

*business*phone
...it's your business



User's Guide

BUSINESSPHONE 250
BUSINESSPHONE 50

Operator's Console

ERICSSON 

BUSINESSPHONE 250 / BUSINESSPHONE 50
OPERATOR'S CONSOLE, DIALOG 3214

USER'S GUIDE

EN/LZTBS 102 197 R2A

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Welcome to the User's Guide for the Operator's Console in the BusinessPhone 250 / BusinessPhone 50 system from Ericsson.

It is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

The Operator's Console is specially designed to fulfil the needs of operators. Making it easy to use, there are several features that can be accessed with a code or, if programmed, with a single key.

This guide will demonstrate how the Operator's Console helps operators handle the functions of the BusinessPhone 250 / BusinessPhone 50 system.

First you will find a top view layout of the Operator's Console, followed by a section describing the basic operator functions (how to answer, how to place calls ...) and traffic situations.

The mid section of the guide describes various Operator functions of the BusinessPhone 250 / BusinessPhone 50 system and how to program for easy access of these functions.

Last, but not least, you will find a reference section with personal settings, a vocabulary, a description of audible and visible signals, display information and, in addition, an index to the User's Guide.

The dual-functions keys allow two functions to be combined on the same keys, the primary shown above and the secondary shown below the line. To access the secondary function, you just press the key 2nd and then the function key.

Example:

To dial an abbreviated number:

Press the key 2nd 

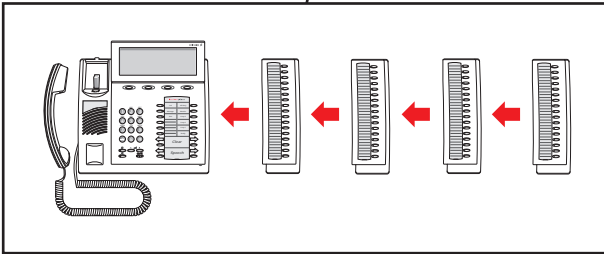
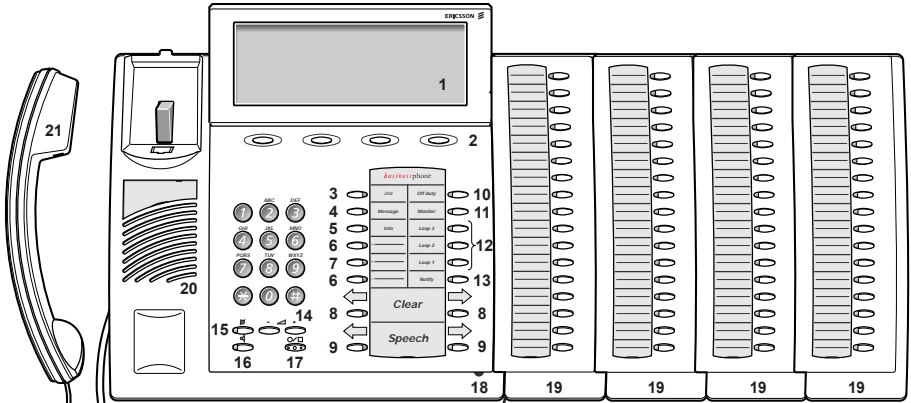
then press the combined key Michael P. 

Dialog 3214
BusinessPhone 250 / BusinessPhone 50

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DESCRIPTION



(continued)

DESCRIPTION (continued)

- 1 Display**
5x40 characters. See section "Display info".
- 2 Menu function keys**
The functions depend on the traffic state and will be shown on the last line of the display. When you are requested to "(see display)", press the required key to access the function.
- 3 2nd**
Key for access to secondary key functions (These functions are stated on the second line of the corresponding key).
- 4 Message**
To send and receive messages. See section "Internal messages".
- 5 Info**
Enter information. See section "Information".
- 6 Dual-function programmable keys (A-C)**
Storing numbers and program functions. See section "Programming".
- 7 Dual-function programmable key (B) / Headset key**
 - a. Storing numbers and program functions.
 - b. The headset function is only available with option unit (DBY 410 02) installed. The headset key is programmed by the system administrator. See section "Other useful facilities - Optional equipment".
- 8 Clear left / Clear right**
To disconnect the left or right call, see section "Incoming calls".
- 9 Speech left / Speech right**
To have speech connection with the left or right displayed caller. Also used to intrude on a busy extension. See sections "Incoming calls" and "Outgoing calls".
- 10 Off duty**
Sets the console in off duty state. See section "Attendance".

- 11 Monitor**
To monitor a call on hold. See sections "Outgoing calls - Supervise long distance calls" and "During calls - Individual hold and monitor".
- 12 Loop 1 / 2 / 3**
To put calls on hold or camp on calls. See sections "Outgoing calls" and "During calls".
- 13 Notify**
To reserve an extension or external line when you receive busy extension or external line. See section "Outgoing calls".
- 14 Volume control**
To adjust the volume. Also space/backspace in writing mode. See sections "Audible adjustments" and "Write text".
- 15 Mute**
To switch the microphone on or off. See section "During calls".
- 16 Loudspeaker on/off**
To switch the loudspeaker on or off. See section "During calls".
- 17 Answer/Extend / Enter**
a. To answer/extend calls. See sections "Incoming calls", "Outgoing calls", "Call metering", "Group facilities" and "Other facilities".
b. Enter/select information. See sections "Attendance" and "Mailbox system".
- 18 Microphone**
- 19 Optional key panel**
17 dual-function programmable keys per key panel.
Four panels can be connected.
- Note: If one or two key panels are used, the optional key panel DBY 409 01 may be used. However, if three or four key panels are used, all optional key panels must be of type DBY 409 02.*
- 20 Loudspeaker**
- 21 Handset with hearing aid function**
Please note: The handset may retain small metal objects in the earcap region.

ATTENDANCE GENERAL

These facilities are for re-routing your incoming external calls to an alternative answering position.

OFF DUTY

When you activate off duty, all incoming external calls to the operator queue will be routed to an alternative answering position.

Activate

Off duty 

Press to activate

The lamp lights. Console is off duty.

Temporary change of alternative answering position is possible:

temp



Press (see display)

Type in the new alternative answering position

Note: This procedure can only be performed by the last active operator.



Press to confirm

```
11 Nov 10:35 +15^ ^ || OFFDUTY ACTIVATED
C= 0 I= 0           || ANSW.ADDR: 1210
                    ||
                    ||
directory  redial      temp      prog
```

Deactivate

Off duty 

Press again to deactivate

The lamp extinguishes. Console attended.

NIGHT SWITCH

This function switches the whole system to the night switch mode. The night switch mode routes all incoming external calls to a defined night answering position e.g. an answering machine.

**Press to activate (pre-programmed)**

The lamp lights. Night switch active.

**Press again to deactivate (pre-programmed)**

The light extinguishes. Night switch passive.

INCOMING CALLS GENERAL

A ringing signal indicates an incoming call. Either a new call (external or internal) or a recall (recall from hold, from no answer, from camp on or a serial call). The left side of the display shows the type of call.

ANSWER CALLS

Either a new call (external or internal) or a recall (recall from hold, from no answer, from camp on or a serial call). The left side of the display shows the type of call.



or



Press or lift the handset to have speech connection with the caller

If you don't lift the handset the call is in handsfree mode, via the loudspeaker and microphone, or connected directly to your headset (if installed).

```
11 Nov 10:35 +15^^ ||
C= 0 I= 0           ||
> 701             SPEECH< ||
>123456          NEW< ||
directory  redial      serial
```



Clear

Press to end the call

How to transfer an incoming call, see section "During calls - Transfer".

**OUTGOING CALLS
GENERAL**

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

INTERNAL CALLS


How to make internal calls.



Dial an extension number or internal group number

The status of the extension is displayed.

or

Thomas P 



Press a pre-programmed key

The status of the extension is displayed.

General handling:

Speech 


Press to call an extension

Clear 


Press to end a call

EXTERNAL CALLS

How to make external calls.



Press the digit(s) for external calls

External dial tone.

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

or

Line out 

Press a pre-programmed line key

External dial tone.



Dial the external number

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

LAST EXTERNAL NUMBER REDIAL

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



Press to redial the last dialled external number

The display will show the dialled number.

SAVE EXTERNAL NUMBER

When you make an external call, you can save the number in order to redial it easily. Previously saved number is erased. The number may consist of up to 24 digits.

Save number

save

Press before you finish the call (see display)

Redial number

redial

Press to redial the saved number (see display)

BUSY EXTENSION

An incoming call would like to be transferred to a specific extension, but the called extension is busy. You have several options:

Note: You can intrude on a busy extension, see section "Outgoing calls - Intrusion and forced release".

