

Aastra DT690

Cordless Phone for MD Evolution

USER GUIDE



Aastra

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1 Introduction

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1.1 About this User Guide

This guide describes the available features of the DT690 cordless phone when it is connected to the MD Evolution Communication Platform.

The DT690 cordless phone is rich of features, with a color display, telephony, messaging, and Bluetooth (optional). The phone is designed for use in a medium demanding environment, such as hospital environment, light industry environment, and office environment.

Depending on the version and configuration of the exchange that your phone is connected to, some of the functions and features described in this user guide may not be available. There can also be some differences in the way your phone is programmed. Please consult the system administrator if you need further information. Some markets use differing codes for some features. In this guide the features are described using the most common codes. The latest version of the user guide can be downloaded from www.aastra.com.

1.2 Preparing for Use

Before using your phone for the first time, you have to charge and connect the battery, see Installation on page 126.

Note: Place the phone in the charger and charge it for at least one hour before using it the first time.

1.3 IPEI and IPDI Codes

Your phone has a unique IPEI code (International Portable part Equipment Identity), and a unique global GAP identity number for the DECT registration (IPDI). The IPEI and IPDI codes are used for network subscription of the phone.

At delivery, the phone's IPEI and IPDI codes are identical, and either of them can be used for network subscription.

Note: If the phone is replaced by another phone using the *easy replacement procedure*, the IPDI code changes. If the IPEI and IPDI codes differ, the IPDI code should be used for network subscription.

To look up the IPEI and IPDI codes, do the following:

1. Dial ***#06#** when the phone is in idle mode.
The IPEI and IPDI numbers appear in the display.
2. Press **Back** to return to idle mode.

Note: If your phone is broken and needs to be replaced with another phone, please contact the system administrator.

1.4 Software Version


To view the phone's software version:

1. Dial ***#34#** when the phone is in idle mode.
2. Select **Software** and press **Select**.
Details about the software version appear in the display.
3. Press **Back** until you return to idle mode.


1.5 Accessibility and Voice Quality

The base network is not always available. If you cannot connect to the system, contact the system administrator. For best voice quality, avoid positioning yourself near a computer, a radio, or similar equipment.

1.5.1 Operating area

You can use your cordless phone in the area that is covered by the network. Outside this area you will lose contact with the phone network. The signal strength icon, , will disappear and the text `No System` will be displayed.

1.5.2 Out of Range

When you leave the system coverage area you will hear a short beep and see a lamp indication, and the text `Searching` will appear in the display. The out of range beep will be repeated every minute for 30 minutes. To switch off the beep, press and hold the mute key, . When reentering the coverage area, it takes a few minutes before the phone registers into the system.

1.5.3 Standby Time

Poor radio signals (far away from the system base station) reduce the handset standby and talk times. High loudspeaker or ringer volume, frequent key activation and display illumination as well as active vibration alarm and Bluetooth operation, are features that can specifically shorten standby and talk times.

2 Safety Instructions

Read this section before using the telephone.

For safe and efficient operation of the telephone, observe the guidelines given in this manual and all necessary safety precautions when using the telephone. Follow the operating instructions and adhere to all warnings and safety precautions located on the product, the Quick Reference Guide and this User Manual.

This product shall only be used with the following batteries:

- Art.No.: 660190 Battery

Single chargers shall only be connected with power adapters supplied by the manufacturer.

Available power adapters (Suppliers Designation) are:

- Art.No.DC3: 130160 Power supply unit AC/5V DC/0.65A
- Europe
- Art.No.DC3: 130166 Power supply unit AC/5V DC/1A
- USA, Canada, AUS, and UK
- Art.No.DC4: 130161 Power supply unit AC/5V DC/2A
- Europe, USA, Canada, AUS, and UK

2.1 Precautions

- **Save this manual.** It includes important safety information and operating instructions. Save all instructions for future reference.
- Before using the handset, users of hearing aids should note that radio signals can affect hearing aids and, if powerful enough, can cause an unpleasant buzzing sound.
- Connect AC (power supply) to the desktop battery charger only to designated power sources as marked on the product.
- **Danger:** Never alter the AC cord or plug. If the plug will not fit into the outlet, have a proper outlet installed by a qualified electrician. Improper connection increases the risk of electric shock.
- Position the electrical cord to the AC power supply where it is least likely to be subjected to damage or stress.
- Remove the electrical cord from an outlet by pulling gently on the AC adapter, not by pulling the cord.

- Remove the battery before cleaning the telephone to reduce risk of electric shock.
- Unplug the battery charger from a power source before cleaning the telephone to reduce risk of electric shock.
- Do not use the telephone with auxiliary equipment not exclusively recommended by the manufacturer, as it may result in fire, electric shock, or injury, and will void the warranty.
- Do not disassemble the telephone. Disassembling the telephone voids the warranty. The telephone consists of no consumer serviceable components. Service should be performed by Authorized Service centre only.
- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Do not allow heavy objects to fall on the telephone.
- Do not allow children to play with the product packaging material. Product packaging material is often small and may present a choking hazard.
- Do not allow children to play with the telephone. It is not a toy. Children could hurt themselves or others. Children could also damage the telephone.
- Always keep and handle your products with care and keep them in a clean and dust-free place. Proper use and care will prolong the product's life. Use a soft absorbent tissue or cloth to remove dust, dirt or moisture.
- For long and safe operation with optimal performance the battery need to be replaced regularly.
- Do not put the product in a microwave oven as this may cause damage to either the oven or the product.
- Do not paint your product.
- To avoid hearing impairment, accept the call before holding your product (or portable handsfree device) to your ear.

