
<td>Reset time measurement</td>
</tr>
<tr>
<td>Conf</td>
<td>Conference (only shown when there is a party put on hold)</td>
</tr>
<tr>
<td>Cost</td>
<td>Display charging information</td>
</tr>
<tr>
<td>CU</td>
<td>Group call pick-up</td>
</tr>
<tr>
<td>Wait</td>
<td>Call waiting</td>
</tr>
<tr>
<td>Date</td>
<td>Show date</td>
</tr>
<tr>
<td>Del</td>
<td>Delete</td>
</tr>
<tr>
<td>DND</td>
<td>Do not disturb</td>
</tr>
<tr>
<td>Down</td>
<td>Scroll down</td>
</tr>
<tr>
<td>Exit</td>
<td>Exit the displayed menu</td>
</tr>
<tr>
<td>Find</td>
<td>Search</td>
</tr>
<tr>
<td>Intr</td>
<td>Intrusion</td>
</tr>
<tr>
<td>Lock</td>
<td>Lock the telephone</td>
</tr>
<tr>
<td>Mal</td>
<td>Malicious call tracing</td>
</tr>
<tr>
<td>Next</td>
<td>Show next logged number</td>
</tr>
<tr>
<td>Open</td>
<td>Unlock the telephone</td>
</tr>
<tr>
<td>Page</td>
<td>Paging</td>
</tr>
<tr>
<td>Pick</td>
<td>Call pick-up</td>
</tr>
<tr>
<td>RDial</td>
<td>Last number redial</td>
</tr>
<tr>
<td>Space</td>
<td>Enter a space when writing names</td>
</tr>
<tr>
<td>Start/Stop</td>
<td>Start/Stop time measurement</td>
</tr>
<tr>
<td>Time</td>
<td>Display time measurement</td>
</tr>
<tr>
<td>Tones</td>
<td>Dialling during a connected call (Push button tones, DTMF)</td>
</tr>
<tr>
<td>Up</td>
<td>Scroll up</td>
</tr>
</tbody>
</table>
Choice of language (optional)

One of the following languages can be chosen to be used for the display information on your telephone.

Digit 0–9 = the language code:

0 English 1 French 2 German 3 Spanish 4 Italian
5__________6________7________8________9_________

*Note: By default 5-9 are programmed for English. To be changed locally to other languages.*

To choose a language

\[
\times 08\times \quad \text{Press} \\
(0 – 9) \quad \text{Enter the language code} \\
\# \quad \text{Press}
\]
Option Unit/Vocabulary

Option unit

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

- Tape recorder
- Extra bell or busy signal outside your door
- Headset or conference unit

**Note:** Regarding the headset functions see section “Other useful facilities”.

- Second handset

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

Vocabulary

- **Additional lines**
  One or more additional extension numbers can be assigned to your telephone, these are programmed on free function keys.

- **Idle message**
  A message shown in the display when the telephone is idle. This message is programmed by your system administrator.

- **Multiple represented line**
  Your extension number can be represented on a function key on other extensions (two or more).

- **Triple access line**
  A collective name for the Access 1, Access 2 and Inquiry lines. Access 1 and Access 2 forms your extension number and are available both for incoming and outgoing calls. Inquiry can only be used for outgoing calls.
Installation

Install stand and adapt telephone

Press to decrease angle
Pull to increase angle

Tiltable display
Adjustable angle
**Install cables**

1. Cable to handset
2. Cable to exchange
3. Space for personal directory list (optional)
4. Wall mounting screw holes

*Wall mounting handset hook*
Install keypanel

1. Remove the small plastic plate, marked DSS, i.e. with a screwdriver and connect the cable
2. Attach key-panel unit
3. Secure with screws
4. Install stand
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<th>Functions and Required Data</th>
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<td></td>
<td>Handsfree to Handset 16</td>
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<tr>
<td></td>
<td>Headset 60</td>
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<td></td>
<td>Hot Line 58</td>
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98 Dialog 3213
Ericsson is shaping the future of Mobile and Broadband Internet communications through its continuous technology leadership. Providing innovative solutions in more than 140 countries, Ericsson is helping to create the most powerful communication companies in the world.