Option 1

info



To transfer the call to the busy extension:

Press and hold (see display)

The conversation partner of the busy extension, is shown in the display.

Press to place the call

The call will be placed automatically when the extension becomes free. The extension will hear a call waiting signal.

Option 2

To camp on the call:

Notify 

Press

Loop 1 

Press any free loop key

The key lamp shows steady light. The call is now in camped on state, with notification of free extension. You can answer new incoming calls.


Note: Calls cannot be camped on to internal group numbers.

A ringing signal and the loop key lamp flashing indicates that the extension is free. Answer within eight seconds by pressing the loop key, otherwise the call will be placed automatically.

Loop 1 

Press

The loop key light extinguishes.

Speech 


Press to call the extension



Press to place the call

or

If the caller wants another extension:

Loop 1 

Press

Clear 


Press

Call the new extension and place the call in the normal way.

(continued)

BUSY EXTENSION (continued)

Option 3

The caller prefers to call again later:



Press to disconnect



Press to disconnect

INTRUSION AND FORCED RELEASE

If a called extension is busy, you can break into ongoing calls and give new calls priority.

If you want to intrude on the busy extension:

info

Press and hold (see display)

The conversation partner of the busy extension, is shown in the display.



Press



Press to intrude

A warning tone is heard. Inform the extension of the new call. Select option 1 or 2.

Option 1

The extension accepts the call:



Press again

The person talking to the extension is disconnected.



Press

Speech connection with the caller. Inform the caller.



Press to place the call

Option 2

The extension asks the caller to wait:



Press



Press again

Speech connection with the caller. Inform the caller.



Press to place the call

The call will be placed automatically when it becomes free.

Note: If the intrusion isn't allowed, ask the caller to call back.

**BUSY EXTERNAL
LINE**

If no external line is available for your call:



Press



Press any free loop key

The key lamp shows steady light. You can answer new incoming calls.

A ringing signal and the loop key lamp flashing indicates that an external line is available.



Press again

The loop key light extinguishes. External dialtone. Continue making the external call.

(continued)

BUSY EXTERNAL LINE (continued)

Intrusion on a busy external line

You can break into a busy external line.

info

Press and hold (see display)

The conversation partner of the busy external line, is shown in the display.

Speech



Press to intrude

A warning tone is heard. Inform the external line of the new call.

Speech



Press again

The person talking on the external line is disconnected.

SUPERVISE LONG DISTANCE CALLS

You have dialled an external number and want to handle new calls while you wait for it to be answered.

Monitor



Press

The key lamp shows steady light. The call is supervised. You can answer new incoming calls.

When the long distance call is answered:

Monitor



Press again

The monitor key lamp extinguishes. You have speech connection.

Note: If you have an ongoing call, it must first be transferred, camped on or finished, before you can press "Monitor".

DURING CALLS GENERAL

The BusinessPhone 250 / BusinessPhone 50 system allows you to handle calls in many different ways. You can switch between handset and handsfree/group conversation, mute the microphones, make an inquiry, transfer the call, create a conference or put several calls on hold to perform other tasks.

TRANSFER




You want to transfer an incoming call to an extension.

Dial the extension number or an internal group number

The status of the extension is displayed.

or

Thomas P 

Press a pre-programmed key

The status of the extension is displayed.

Continue by selecting an option below

Note: If the extension is busy, see section "Outgoing calls - Busy extension".

Option 1

Transfer right away:

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



Press

or



Replace the handset to place the call

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

TRANSFER (continued)

Option 2



Announce the call first:

Press to call the extension

Announce the call when the extension is answered.



Press

or



Replace the handset to place the call

Transfer to a busy extension

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

Call-back

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

OPERATOR HOLD

Several incoming calls can be put on hold using this function.

You have speech connection with the caller.



Press (pre-programmed)

The call is put on hold. The key lamp shows a steady light. You can answer new incoming calls and also put calls on hold by pressing the key again during an ongoing call.

When you want to retake one of the calls on hold, you must be free from ongoing calls:



Press (pre-programmed)

The oldest call on hold is shown in the display.



Press to retake

The call is retaken. The "Hold"-key lamp remains lit if more calls are still on hold.

or



Press (pre-programmed)

The call is put on hold again. The next call on hold is shown. Repeat until the required call is shown.

When all calls are retaken the key lamp extinguishes.

INDIVIDUAL HOLD

Incoming calls can be put on hold for retake.

You have speech connection with the caller.



Press any free loop key

The key lamp shows steady light. The call is put on hold. You can answer new incoming calls or put new calls on hold.



Press again

The loop key light extinguishes.



Press

The call is retaken.

INDIVIDUAL HOLD AND MONITOR

Incoming calls can be put on hold for monitoring. You are able to listen to the call on hold.

Monitor 

Press

The key lamp shows steady light. The call is put on hold. You can answer new incoming calls.

Monitor 

Press again

The monitor key light extinguishes. The call is retaken.

SERIAL CALLS

The external caller wants to speak to several extensions in a certain order:

serial

Press (see display)



Call the first extension

Speech 

Press

Inform the extension that he/she will be connected with a serial call which cannot be transferred and the call is rerouted back to the operator if you go on-hook.



Press to place the call

Recall after the first conversation:

Place the call with the next extension in the normal way. Repeat until one requested extension remains.

Before the last call in the serial call:

serial

Press (see display)



Call the last extension and press to place the call

After the last conversation, the serial call is terminated.

GROUP LISTENING

You have an ongoing conversation via the handset.



Press to switch the loudspeaker on or off

When the lamp lights, the loudspeaker monitors the call.

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

FROM HANDSET TO HANDSFREE

You have an ongoing conversation via the handset.



Press to switch the loudspeaker on

You are now in the group listening mode.



Replace the handset

Handsfree conversation.

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



Clear

Press to end the call

FROM HANDSFREE TO HANDSET

You have an ongoing handsfree conversation.



Lift the handset

Conversation via the handset.

MUTE

You have an ongoing conversation.



Press to switch the microphone on or off

When the lamp lights, the caller will not be able to hear the conversation in your room.

CONFERENCE

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



Dial the extension number of the third party

Note: Is the ongoing conversation partner shown on the right display, then you have to press left Speech before you can call the third party.



Press to call the third party

When the third party answers:

conf

Press to establish a three party conference (see display)

Conference tone will be sent.

Option 1

Finish the conference:

Depending on which partner you want to disconnect from the conference, you can press the left or right clear button.



Press to finish conference

or



Press to finish conference

Option 2

If you want to connect your conference partners:

extend

Press to connect (see display)

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

**CALL ORDERING
GENERAL**

These functions allows you to order internal calls, external calls or an external line for other extensions. The ordering extension may or may not remain on line.

**DIAL TONE
ORDERING**

An extension calls and orders an external line with dial tone. The caller remains on the line.

Ask the caller to wait



Press the digit(s) for external calls

External dial tone.

or

Line out 

Press a pre-programmed line key

External dial tone.



Press

The ordering extension receives the external line with dial tone.

**CALL ORDERING
ON LINE**

An extension calls and orders a call to an external or internal party. The caller remains on the line.

Ask the caller to wait

Call the requested party

The normal way of making an internal or external call. See sections "Outgoing calls - Internal or external calls".

Inform the called party



Press to place the call

CALL ORDERING OFF LINE

An extension calls and orders a call to an external or internal party. The caller does not remain on the line after ordering.

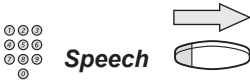
Call the requested party

The normal way of making an internal or external call. See sections "Outgoing calls - Internal or external calls". You can reserve a line for the call, see below.

Ask the called party to wait



Press



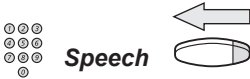
Call the extension that ordered the call and press

Announce the call when the extension is answered.



Press to place the call

Reserve a line



You can key the caller's extension number first and then the requested number in order to reserve one of the caller's lines.

Call the extension that ordered the call and press

The extension will be transferred to the left display and one of the caller's line will be blocked.

Call the requested party

The normal way of making an internal or external call. See sections "Outgoing calls - Internal or external calls".

Ask the called party to wait



Press

The ordering extension is called. Announce the call when the extension is answered.



Press to place the call

DIVERSION GENERAL You may be the answering position for calls that are diverted from the extensions in the office.

RECEIVE INFORMATION FOR DIVERTED CALLS

You have answered a call that is diverted to you. Information is registered on the extension.