2.1.1

Frequency Range

The telephone is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The telephone operates on different frequency ranges depending on market and employs commonly used modulation techniques:

EU	1880-1900 MHz
USA	1920-1930 MHz
Latin America	1910-1930 MHz
Brazil	1910-1920 MHz
Other countries (except China)	1900-1920 MHz

2.2

Regulatory Compliance Statements (EU and EFTA only)

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



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

2.3

Regulatory Compliance Statements (USA and Canada only)

Portables without Bluetooth	Portables with Bluetooth
FCC ID:BXZDH4	FCC ID:BXZDH4BL
IC: 3724B-DH4	IC: 3724B-DH4BL
US: 9FVW4NANDH4	US: 9FVW4NANDH4

2.3.1

FCC Compliance Statements

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

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

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

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

Privacy of communications may not be ensured when using this phone.

2.3.2

Exposure to Radio Frequency Signals

This EUT has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE 1528-2003.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured when used at the ear, and when worn on the body using belt clip are:

SAR values	With Bluetooth	Without Bluetooth
Head	0.104 W/Kg	0.072 W/kg
Body worn	0.029 W/Kg	0.036 W/kg

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

Use of non-Aastra approved accessories may violate the FCC RF exposure guidelines and should be avoided.

2.3.3 Information to User

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

2.3.4 IC Requirements for Canada

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la Classe B conforme à la norme NMB-003 du Canada.

The wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limit for exposure to radio frequency (RF) energy set by the Ministry of Health (Canada), Safety Code 6. These limits are part of comprehensive guidelines and established permitted levels of RF energy for the general population. These guidelines are based on the safety standards previously set by international standard bodies. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

This device has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment / general public exposure limits specific in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement procedures specified in IEEE 1528-2003.

2.4 Bluetooth Qualified Design ID

Bluetooth QD ID: B014317

2.5 Environmental Requirements

2.5.1 Cordless Telephone

- **Note:** Do not use the cordless phone in areas with a danger of explosion, as it is not specified as intrinsically safe.
- Only use the telephone in temperatures between 0° C to +40° C (32° F to 104° F).
- Avoid exposing the telephone for direct sunlight or close to other heat sources.
- Do not expose the telephone to open flame.
- Keep the telephone away from excessive heat and moisture.
- Moving the equipment rapidly between warm and cold temperatures may cause condensation (water droplets) to form on its internal and external surfaces. Water droplets may cause malfunction of the equipment and corrupt or end communication or damage the equipment. When condensation is noticed, stop using the equipment. Switch off the phone, remove the battery and unplug the mains adapter from the power outlet. Wait until the moisture evaporates from the equipment before putting it in operation again.
- Protect your telephone from aggressive liquids and vapours.
- If the telephone has been exposed for water or condense, remove the battery immediately and let it dry completely before re-inserting the battery.
- Do not place a cold telephone in a charger.
- If the liquid crystal display breaks, avoid injury by preventing the liquid crystal from coming into contact with eyes, skin or mouth. Prevent the liquid crystal from leaking out of the broken glass.
- In case of smoke or fumes, stop operating the product and turn it off immediately. Unplug the mains adapter and remove the batteries from the phone immediately. Continued operation may result in fire or electrical shock.

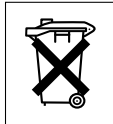
2.5.2 Battery

- Do not immerse the battery into water. This could short-circuit and damage the battery. If the battery has been exposed to water or condense, remove it immediately and let it dry completely before reinserting it.

- Do not expose a battery to an open flame. This could cause the battery to explode.
- Never carry or store the battery together with electrically conducting objects (neck chains, pencil leads, etc.)
- If you ever notice liquid leaking out, unusual odour, build-up of heat, discolouration, deformation or any other abnormal condition when you use, charge or store the battery, remove the battery immediately from the handset and keep it away from naked flames.
- The battery fluid can damage your sight. If at any time battery fluid accidentally gets into your eyes, rinse your eyes immediately with clean tap water and contact a doctor.
- Do not allow the metal contacts on the battery to touch another metal object. This could short-circuit and damage the battery.
- Do not leave a battery where it could be subjected to extremely high temperatures, such as inside a car on a hot day.
- Use the Desktop Charger or the wall mounted Charging Rack for charging. Charge the battery for at least one hour the first time you use the battery. Note that the wall mounted charger with a battery pack adapter has to be used if the battery alone is to be charged.
- Do not charge a battery when the ambient room temperature is above 40 °C or below +5 °C (above 104° F or below 41 °F).
- Do not attempt to take a battery apart.
- Do not disconnect the battery unless it needs to be replaced.
- Turn off the telephone before removing the battery.
- Unplug the battery charger from a power source before cleaning the phone to reduce risk of electric shock.
- Only charge the battery when it is placed in the phone.
- Never heat or dispose of the battery into a fire, which, or else, may cause leakage, burst or fire.
- Remove the carrying case from the product while in charger.
- Do not cover the product while it is being charged. Do not charge the phone in a closed cabinet or drawer. The charging of the battery is a chemical process and causes the battery to become warm during charging. Make sure the environment in which the phone is charged, is well ventilated.
- The cordless phone can be charged either when switched on or off.
- Do not, under any circumstance, connect the battery's positive and negative leads altogether.

- Do not strike or drop the battery. It may cause damage to the battery.
- The battery should be stored in a dry place, with the ambient temperature of approximately +25°C (+77°F) for best performance.
- The battery continues to discharge a minimal portion of its power, even if the product is switched off or the battery is removed.

2.5.3



Disposal of Telephone and Batteries

Defective phones or batteries should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

3

DT690 Description

This chapter describes the DT690 cordless phone and its display, menu structure, and tones. The phone is shown in figure 1 on page 14.

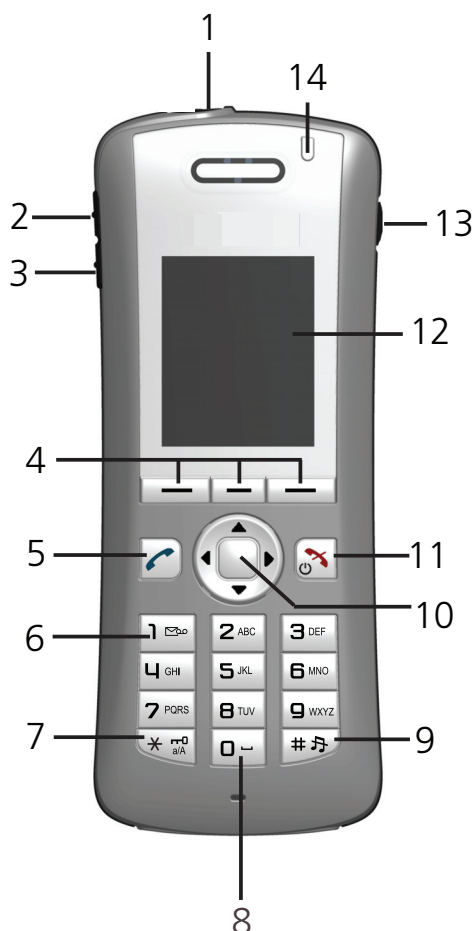


Figure 1: Overview of the DT690 cordless phone

- 1 Multifunction button**
Can be used as a shortcut to functions, or used in long or double press modes
- 2 Speaker volume up key**
Used to increase the speaker volume
- 3 Speaker volume down key**
Used to decrease the speaker volume
- 4 Soft keys**
Can be pre-programmed or used with the GUI
- 5 Off-hook key**
Used to connect calls, and as a shortcut to the call list.

- 6 Voice mail access**
Used to listen to voice mail messages
- 7 Key lock and upper and lower case**
A combined key lock and shift key for upper and lower case
- 8 Space**
Used to add space between text
- 9 Mute key**
Used to switch audio on and off in idle mode, to silence the ring signal, and to switch the microphone off and on during a call
- 10 Navigation key**
Used to navigate left, right, up, and down, and to confirm (the middle key) a selection. It is also possible to program the navigation keys (except the middle key) for shortcuts.
- 11 On-hook key and power on and off**
A combined key used to end a call, to return to idle mode, and to switch the phone on and off with a long press
- 12 Display**
The display is 128 pixels wide and 160 pixels high. The display has multiple colors and backlighting
- 13 Headset connector**
The headset connector is used to connect a headset. The headset connector cover protects the connector against dust
- 14 Indication lamp**
Indicates incoming calls and messages, low battery, and charging status

3.1

Functions and Accessories

The DT690 functions are listed in table 1 on page 15, and its accessories are listed in table 2 on page 16.

Table 1 Functions

Local phonebook (250 entries)
Central phonebook *
Company phonebook (1,000 entries) **
Downloadable language **
Vibrator
Headset connector
Microphone on/off during call

Loudspeaking function
SMS (Short Message Service) *
Voice mail access *
Centralized management *
Easy replaceable battery
Easy replacement of telephone
Bluetooth (optional)

* This is a system dependent feature.

** This feature requires configuration in WinPDM or CPDM.

Table 2 Accessories

Desk charger
Desk PDM charger
Rack PDM charger
Battery pack rack charger
Leather case
Belt clip, hinge type
Belt clip, swivel type
Security chain
Headset with microphone on boom
Headset with microphone on cable
Bluetooth headset (optional)

3.1.1

Accessories

Case

The plastic cover parts are made of durable PC/ABS material.

Antenna

The antenna is integrated inside the phone.

Loudspeaker

A separate loudspeaker for the loudspeaking function is placed at the back side of the phone.

Microphone

The microphone is placed at the front bottom side of the phone.

Clips

There are two different belt clip options to the cordless phone; a standard (hinge) clip and a security (swivel) clip. Use the clip to attach the phone to a belt or similar. See also Belt Clip on page 127. It is also possible to use the phone without any clip.

Battery

The battery is a rechargeable Li-Polymer battery, placed under a battery cover. The battery is fully charged within four hours.

3.2 Display Information

The icons and text in the display indicate functions and settings available to the user. The display gives visual feedback on all actions performed, and also textual warnings, see figure 2 on page 17. The owner ID can be set manually by the user.

Note: If a name is available it is displayed together with, or instead of, the number.

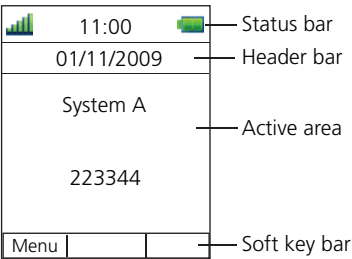


Figure 2: Example of a display in idle mode

Status bar The top row (Status bar) is used for icons giving the user information about signal strength, missed call, new message, phone lock, key lock, sound off, time and battery status. This row is always visible.

Header bar The second row (Header bar) displays the current date, headset connection, Bluetooth connection, and system connection.

- Active area** The next rows (Active area) are used for information such as the name of the system to which the cordless phone is connected. A user identity provided from the system, or an owner ID, can also be displayed if it has been configured in the Settings tab. This is also the area for popup text, missed calls or to confirm an action.
- Soft key bar** The bottom row (Soft key bar) is used for soft keys which can be used as shortcuts for functions in the phone. There are three soft keys located just beneath the display. The function of each soft key is indicated by text in the display just above the key, see figure 3 on page 18. In idle mode, the soft keys can be used for specific functions defined by the user of the phone.

3.2.1

Soft keys

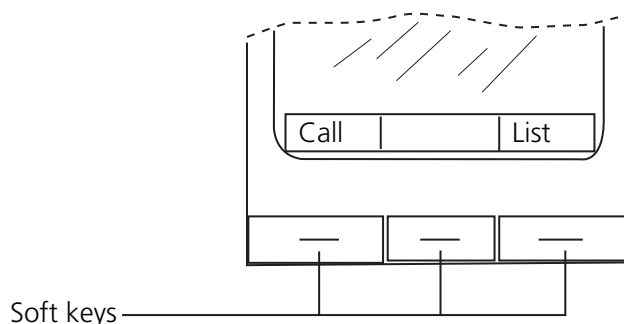


Figure 3: Soft keys “Call” and “List”

Note: The information displayed varies depending on the version and configuration of the exchange, and whether you use the phone in a DECT or an IP DECT system. Consult the system administrator to find out which type of system your phone is used in.