`div-info`

Press (see display)

The information is shown. Inform the calling party.

```

11 Nov 10:35 +15°^ || 1 TIME OF RETURN
C= 0 I= 0 || BACK 17:30
> 207 SPEECH ||
>CHAMBERS DIV ||
directory bypass div-info
    
```

If there is voice information, you will hear it.



Press

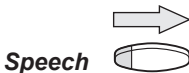
Inform the caller. You can place or disconnect the call.

BYPASS DIVERSION

This is useful if you have to place an urgent call with or contact an extension that is diverted. You have called an extension with diversion:

`bypass`

Press (see display)



Press

You bypass the diversion and call the extension.

CHANGE DIVERSION ADDRESS FOR ANOTHER EXTENSION

As an operator you have the possibility to change the diversion address for another extension, for example when someone is ill and wants his calls to be answered by another person.



Dial



Dial the extension number and press



Dial the new diversion number and press
Special dial tone.



Clear



Press to finish the procedure

**INFORMATION
GENERAL**

You can insert text or voice information for any extension in the system. This is useful for keeping the stored information up-to-date for colleagues who are out of their offices.

Information can be of three kinds:

1. Pre-defined text information.
2. Voice information.
3. Individual free text information (only to display phones).

**ENTER
INFORMATION**

In order to enter information, you first have to select the extension.

Info 

Press

```

11 Nov 10:35 +15°^||
C= 0 I= 0          ||
                ||
ABSENCE INFORMATION FOR:      200
      leave                  chnse-no
    
```

chnse-no

Press (see display)

The info lamp lights.



Dial the extension number

activate

Press (see display)

leave

Press to activate (see display)

Now you can register information on the extension.

```

11 Nov 10:35 +15°^||
C= 0 I= 0          ||
                ||
ABSENCE INFORMATION FOR:      207
      pre-text      voice free-text
    
```

(continued)

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

ENTER INFORMATION (continued)

Pre-defined texts (option 1)

You have selected the address. From the table below:

pre-text **Press (see display)**

```

11 Nov 10:35 +15^^||
C= 0 I= 0          ||
                  ||
1 TIME OF RETURN  BACK          HHMM
  activate next-info              return
    
```

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



Enter "Completing info"

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



Press to delete the latest entered digit

activate

Press (see display)

The programmed absence info will be shown in the display.

Internal callers receive the information on the display
(or as spoken information to callers without display phone).

Info 

Press to finish the procedure

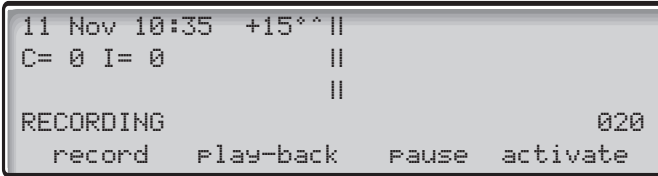
**Voice information
(option 2)**

You have selected the address.

voice

Press (see display)

After a short tone the voice recorder starts.



record

Press and speak (see display)

play-back

**Press to play-back and listen to your recording
(see display)**

PAUSE

Press to pause the recording (see display)

activate

Press to activate the recording (see display)

Internal callers will hear the information via the handset or the loudspeaker.

Info

Press to finish the procedure

**Free text
(option 3)**

You have selected the address.

Note: Free text is only possible to display phones.

free-text

Press (see display)



Enter the text and press to store the information

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

Information stored. The complete information is shown constantly on the extension. Internal callers receive the information in the display.

Info

Press to finish the procedure

ERASE INFORMATION, CHANGE INFORMATION

Info  **Press**

```
11 Nov 10:35 +15^H
C= 0 I= 0      ||
                ||
ABSENCE INFORMATION FOR:      207
erase      leave      off      chnse-no.
```

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

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

`on/off` **Press to activate/deactivate information (see display)**

`chnse-no` **Press to leave a second message (see display)**
This function may not be allowed, ask system administrator.

Info  **Press to finish the procedure**

**INTERNAL MESSAGES
GENERAL**

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

Information can be of three kinds:

1. "Call me" message.
2. Voice message.
3. Text message (only to display phones).

SEND MESSAGE

To send a message to an extension.

Direct message

Message 

Press
The lamp lights.

send **Press (see display)**

```

11 Nov 10:35 +15^ ^||
C= 0 I= 0           ||
                    ||
FROM NUMBER:      200 TO NUMBER:
send  chnœ-no.      chnœ-no.
    
```



Enter the extension number

send **Press (see display)**

```

11 Nov 10:35 +15^ ^||
C= 0 I= 0           ||
                    ||
FROM NUMBER:      200 TO NUMBER:   201
call-back         voice          text
    
```

call-back **Select message type (see display)**

Note: After sending, you can repeat to other extensions. You can also change the sending extension number, if you want the message to be sent from someone else.

Message 

Press to finish the procedure
The message is sent. The message lamp extinguishes.

(continued)

SEND MESSAGE (continued)

During an unanswered call

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

Message 

Press

call-back

Select message type (see display)

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

Message 

Press to finish the procedure

The message is sent. The message lamp extinguishes.

```
11 Nov 10:35 +15^^||
C= 0 I= 0          ||
                ||
FROM NUMBER:    200  TO NUMBER:    201
                call-back    voice    text
```

Call-back

Send a "call me" message.

Voice

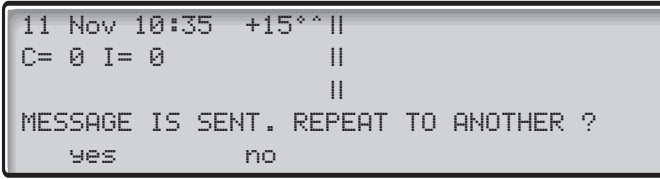
Use the menu keys to record your message and send it.
See section "Information - Voice information".

Text

Write a text message and send it. Only possible to display phones. See section "Write text".

REPEAT MESSAGE

You can easily send the same message to several destinations. When the message is sent, the display shows:



yes Press to select a new message (see display)



Enter the new extension number

send

Press to send the message (see display)

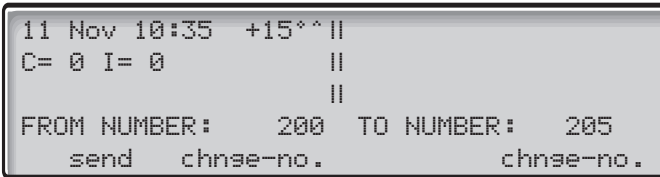
Repeat the procedure to send the message to the next destination.

Message 

Press to finish the procedure

CHANGE SENDING EXTENSION

When you have dialled the receiving extension number, you can define another extension as sender. The display shows:



chnse-no.

Press (see display)

The second function key from the left (F2).



Enter the new extension number

Continue sending the message.

CHECK MESSAGE

You can check the messages that are sent by you or by others.

Message 

Press

check Press (see display)

```
11 Nov 10:35 +15^ ^||
C= 0 I= 0           ||
                    ||
CHECK MESSAGES - OWN OR OTHERS ?
return                own      others
```

Own

own

Press (see display)

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

Others

others

Press (see display)

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

Message 

Press to finish the procedure

RECEIVE MESSAGE

The message lamp flashes rapidly.

**Press to view mailbox**

The display shows if there are new messages. It also shows if any of your messages are sent back, when they have been left unanswered too long.

```

11 Nov 10:35 +15^ ^ ||
C= 0 I= 0           ||
                   ||
SELECT FUNCTION
  send   receive   check   sent-back
  
```

Receive

receive

Press (see display)

See the display on how to call back, listen to or read and then erase messages that are sent to you.

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

Sent-back

sent-back

Press (see display)

Messages that have been left unanswered too long are sent back to you, the display message "sent-back" appears. You can check the returned message by selecting sent-back. To erase the message or send it again (see display).

**Press to finish the procedure**

MAILBOX SYSTEM GENERAL

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

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

INDIVIDUAL MAILBOX SYSTEM

If you are not in the office, you can give the service to the caller to leave a message in your mailbox.

Activate

Off duty 

tenf



Divert your extension to the mailbox system.

Press

Press (see display)

Dial the number to the mailbox system

Ask the system administrator for your defined mailbox number.

Note: This procedure can only be performed by the last active operator.

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



Press to confirm

Deactivate

Off duty 

Press

The lamp extinguishes.

Retrieve messages - internally

Message 

The message lamp flashes rapidly.

Press to retrieve a message

Further procedure, see section "Internal messages - Receive message".

Retrieve messages - externally



To retrieve your messages from an external position:

Dial your company's telephone number

Dial the number to the mailbox system

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

COMMON MAILBOX SYSTEM

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

Activate



temp



Divert your extension to the mailbox system.