Depending on the state and setting of your phone, different information can be shown, see the following list:

- **Idle phone**
 - Normal.
The display shows the programmed name of your network, your name and extension number, time and date, and so on, see figure 3 on page 18.
 - Follow-me activated.
The display shows your own extension number followed by a > and the number your extension has been diverted to.
- **Outgoing call**

- Normal outgoing call.
When you make an outgoing call, the dialed number or name is displayed.
- Diverted call.
If the dialed number is diverted, the diversion information is shown. The display shows, for example, the dialed number and the number diverted to (preceded by >). When the diverted call is answered, only the number of the answering position is displayed.
- **Incoming call**
 - Normal incoming call.
If available, the number or the name of the caller is displayed.
 - Diverted call.
A diversion indicator (>) before the number or name tells you that the call is diverted to your extension. When you have answered the call, the display shows only the number of the person calling.

3.2.2

System Connection Messages















Possible system connection messages that can be displayed on your phone is described below.

Shown in display	Indicating	Description
System A	System Indication	The phone has contact with System A. It is also possible to assign the system a name of your choice.
No System	Out of coverage	The phone is out of coverage. Go into range, or contact the system administrator. When reentering the coverage area it can take a couple of minutes before the phone has registered automatically into the system.
No access	Access Indication	The phone has contact with a system, calling is not allowed.
No Subscription	System Indication	The phone is not in contact with any system. Ask the system administrator to log on the phone.

3.2.3

Display Icons

The display icons are described below.

Icon	Description
	Signal strength Shown in the upper left corner, when the phone is connected to a system. The staples shown in display depends on the signal strength.
	Full battery Shown in upper right corner.
	Low battery Shown when 10% or less remains of the battery capacity.
	Empty battery Flashing when the remaining battery capacity is 5% or lower.
	Loudspeaking Displayed in the soft key bar during a call. Pressing this icon will activate loudspeaking mode.
	Loudspeaking off Displayed when loudspeaking mode is enabled. Pressing the soft key when this icon is displayed will deactivate loudspeaking mode.
	Sound off Shown when the  key is pressed and held, or when the phone is placed in the charger with sound off enabled.
	Microphone off Indicates a silenced microphone. It is displayed after a long press on  during a call.
	Headset Indicates that a corded headset is connected to the phone.
	Outgoing call Added in front of outgoing calls in the call list.
	Incoming call Added in front of all answered calls in the call list.
	Missed call Added in front of missed calls in the call list, and in the status bar.

Icon (Cont.)

Description (Cont.)



Voice mail message

Appears in the inbox when there are voice mail messages that you have not listened to. The icon remains in the inbox until you have listened to the voice mail.



New voice mail message

Indicates that you have one or more new voice mail messages. The icon remains in the status bar until all voice mail messages have been listened to.



New text message

Indicates that you have one or more new text messages. The icon remains in the status bar until all new text messages have been read.



Read message

Placed in front of a message to indicate that this message has been read.



Keys locked

Indicates a locked keypad.



Phone locked

Indicates a locked phone.



Locked entry

Indicates a company phonebook contact. These contacts cannot be changed or deleted by the user.



Bluetooth

Indicates that Bluetooth is enabled.



Bluetooth headset

Indicates that a Bluetooth headset is connected to the phone.











WinPDM/CPDM communication

Visible when there is communication with WinPDM or CPDM through the desk PDM charger.


3.2.4




Menu Tabs

The menu tabs are listed and described below.

Icon	Description
	Contacts Contains all names and numbers in the local phonebook. In addition, a company phonebook with up to 1,000 entries can be downloaded from the WinPDM or CPDM to the phone. It is also possible to access a central phonebook from this menu. <small>Company phonebook and central phonebook are system dependent and configured by the system administrator.</small>
	My favourites Contains menu shortcuts that you use to customize the menus.
	Messaging Contains all message handling such as reading and writing messages.
	Calls Contains call lists, call time, and call services <small>Call services are configured by the system administrator from the WinPDM or CPDM.</small>
	Connections Contains Bluetooth connection, headset selection, system selection and In charger selection. <small>Bluetooth is optional, and is only visible in the connections menu if Bluetooth is ordered with the phone.</small>
	Settings Contains phone settings such as ringer volume, and display language.
	Short cuts Contains shortcuts for the soft keys, hot keys, navigation keys, and the multifunction button.
	Profiles Allows you to create up to four profiles. By default there is no profile.

3.3 Menu Structure

All available phone features can be accessed through the menus. Use the navigation key, , to enter menus, to select options, and confirm selections.

- In idle mode, press the middle key of  to open the main menu.
Note: You can also open the main menu by pressing **Menu**.
- To confirm a selection, press the middle key of .
Note: You can also confirm a selection by pressing **Select**.
- Press **Back** to return to the previous menu, and press  to exit the menu structure.

When you open the main menu, the display will look as in figure 4 on page 23. The Messaging icon is selected by default when the main menu opens.

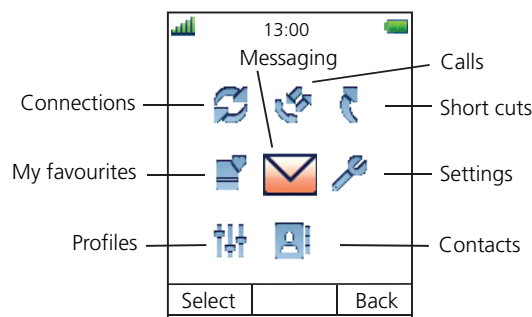


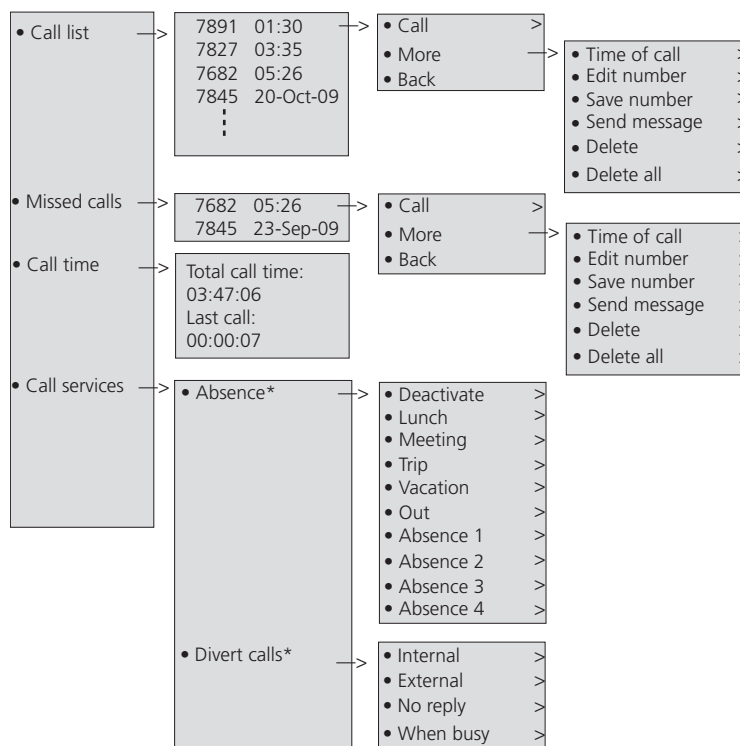
Figure 4: The main menu with the Messaging icon selected

Note: The phone can be used in several networks. All functions are not supported in all networks.

3.3.1

Calls Menu

An overview of the **Calls** menu  is presented in figure 5 on page 24.




* Visible if defined in the PDM

Figure 5: Calls Menu

Note: Call service functions are system dependent. Parameters are set up in the CPDM or WinPDM. Contact the system administrator.

3.3.2 **Contacts Menu**

An overview of the **Contacts** menu  is presented in figure 6 on page 25.

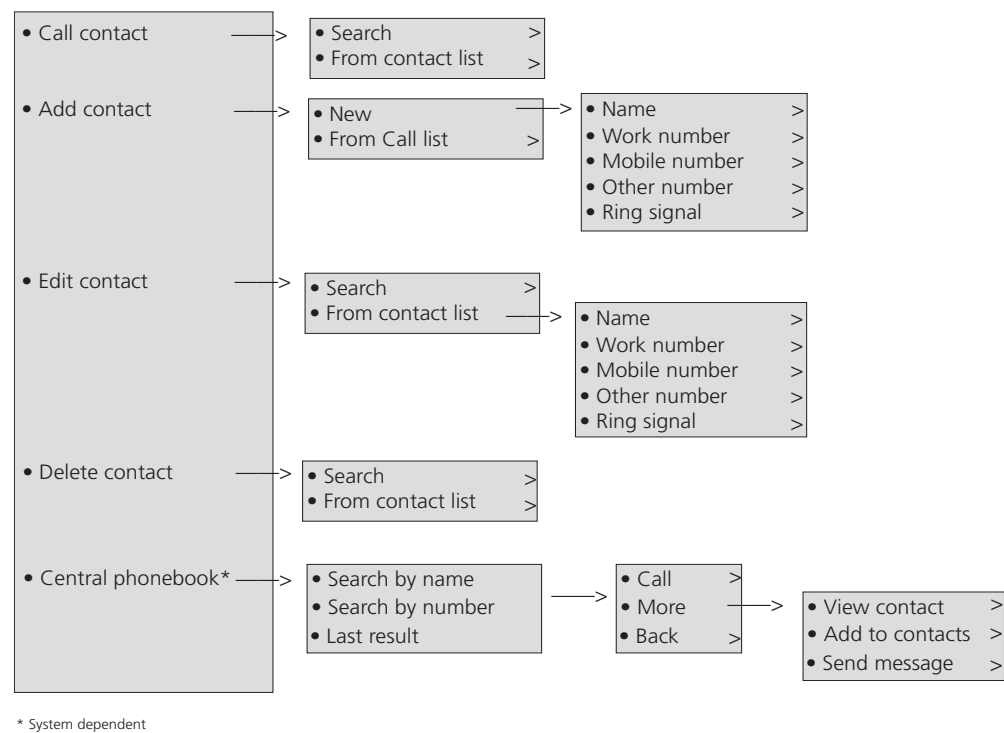


Figure 6: Contacts Menu

3.3.3 **Profile Menu**

An overview of the **Profile** menu  is presented in figure 7 on page 25.