Press

Press (see display)

Dial the common mailbox number

Ask the system administrator for your defined mailbox number.

Note: This procedure can only be performed by the last active operator.

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



Press to confirm

Deactivate



Press

The lamp extinguishes.

(continued)

COMMON MAILBOX SYSTEM (continued)

Retrieve messages - internally

Common mailbox 




Speech 

Press the common mailbox key (pre-programmed)

Press to connect

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

Retrieve messages - externally


Speech 

To retrieve your messages from an external position:

Dial your company's telephone number

Dial the common mailbox number

Press to connect

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

PERSONAL GREETING

When you have diverted your extension to the individual- or common mailbox system, you can leave a personal greeting to the caller.

1) Enter the information

Pre-defined texts or voice information. How to enter information, see section "Information - Enter information".
Note: Free text is not available for this function.

2) Activate diversion to the mailbox system

How to activate, see sections "Individual mailbox system" or "Common mailbox system".

ABBREVIATED NUMBERS GENERAL

By using abbreviated numbers, you can make calls simply by pressing a few keys. Frequently used external numbers are stored as "common abbreviated numbers" in the exchange.

A total of 71 "individual abbreviated numbers" (your personal most frequently used external numbers) can be stored and used on the keys A to C on the telephone, and on the key-panel keys.

COMMON ABBREVIATED NUMBERS

External numbers are stored centrally in your BusinessPhone system. Common abbreviated numbers have a maximum of 4 digits and can be dialed from every extension that has the authority to do so.



Dial the common abbreviated number

Please refer to your telephone directory.

DIAL-BY-NAME

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

Head Office 

Press to make a call (pre-programmed)

Program dial-by-name

How to program an internal directory number on a programmable key.

PROG

Press (see display)

key

Press (see display)

(continued)

DIAL-BY-NAME (continued)



Press a programmable key

The pre-programmed function is displayed.

```
11 Nov 10:35 +15°^||
C= 0 I= 0           ||
NAMECALL            ||
                                change      return
```

change Press (see display)

```
11 Nov 10:35 +15°^||
C= 0 I= 0           ||
                                ||
SELECT FUNCTION -   NAMECALL    10
backward forward   enter      return
```

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

enter Press (see display)

```
11 Nov 10:35 +15°^||
C= 0 I= 0           ||
                                ||
ASSOCIATED NUMBER
store                                return
```



Dial the number

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

store Press (see display)



Clear




Press to finish programming

INDIVIDUAL ABBREVIATED NUMBERS

You can program and activate your most frequently used external numbers on the 2nd layer of a programmable key.

2nd 

Press

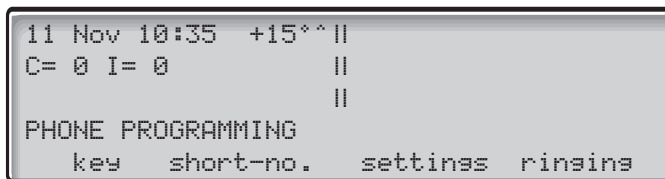
Michael P. 

Press to make a call (pre-programmed)

Program individual abbreviated number

Frequently dialled numbers, of up to 24 digits, can be programmed as individual short numbers.

PROG **Press (see display)**



short-no. **Press (see display)**

 0

Press a programmable key and dial the digit(s) for outgoing calls

○○○
○○○
○○○
○

Dial the number

store

Press (see display)

Clear 

Press to finish programming

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

INTEGRATED TELEPHONE DIRECTORY

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

`directory` **Press (see display)**
The display shows :

```
11 Nov 10:35 +15^ ^ ||
C= 0 I= 0           ||
                   ||
internal external           return
```

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

`internal` **Press (see display)**
To search in the internal telephone directory.

`external` **Press (see display)**
To search in the external telephone directory.

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

```
11 Nov 10:35 +15^ ^ ||
C= 0 I= 0           ||
                   ||
B_
                   search  disconn
```

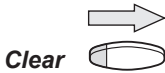
Note: How to write text is described in section “Write text”.

`search` **Press (see display)**
If the proposal is correct, call the number (see display).
If not, use “backward” or “forward” to step through the directory.

CALL METERING GENERAL

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

COST OF THE LAST CALL



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

Dial

The display shows the cost of the last call.

Press to finish the procedure

READ OUT YOUR OWN COST COUNTER



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

Dial

The system shows the accumulated costs since the last reset.

Press to finish the procedure

READ OUT COST COUNTER FOR OTHERS



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

Dial to see the accumulated costs of your own extension since the last reset

(continued)

READ OUT COST COUNTER FOR OTHERS (continued)

```
11 Nov 10:35 +15^^||
C= 0 I= 0          ||
                   ||
OWN COSTS: ATS      1200
  other      check      return
```

other

Press (see display)

The system requires a password.



Enter the password

Ask your system administrator for the defined password.



Press to delete the latest entered digit.

activate

Press to confirm the password (see display)

Select the type of meter you want to read out.

```
11 Nov 10:35 +15^^||
C= 0 I= 0          ||
                   ||
SELECT TYPE OF METER
  caller      trunk      return
```

caller

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

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

or

trunk

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

```

11 Nov 10:35 +15^° II
C= 0 I= 0           II
                    II
ENTER DIRECTORY NUMBER:
display  print      reset  return

```



Enter the directory number of the desired extension or trunk line

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

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

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

`print` **Press to initiate a printout on the printer (see display)**
 This function is applicable when a printer is connected to the system. You also require a special class of service to initiate a printout. For a detailed description of the printout, see section "Printout".

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

(continued)

READ OUT COST COUNTER FOR OTHERS (continued)

```
11 Nov 10:35 +15^^||
C= 0 I= 0          ||
                  ||
COST 201: ATS      100
                print      reset      return
```

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

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

```
11 Nov 10:35 +15^^||
C= 0 I= 0          ||
                  ||
200-280: ATS      1200
  detail                                return
```

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

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

```
11 Nov 10:35 +15^^||
C= 0 I= 0          ||
                  ||
COST 200: ATS      100
  next      print      reset      return
```

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



Press to finish the procedure

PRINTOUT

The printout covers the following information:

Example:

Call Metering Information BusinessPhone

Date: 98 05 12 *Time: 10:53*

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

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

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

PRINTOUT CONTENTS

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

INTEGRATED SYSTEM CHECK

To avoid a loss of the counter values during reconfigurations of the system, an integrated system check offers you the opportunity to read out all the counters which were not reset before the reconfiguration.

To initiate the system check you need a special class of service (please ask your system administrator if this feature is available on your phone).

⊛ 4 5 ⊛

Dial

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

```

11 Nov 10:35 +15° ^ ||
C= 0 I= 0           ||
                   ||
OWN COSTS:         1200 ATS
  other   check           return
    
```

check

Press to initiate a system check (see display)

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

```

11 Nov 10:35 +15° ^ ||
C= 0 I= 0           ||
                   ||
CALLER RECORD FAULTY
  display           return
    
```

display

Press to display the fault records (see display)

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

(continued)

INTEGRATED SYSTEM CHECK (continued)

```
11 Nov 10:35 +15^^||
C= 0 I= 0      ||
                ||
202      ATS      5700.00      COSTS
next     cost/pulse      reset      return
```

next **Press to step through the faulty records (see display)**

cost/pulse **Press to toggle between the indication in pulses or costs (see display)**

reset **Press to reset the faulty record (see display)**
In this case no print out will be initiated to the connected printer.

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

OPERATOR SUPERVISED CALL

An extension can order an external call to be metered. The caller can remain on the line or hang up (off line) while you establish the call.

Option 1

Registration on the callers individual call meter:

Set up the external line

See section "Outgoing calls - External calls".
External dialtone.

```

11 Nov 10:35 +15^ ^ ||
C= 0 I= 0           ||
> 701             SPEECH< || 207           FREE 1
>123456           MET< || SMITH
                  save           meter
  
```

meter

Press (see display)

Continue setting up the external call, see section "Call ordering".

Recall after the call is terminated:



Press

The display informs about call duration, number of pulses or costs (depending on the configuration).

Note the information.

```

11 Nov 10:35 +15^ ^ || 207
C= 0 I= 0           || SMITH
  701             RECALL || DURATION  00.00.50
                  MET || PULSES      3
  
```

(continued)

OPERATOR SUPERVISED CALL (continued)



If you want to register the cost information:

Press again

The call is registered on the callers individual call meter.



Clear

Press to disconnect the call

Option 2

Registration on a specified account number:



Press (pre-programmed)



Dial the account number



Press again (pre-programmed)

Continue setting up the external call.