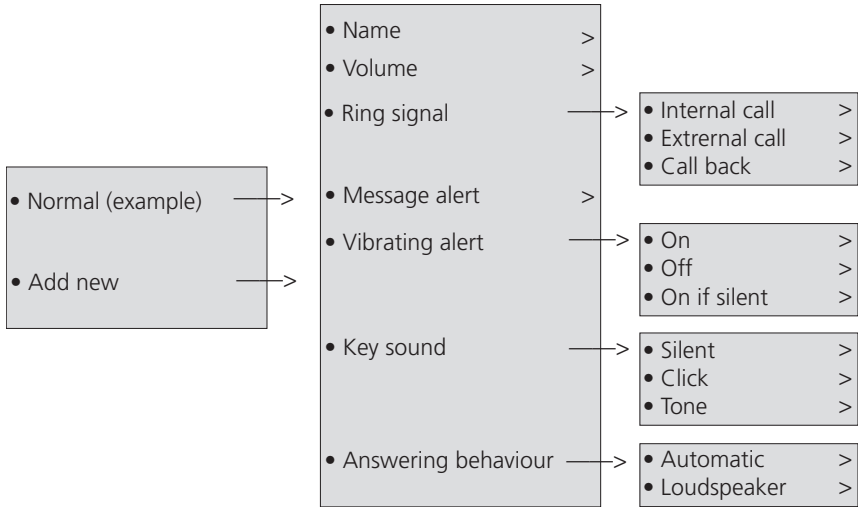

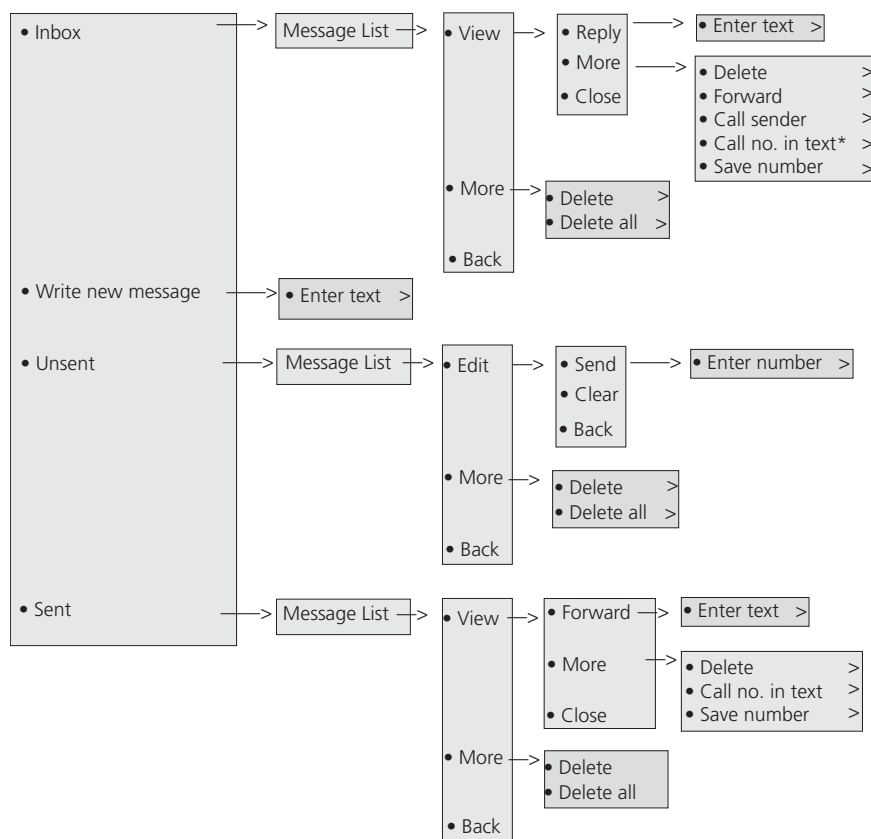


Figure 7: Profile Menu

3.3.4

Messaging Menu


An overview of the **Messaging** menu  is presented in figure 8 on page 26.

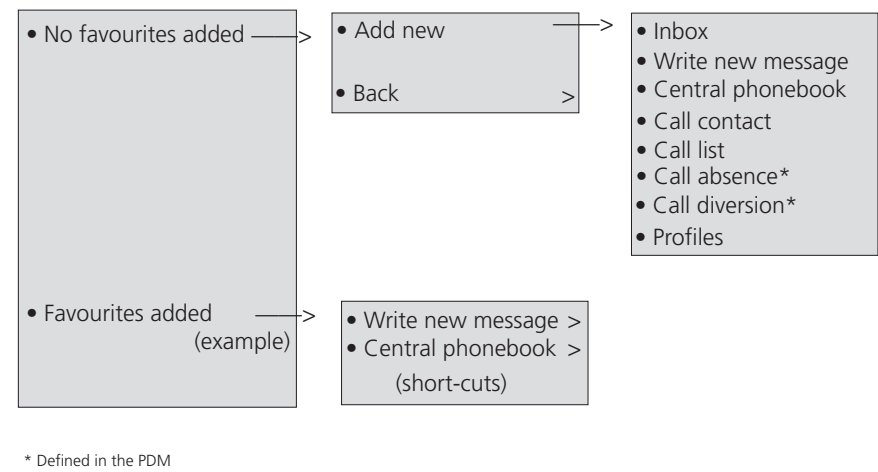


*) Visible if the number consists of minimum 3 digits.

Figure 8: Messaging Menu

3.3.5 My Favourites Menu


An overview of the **My favourites** menu  is presented in figure 9 on page 27.

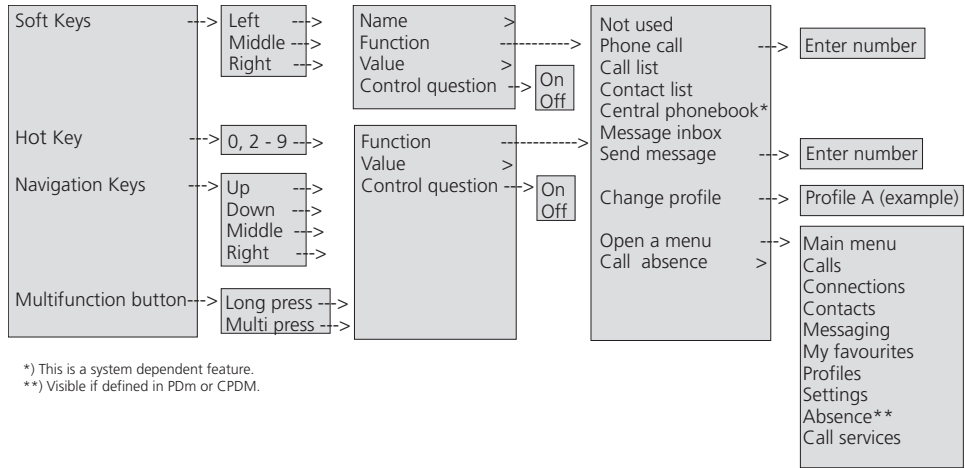


* Defined in the PDM

Figure 9: My favourites Menu

3.3.6 Short cuts Menu

An overview of the **Short cuts** menu  is presented in figure 10 on page 27.