GROUP FACILITIES

GENERAL

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

LOUDSPEAKER PAGING

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

Paging 

Press (pre-programmed)

All extensions in a group are called.

Paging 

Press again and hold the key (pre-programmed)

Give the voice message and then release the key.

Now you can wait for answer, or terminate. If you do not get an answer within 30 seconds, the paging function will be terminated automatically.

Answer paging

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

Paging 

Press (pre-programmed)

An internal call is established with the paging party.

KEY SYSTEM

With this function, all (or selected) external lines are represented by pre-programmed keys on all phones.

External line 

Press to answer or make calls (pre-programmed)

A flashing lamp beside the key indicates an incoming call.

GROUP HUNTING

Your telephone can be included in a hunt group, where all members are represented with one common directory number.

Incoming calls to the hunt group, follow the same procedure as calls to normal directory numbers, then the call is directed to free extensions in the group. The hunt order within the group can be changed to suit your needs.

Only one group hunting call can be handled at a time, i.e. a second incoming group hunting call cannot be presented on your other line. However you can still receive group hunting calls to your extension number, if you are busy with a normal call

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

16 hunt groups can be programmed, each containing 1 to 20 members. A hunt group member can be either an extension number, an operator console or a fictive number.

To answer incoming group hunting calls:



Lift the handset

COMMON BELL

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



Dial the common bell pick up code

Please ask your system administrator for the common bell pick up code. You will immediately be connected with the calling party.

If two or more extensions simultaneously attempt to answer a call from the common bell extension, only the first extension will pick it up. The other extensions will receive the "number unobtainable" tone and their displays will show the message "No call waiting at common bell".

This will also happen if you dial the common bell pick up code and there are no calls waiting at the common bell extension.

Note: You can also program the common bell code on a function key.

OTHER USEFUL FACILITIES GENERAL

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

REMINDER

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

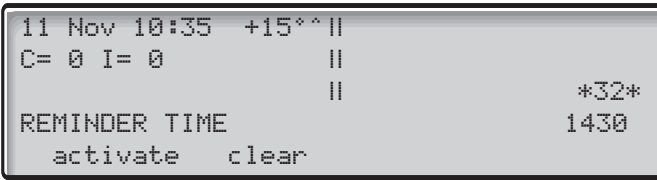


Press



Dial reminder time

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



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



Press to delete the latest entered digit.

activate

Press to activate (see display)



Clear

Press to finish the procedure

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

Cancel reminder



Press to cancel all settings



Clear

Press to finish the procedure

ACCOUNT NUMBER

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


Enter account number before the call

Dial



Enter account number and press
Internal dial tone. Make the external call.

Enter account number during the call

Account number 


Press (pre-programmed)



Enter account number and press

BACKGROUND MUSIC

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

Background music 

Press to activate the music (pre-programmed)

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



Press to cancel the music

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

OTHER USEFUL FACILITIES

INTERCOM LINE

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

Intercom to Secretary 

Press (pre-programmed)

Speech 


Press to establish an intercom call

Cancel an intercom call

Clear 


Press to cancel the intercom call

AUTOMATED ATTENDANT

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



Dial the Automated Attendant directory number

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

DIRECT INWARD SYSTEM ACCESS (DISA)

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



Dial the public number of your company



followed by the DISA number

Please ask the system administrator for the defined DISA number.



Dial the external number

Note: During the procedure you will be prompted for your personal code. Which code to use and how to change it, see section "Security - Select Personal Code". See last page for a card to remember these specific numbers.

DOORPHONE

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

Answering door- phone calls

Doorphone 

Press (pre-programmed)

You will be in speech connection with the calling party.

Opening of the doorlock

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



Dial the door-opener's directory number

Please ask your system administrator for the number.

SECURITY GENERAL

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

BLOCK EXTENSION



Dial to block your extension
Verification tone.



Press to finish the procedure

Un-block extension



Dial



Dial your personal code and press to re-open
Verification tone. Your extension is open for use.



Press to finish the procedure

SELECT PERSONAL CODE

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



Dial to select a new code



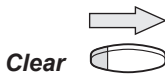
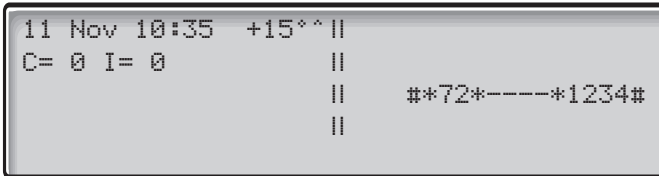
Dial your present code and press

The default personal code is "0000".



Dial your new code and press

Verification tone.



Press to finish the procedure

BYPASS BLOCKED EXTENSION

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

Bypass own extension

⌘ 7 2 ⌘

Dial

○ ○ ○ ○ ⌘

Dial your personal code and press

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

Bypass another extension

⌘ 7 2 ⌘

Dial

○ ○ ○ ○ ⌘

Dial your personal code and press

○ ○ ○ ○ ⌘

Dial your extension number and press

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

LEAST COST ROUTING GENERAL

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

LEAST COST ROUTING

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

Use least cost routing



Dial the digit(s) for external calls and external number

The usual way of making an outgoing external call.

Calling least cost routing



Dial the LCR code

Please ask your system administrator for the LCR code.



Dial the digit(s) for external calls and external number

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

ISDN FACILITIES GENERAL

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

NUMBER IDENTIFICATION

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

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

```
11 Nov 10:35 +15^°||
C= 0 I= 0 ||
> 745 SPEECH<||
>01811004736 NEW<||
directory redial serial
```

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

ANSWER AN INCOMING CALL FROM AN ISDN-LINE

A ring signal and a flashing lamp indicates an incoming call, one of the following three cases will occur.

Example 1 :

The public net provides the number of the caller.

Mr. Plattner with public number
0043 0181100 4736 is calling.

```
11 Nov 10:35 +15^ ^ II
C= 0 I= 0 II
> 745 SPEECH< II
>1811004736 NEW< II
directory redial serial
```

Example 2 :

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

```
11 Nov 10:35 +15^ ^ II
C= 0 I= 0 II
745 NEWCALL II
DISPLAY REST NEW II
directory redial serial
```

Example 3 :

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

```
11 Nov 10:35 +15^ ^ II
C= 0 I= 0 II
745 NEWCALL II
EXTERNAL NEW II
directory redial serial
```

Answer the call in the normal way.

MAKE AN EXTERNAL CALL ON AN ISDN-LINE

Establish an external call in the normal way.

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

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

Example :

Called Party number 0181100 Extension 4736

```
11 Nov 10:35 +15^^||
C= 0 I= 0           ||
                    || 738   RING FREE
                    || 001811004736
                    save           meter
```

The desired extension 4736 will be answered by extension 5446.

```
11 Nov 10:35 +15^^||
C= 0 I= 0           ||
                    ||> 738   SPEECH<
                    ||>001811005446 <
                    save           meter
```

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

```
11 Nov 10:35 +15^^||
C= 0 I= 0           ||
                    ||> 738   SPEECH<
                    ||>DISPLAY REST <
                    save           meter
```

MALICIOUS CALL IDENTIFICATION

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

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

Malicious call id. 

Press to register the connected number (pre-programmed)

or

Press to register the connected number

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

```
11 Nov 10:35 +15^° ||
C= 0 I= 0          ||
> 701             SPEECH< ||
>DISPLAY REST  NEWK || MCID   ACCEPTED
                    save     serial
```

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

```
11 Nov 10:35 +15^° ||
C= 0 I= 0          ||
> 701             SPEECH< ||
>DISPLAY REST  NEWK || MCID   REJECTED
                    save     serial
```

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

NUMBER SECURITY

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

```
11 Nov 10:35 +15^ ^ II
C= 0 I= 0          II
                    II> 738      SPEECH<
                    II>DISPLAY REST  <
                    save      serial      meter
```

Number secrecy 

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

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

OPTIONAL EQUIPMENT GENERAL

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

EXPANSION KEY PANEL

Each key panel offers 17 additional keys for storing of your most frequently used telephone numbers and functions, and for supervising extensions.

Your telephone can be expanded with up to four key panels.

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

OPTION UNIT

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

- Tape recorder
- Extra bell or busy indication outside your door
- Enhanced headset functionality or a conference unit
Note: Regarding the headset functions see previous section.
- PC sound card
- Second handset

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

EXTRA HANDSET

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

TAPE RECORDER

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

HEADSET

The following headset functions are available.

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

Activate/Deactivate the headset

Headset 

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

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

Answer calls



Press to have speech connection with the caller

Clear

Press to terminate a headset call

Make calls



Dial the number

Clear

Press to terminate the call

Headset to handset



Lift the handset

Handset to headset



Press the headset key (pre-programmed)

Headset with group listening



Press to toggle between headset with or without group listening

Headset to handsfree



Press



Press the headset key (pre-programmed)

Handsfree to headset



Press the headset key (pre-programmed)

CONFERENCE UNIT

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

ALARM INTERFACE UNIT

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

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

PROGRAMMING GENERAL

If you require frequent use of certain functions, you may program them on the programmable keys. When you want to use the function, just press the key.

PROGRAMMING

How to program a function on a programmable key.

prog

Press (see display)

key

Press (see display)



Press the desired programmable key

change

Press (see display)

forward

Select function code (see display)

See section "Function codes and required data".

enter

Press (see display)



Enter associated number

See section "Function codes and required data".

store

Press (see display)

Continue with section "select ringing character"

or



Clear



Press to finish programming

After approximately 10 seconds, the function key is active.

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

Select ringing character



Select ringing character (0-4)
See section "Function codes and required data".

enter

Press (see display)



Clear



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

Example :

You want to supervise extension 234 on a programmable key with one delayed ringing signal. For available function codes, see section "Function codes and required data".

PROG **Press (see display)**

```

11 Nov 10:35 +15°^|| OPERATOR      200
C= 0 I= 0           ||
                    ||
PHONE PROGRAMMING
key   short-no.  settings  ringing
    
```

key **Press (see display)**



Press the desired programmable key
The pre-programmed function is displayed.

```

11 Nov 10:35 +15°^|| OPERATOR      200
C= 0 I= 0           ||
                    ||
NAMECALL
                                change  return
    
```

change **Press (see display)**

(continued)

PROGRAMMING (continued)

```
11 Nov 10:35 +15^^ || OPERATOR 200
C= 0 I= 0 ||
||
SELECT FUNCTION - NAMECALL 10
backward forward enter return
```

forward Press until supervision is shown (see display)
Note: You can also press "backward".

enter Press (see display)

```
11 Nov 10:35 +15^^ || OPERATOR 200
C= 0 I= 0 ||
||
ASSOCIATED NUMBER
store return
```

② ③ ④ **Enter the extension number**

store Press (see display)

```
11 Nov 10:35 +15^^ || OPERATOR 200
C= 0 I= 0 ||
||
RING TYPE - NO RINGING 0
backward forward enter return
```

④ **Enter the ringing character**

enter Press (see display)

Clear   **Press to finish programming**

**FUNCTION CODES
AND REQUIRED DATA**

Function	Function code	Associated number	Ringling character
Dial-by-name	10	Extension number	-
Post dialling	11	4 Call waiting	-
		7 Radio paging	-
		8 Intrusion	-
* External line	12	The directory number of the line	0-4
Supervision	13	Extension number	0-4
Intercom line	14	Extension number	0-4
* Loudspeaker paging	15	The number of the group (0-7)	-
Common mailbox	18	Common mailbox number	-
* R key	25	-	-
* Account number	30	-	-
Operator hold key	33	-	-
External voice mail	34	-	-
Hold	35	-	-
Transfer	36	-	-
Save/Redial	37	-	-
Read	38	-	-
* Number secrecy	40	-	-
* Malicious call identification	41	-	-

(continued)

FUNCTION CODES AND REQUIRED DATA (continued)

Ringling function:

0 =No ringling.

1 =Ringling.

2 =Delayed ringling (after 10 seconds).

3 =One single ringling signal. (The signal is muted).

4 =One delayed ringling signal (after 10 seconds. The signal is muted).

* The functions need to be programmed by your system administrator.

Note: Special authorisation is required when programming function-keys.

**DISPLAY INFO
GENERAL**

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

DISPLAY INFO

The tiltable display consist of 5 rows, with space for 40 characters on each row. The fields in the display consists of the following information.

```

DATE, TIME & TEMP. || SPECIAL INFO
QUEUE INFO          ||
INCOMING CALLS     || OUTGOING CALLS
CALLER INFO        || CALLER INFO
    menu1          menu2          menu3          menu4
    
```

When your phone is idle, the upper line shows date, time, temperature, name and extension number. The second line presents queue information. The lower line presents the available menu key functions.

```

11 Nov 10:35 +15^^ || OPERATOR          200
C= 0 I= 0          ||
                    ||
                    ||
    directory    redial                      prog
    
```

During an external outgoing call the 3rd line will show the directory number of the external line and dialled/connected telephone number. The 4th line displays the call type.

```

11 Nov 10:35 +15^^ ||
C= 0 I= 0          ||
                    || 701      1234567890
                    || EXTERNAL
                    ||
    save           meter
    
```

(continued)

DISPLAY INFO (continued)

During an internal call the 3rd line will show the extension number and traffic state. The 4th line displays the caller's name.

```
11 Nov 10:35 +15^ ^||
C= 0 I= 0           ||
                   || 1207      BUSY 0
                   || SMITH
                   ||
                   || info
```

During an external incoming call the 3rd line will show the directory number of the external line and traffic state. The 4th line displays the caller's telephone number and call type.

```
11 Nov 10:35 +15^ ^||
C= 0 I= 0           ||
> 701      SPEECH<  ||
>123456    NEW<    ||
directory  redial
```

Status information

The status information of incoming and outgoing calls is sometimes given as an abbreviation and sometimes as a complete word:

ABSENT	Radio paging receiver not in use.
BLOCKED	Number or function blocked.
BUSY	Extension is busy (queue situation is displayed).
COMPLETE	Ordered paging is completed.
CONGEST.	Congestion in the system, call cannot be put through.
C= 0	Number of calls waiting in the common queue.
DIVERSION, DIV	Call redirected.
FREE 1	Line 1 on called extension is free.
FREE 2	Line 1 on called extension is busy, but line 2 is free.

I= Ø	Number of calls waiting in the individual queue.
ICM	Intercom call.
INCOMPL.	The number was incomplete.
INF%	Voice information activated.
INF&	Text information activated.
INFO	The called extension has text or voice info stored.
INQUIRY, INQ	Inquiry call.
INTRUS.	Intrusion into ongoing call.
MCID ACCEPTED	Malicious call identification accepted.
MCID REJECTED	Malicious call identification rejected.
METER, MET	Call charging.
NEWCALL, NEW	Call not previously answered.
RECALL	Recall of previously answered call.
RERO	An external incoming call was rerouted to the operator.
RESTR., REST	Restricted extension, calls cannot be handled.
RING	Ring to announce call.
SERIAL, SER	Serial calls.
SPEECH	Speech connection.
TRF	Transferred call.
VACANT, NU	Non assigned number.
WAIT	Radio paging waiting.
+15*^	Indicates outside temperature and tendency (up or down) if your telephone system is equipped with optional temperature sensor.

VISIBLE SIGNALS GENERAL

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

LAMP INDICATIONS



Extinguished lamp

The function is not active.



Steady light

The function is active.



Slowly flashing lamp

The line (or function) is put on hold.



Rapidly flashing lamp

An incoming call or message waiting.



Light with short breaks

Ongoing call.

AUDIBLE ADJUSTMENTS GENERAL

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

PERSONAL SETTINGS

Setting up the console to meet your requirements.

PROG Press (see display)

```

11 Nov 10:35 +15°^ || OPERATOR      200
C= 0 I= 0           ||
                    ||
PHONE PROGRAMMING
  key  short-no.  settings  ringing
    
```

settings

Press (see display)

Continue by selecting which mode to change (answer, extend or signalling).

```

11 Nov 10:35 +15°^ || OPERATOR      200
C= 0 I= 0           ||
                    ||
PHONE PROGRAMMING
  answer  extend  signalling  return
    
```

Answer mode

You can select between three different answer modes:

1. Answer manually with hook (default value).
2. Answer manually with answer key.
3. Answer automatically (The call is connected automatically without pressing a key).

Note: If you have placed a call on a monitor or loop key with mode 3 selected, the mode will temporarily switch to mode 2 (to give the user a chance to pick up incoming calls from operator queue or calls parked on a monitor/loop key).

(continued)

PERSONAL SETTINGS (continued)

answer Press (see display)

```
11 Nov 10:35 +15^^|| OPERATOR 200
C= 0 I= 0 ||
||
ANSWER MANUALLY WITH HOOK
backward forward enter return
```

forward Press to select answer mode (see display)

enter Press (see display)
The settings are confirmed.