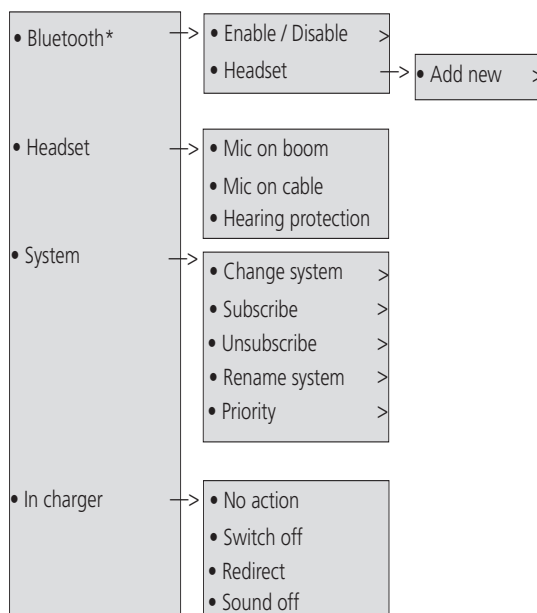
*) This is a system dependent feature.
**) Visible if defined in PDM or CPDM.

Figure 10:Short cuts Menu

3.3.7

Connection Menu

An overview of the **Connection** menu  is presented in figure 11 on page 28.



*) Visible if the telephone's hardware supports Bluetooth

Figure 11: Connection Menu

3.3.8

Settings Menu

An overview of the **Settings** menu  is presented in figure 12 on page 29.