Press to finish the procedure

Extend mode

You can select between three different extend modes:

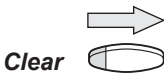
1. Extend manually with hook (default value).
2. Extend manually with extend key.
3. Extend automatically (The call is extended automatically without pressing a key).

extend Press (see display)

```
11 Nov 10:35 +15^^|| OPERATOR 200
C= 0 I= 0 ||
||
EXTEND MANUALLY WITH HOOK
backward forward enter return
```

forward Press to select extend mode (see display)

enter Press (see display)
The settings are confirmed.



Press to finish the procedure

Signalling mode

You can select between two different signalling modes:

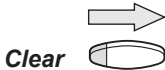
1. Continuously (default value).
2. Burst.

`signalling` **Press (see display)**

```
11 Nov 10:35 +15^^ II OPERATOR 200
C= 0 I= 0 II
II
SIGNALLING MODUS: CONTINUOUSLY
backward forward enter return
```

`forward` **Press to select signalling mode (see display)**

`enter` **Press (see display)**
The settings are confirmed.



Press to finish the procedure

HANDSET AND LOUDSPEAKER VOLUME

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



Press to change the volume

RINGING SIGNAL

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

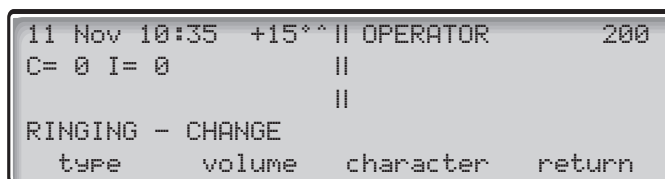
prog

Press (see display)

ringing

Press (see display)

Now you can select ringing type, volume or character.



Ringing type

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

type

Press (see display)

next

Press to change (see display)

You will hear the selected type.

Clear

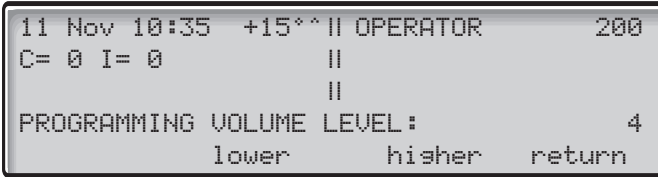


Press to finish the procedure

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

Ringling volume

volume **Press (see display)**
 You will hear the selected volume
 (0...lowest volume, 9...highest).



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



Press to finish the procedure

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

Ringling character

character **Press (see display)**
 You will hear the selected character.

next

Press to change (see display)



Press to finish the procedure

TONES AND SIGNALS

Tones are audible in the handset. Ringing signals are emitted from the phone. You can adjust the tones and signals on your phone. See section "Audible adjustments - Ringing signal".

Dial tone

(System ready to accept digits)



Special dial tone

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



Ringing tone

(Ringing signal to called party)



-repeated after 4 s

Special ringing tone

(Ringing signal to line 2)



-repeated after 4 s

Busy tone

(Called party is busy)



Number unobtainable tone

(Called number not accessible or vacant)



Blocking tone

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



Verification tone

(Verification that ordered function is accessed)



Intrusion tone

(Sent to all parties during intrusion)



Conference tone

(Sent to all participants in a conference)



-repeated after 15 s

Internal ringing signal



-repeated after 4 s

External ringing signal



-repeated after 4 s

Automatic call-back signal



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

WRITE TEXT GENERAL

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

WRITE TEXT

Use the keypad to write text, e.g. when you are sending a text message. You have selected text mode.



Select characters by pressing digits repeatedly.

Example :



Press a digit

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

Note: Key "1" is reserved for national characters.



Press to enter the character

Moves cursor to next position. Use also for space.



Backspace to erase incorrect entry.

Example :



This sequence gives the word IN_

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



Press repeatedly

GLOSSARY

ABBREVIATED NUMBER DIALLING

Initiating a call to a pre-programmed number by dialling a code or pressing a key. Short numbers can be: *1. Common, which means that all extensions can use them. 2. Individual, which means that they are programmed and used by each extension separately (71 numbers).* See section "Abbreviated numbers".

ACCOUNT NUMBER

To place costs for external calls on a selected account number (up to 15 digits). See section "Other useful facilities".

ANNOUNCING

The operator informs an extension of an incoming call before placing the call.

AUTOMATED ATTENDANT

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

CALL-BACK

An indication to a busy extension, to inform the person that you want to speak to him/her. See section "Internal messages".

CAMP ON

To place (queue) a call to a busy extension. The extension may have one or more calls camped on already. Camped on calls are presented to the extension in the order in which they arrive. See section "Outgoing calls".

CONGESTION

Lack of free voice channels prevents calls from being connected.

COUNTER

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

DIAL-BY-NAME

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

DIRECT INWARD SYSTEM ACCESS (DISA)

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

DIRECTORY NUMBER

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

DIVERSION

Incoming calls to an extension are diverted to another directory number (extension, common abbreviated number or the operator). There are three possibilities: *1. Direct, which means that all calls to an extension are forwarded directly. 2. On no reply, which means that a call is forwarded if it is not answered within a certain time. 3. On busy, which means that a call is forwarded if the extension is busy.* See section "Diversion".

DIVERSION BYPASS

This is useful for letting urgent calls through to an extension where diversion is active. See section "Diversion".

EXTENSION

All telephones connected to the PBX have a unique internal number (upto 3 digits). If your telephone is equipped with a display, you can see your number.

FORCED RELEASE

Disconnecting a third (undesired) party during intrusion. See section "Outgoing calls".

FUNCTION CODE

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

GROUP CALL

A group of extensions can have a common number beside their individual extension numbers. Any extension within the group can answer the call.

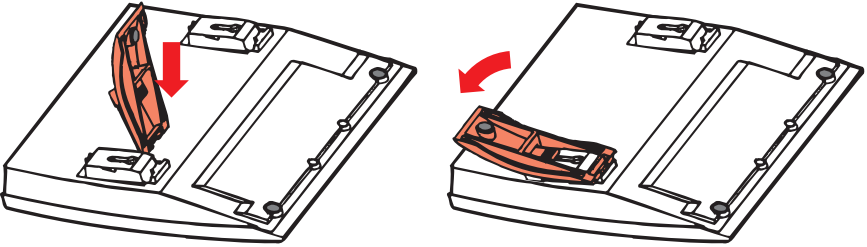
HOLD	To park a call. See section "During calls".
IDENTIFICATION	If an extension is busy, the operator can identify the other conversation party.
INFORMATION	Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. The operator can insert text or voice information for any extension in the system. This is useful for keeping the stored information up-to-date for colleagues who are out of their offices. Information can be of three kinds: <i>1. Pre-programmed text information. 2. Text information (only to display phones). 3. Voice information</i>
INTERCOM LINE	A two-way direct call function between two extensions, for instance an executive-secretary communication. See section "Other useful facilities".
INTRUSION	To intrude on an ongoing call when a requested extension is busy. See section "Outgoing calls".
ISDN	Integrated Services Digital Network. Provides your system with supplementary services from the public net. See section "ISDN facilities".
LEAST COST ROUTING	A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance). See section "Least cost routing".
LOOP KEYS	The operator can use the three loop keys to supervise call progress when placing calls with a free or a busy extension. A call that is being placed or is put on hold via a loop key can be retaken at any time.
LOUDSPEAKER PAGING	All members of an extension group are "paged", i.e. receive a short, sharp tone on the loudspeaker followed by a voice message from the sender. See section "Group facilities".
MAILBOX	The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox system".
MESSAGE	A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are three kinds of message: <i>1. "Call me" message. 2. Text message (only to a display phone). 3. Voice message.</i> See section "Internal messages".
METERING	Outgoing external calls can be metered on individual call meters or specified account numbers. See section "Call metering".
MONITORING	Allows the operator to monitor a call while handling new calls. There is only one listening connection from the operator to the monitored call. The monitoring key can be used in the same way as a loop key. See section "During calls".
MUSIC ON HOLD	If a music source is connected to the system, all external callers that are on hold will hear music.
MUTE	To switch the microphone temporarily off. See section "During calls".
NIGHT SWITCHING	Used for directing all incoming calls to one extension (answering position), for example when the office is closed. See section "Attendance".
NOTIFICATION	Allows the operator to notify a busy extension of a new call. The operator will be recalled when the extension becomes free. See sections "Outgoing calls".
OFF DUTY	A key on the operator console. When Off duty is activated all external calls to the operator queue will be routed to an alternative answering position. The operator can still use the console as a normal phone when off duty and can be called by its individual extension number. If a call is left unanswered for 30 seconds (this time can be changed) the console is marked unattended automatically. The lamp lights and flashes briefly.

(continued)

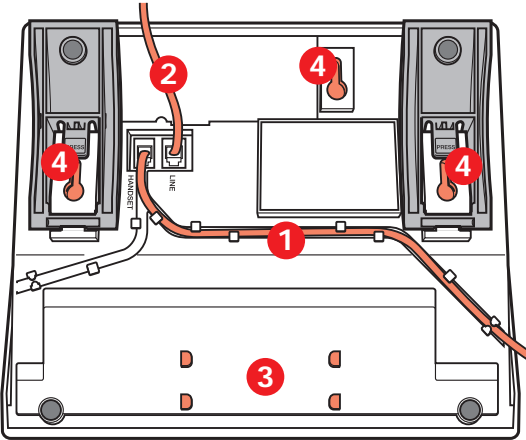
GLOSSARY (continued)

PBX	Public Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).
PERSONAL CODE	A four-digit code needed to e.g. block your extension and retrieve messages from the mailbox system. You can set your own personal code. See section "Security".
PLACE A CALL	Connecting an incoming call to the requested extension.
PRE-DEFINED TEXT	Pre-programmed absent information. See section "Information".
PUT ON HOLD	A call that cannot be placed for the moment, e.g. requested extension is busy, can be put on hold and, after recall, be placed later.
QUEUE	Calls to the operator are queued. New calls are placed in a common queue for all operators. Recalls are placed in the operator's individual call queue.
RECALL	The operator is recalled after 30 seconds (this time can be changed) when a call has been camped on or placed with a non-replying extension.
SERIAL CALL	An external caller may wish to speak to several extensions sequentially. The serial call will recall the operator each time an extension terminates a conversation. See section "During calls".
THIRD PARTY	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section "During calls".
TIE LINE	An external line from the private network.
TRANSFER	During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See section "During calls" and "Useful hints".
TRUNK LINE	A trunk line is the same as an external line. Can be either digital or analogue.

INSTALL STAND

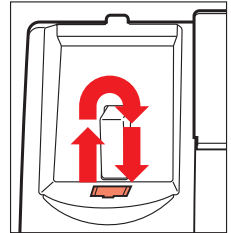


INSTALL CABLES



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

Wall
mounting
handset
hook



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

Change cables

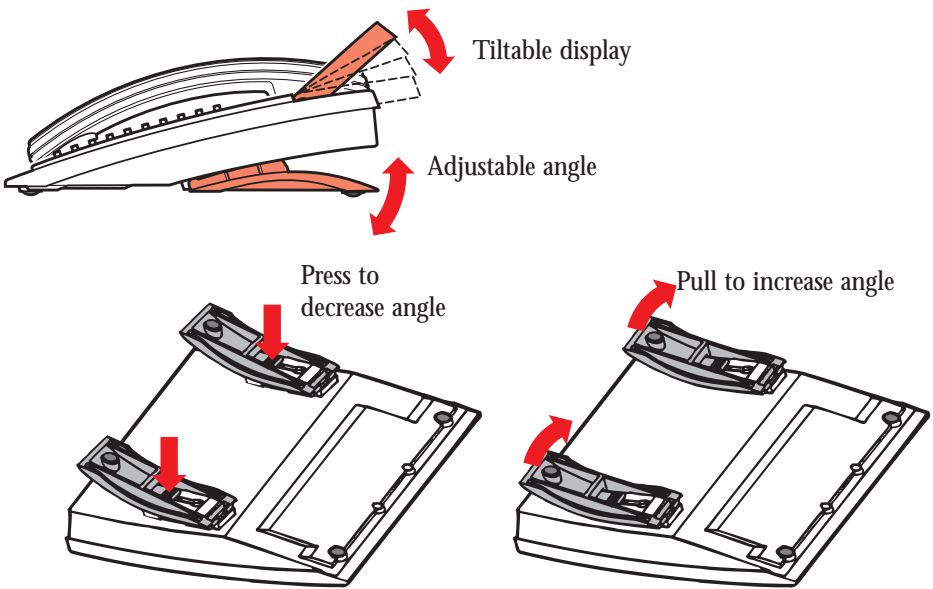
To remove a cable, push down the plug's stop. Use a screw-driver to unlock the stop.

INSTALLATION

PLACING THE TELEPHONE

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

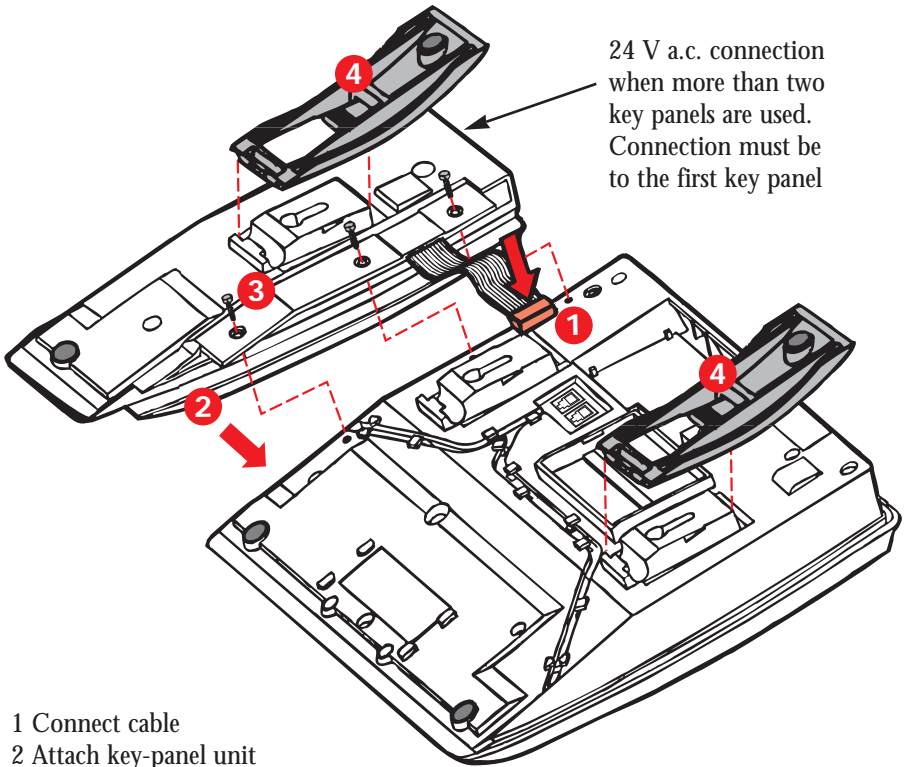
ADJUST TELEPHONE



CLEANING THE TELEPHONE

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

INSTALL KEYPANEL



24 V a.c. connection when more than two key panels are used. Connection must be to the first key panel

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

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

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

CONNECTIONS BETWEEN EXTERNAL LINES

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

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

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

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

If the external parties are not persons (mailbox, automated information or attendant systems, etc.), connections on external lines can last a long time, which can be costly. Moreover, such calls may occupy two of your system's external lines. You can restrict connections between the external lines by re-programming your system.

Please ask your system administrator or contact our service center for more information.

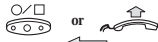
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QUICK REFERENCE GUIDE

ANSWER CALLS

Answer:

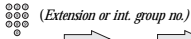


End the call:



MAKE CALLS

Internal calls:



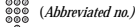
General handling:



External calls:



Common abbreviated number:



Dial by name:



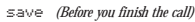
Individual abbreviated number:



Last external number redial:



Save external number:

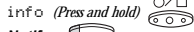


Redial:



YOU GET BUSY TONE OR NO ANSWER

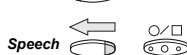
Transfer to busy extension:



Camp on:



Intrusion and forced release:



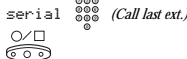
SERIAL CALLS

Call to several extensions:



(Place recall in the normal way)

Before last call:



BYPASS DIVERSION

To bypass:



DURING CALLS

Switch to handsfree:



Switch to handset:



Group Listening:

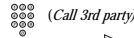


Individual hold:



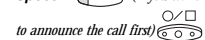
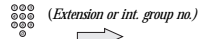
CONFERENCE

Ongoing conversation:



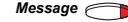
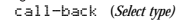
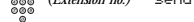
TRANSFER

Transfer a call:

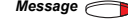
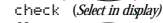


MESSAGES

Direct message:

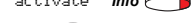
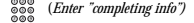
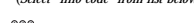
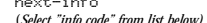
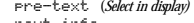
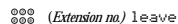


Receive messages:

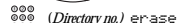


INFORMATION

Enter information (pre-text):



Erase information:



info code completing info

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

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