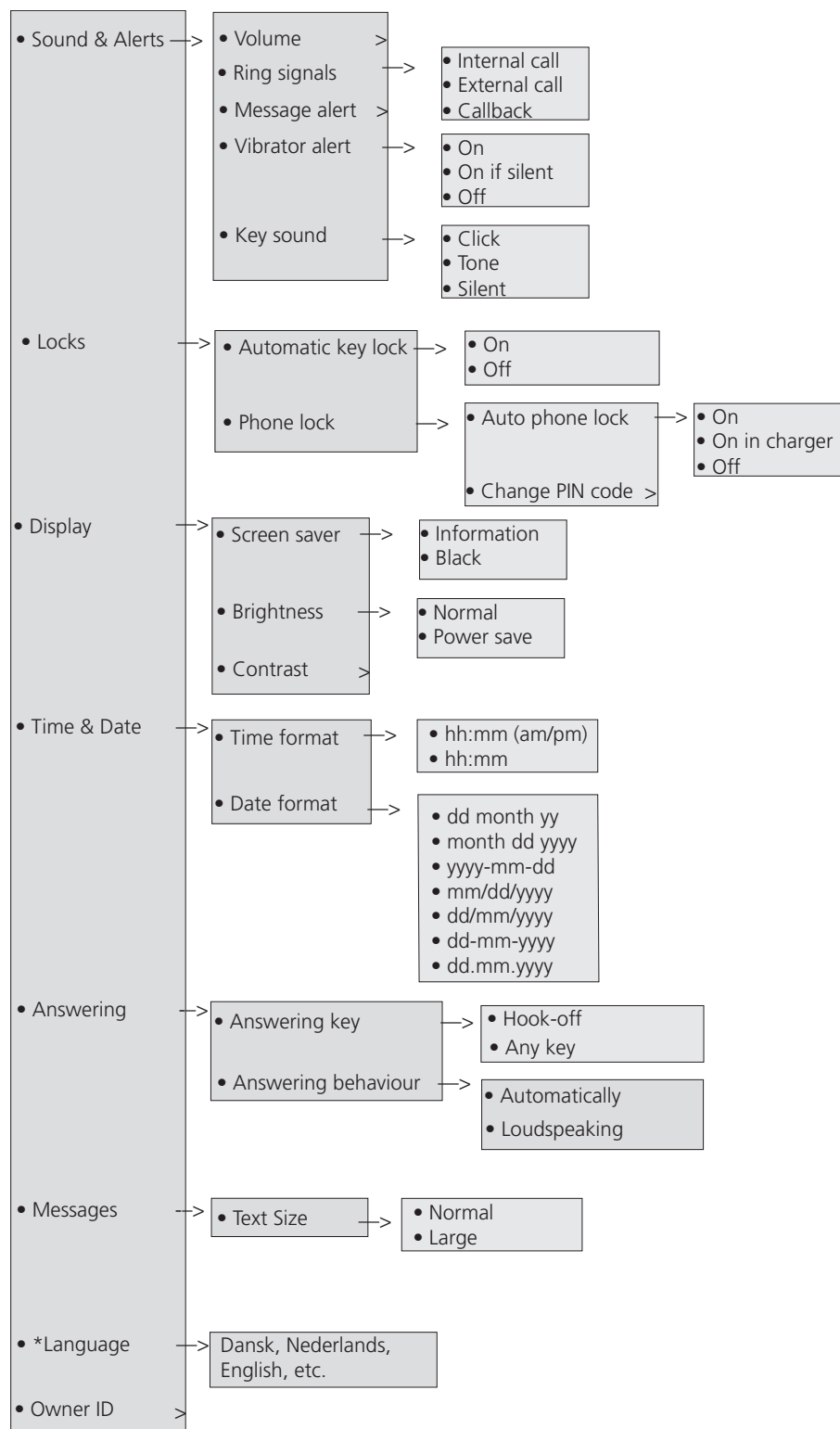


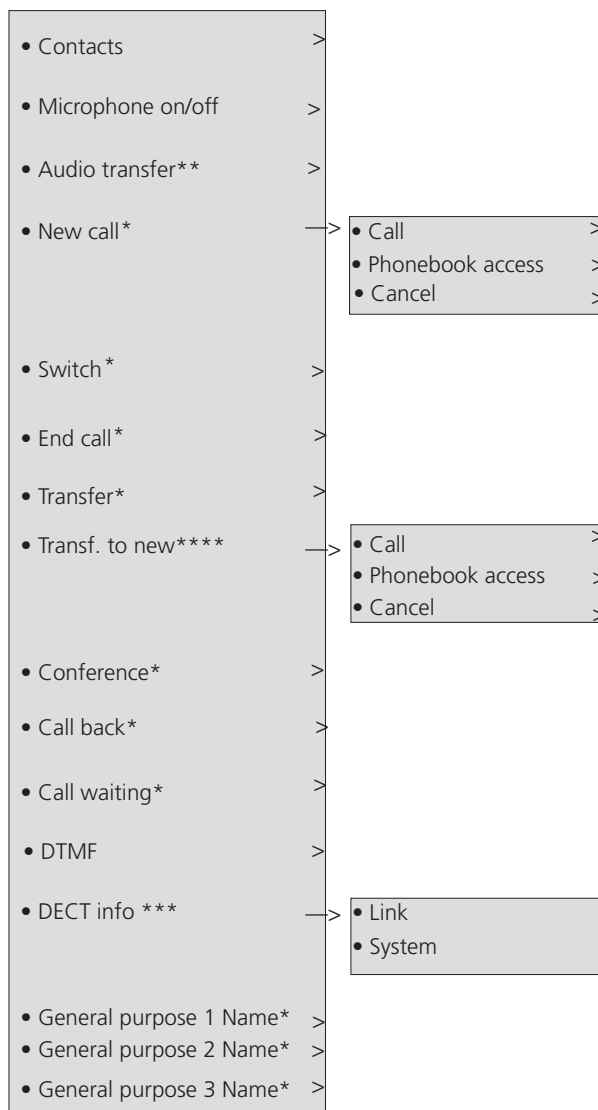
Figure 12: Settings Menu

3.3.9

In Call Menu

An overview of the **In call** menu is presented in figure 13 on page 30. You reach the menu by pressing the soft key **More** during a call.

Note: The options that appear when you press **More** are programmed from the WinPDM or CPDM. Please contact the system administrator.



* Visible if defined in the PDM

**Only available when Bluetooth connection is active.

*** Visible if the Admin menu is activated.

**** Visible if the parameters "New call" and "Transfer" are defined in the PDM.

Figure 13: In call Menu

3.3.10

Customizing the Menu Structure

It is possible to customize the menu tree by hiding some of the available functions that for example are not in use. This is configured in the WinPDM or CPDM by the system administrator.

3.4 Indicators

3.4.1 Phone Indicator

The status indicators listed below are used to indicate phone status.

Table 3 Cordless Phone Indicator

Indicator	Description
Orange, fixed (phone placed in charger)	Battery is being charged.
Green, fixed (phone placed in charger)	Battery is fully charged.
Red, fixed	Battery warning.
Green flashing	Incoming call.

3.4.2 Desk PDM Charger Indicator

The status indicators listed below are used to indicate charger status.

Table 4 Desk PDM Charger Indicator

Indicator	Description
None	Not connected to power.
Green, fixed	Logged on to CPDM or WinPDM.
Orange, fixed	Not logged on to CPDM or WinPDM.
Orange, flashing (1000 ms on, 1000 ms off)	Software download File transfer during Easy Replacement
Orange, flashing (100 ms on, 800 ms off)	Change phone indication during Easy Replacement.
Red, fixed	Software error. Service needed.

Red, flashing (100 ms on, 800 ms off)	Error indication during Easy Replacement. Put back old phone in charger. Charger returns to Not logged in to CPDM or WinPDM mode when the phone is removed.
Red, flashing (3 long flashes, 800 ms on, 100 ms off)	Parameter error in user parameters. Charger performs a factory reset and restarts.
Red, flashing (800 ms on, 100 ms off)	Parameter error in production parameters. Service needed for charger. Error during Easy Replacement. Service needed for both phones.

4

Switching On and Off


This chapter describes how to switch on and off the phone.

Note: If the message `No System` is displayed you cannot make or answer calls. Depending on system programming, your phone can be locked automatically. To unlock the phone, enter your four digit code (factory default is "0000").

4.1

Switching On

To switch on the phone, do the following:

1. Press and hold .

The phone will vibrate when it is on and the display lights up. The following confirmation message is displayed: `DT690 Switch on?.`


2. Press **Yes** to confirm.

If the phone does not switch on, or if the battery icon indicates low level, charge the battery and try again.

4.2

Switching Off


To switch off the phone, do the following:

1. In idle mode, press and hold .

The following confirmation message is displayed: `Switch off?.`

2. Press **Yes** to confirm.

The phone is switched off.

Note: Pressing  from a menu will return you to idle mode.

5 Incoming Calls

An incoming call is indicated by a flashing indicator, accompanied by a ring signal and a vibrating phone. The ring type tells you if the call is an internal, external or callback call. Both ring signal and vibrator can be disabled. The calling party's number or name, or both, is displayed.

The name of the caller will be shown if the calling party's phone number is stored in any of the phonebooks. When a headset is connected to the phone, the answering button on the headset can be used to answer the call.


The 25 last received phone numbers are stored in the call list along with the latest dialed and missed phone numbers, see Call List on page 44.

5.1 Answering Calls

When you receive a call, do the following to answer:

- Press .

OR


- Press  to answer in loudspeaking mode (handsfree).

You are connected to the caller via the loudspeaker.

OR

- Press the answering button on the headset.

Note: Calls can be answered at any time even during programming, or while keying in a number. When the phone is in idle mode, you can change the answering method, see Changing Answering Methods on page 115.

Other answering methods, such as Automatically or Loudspeaking, can be set from the **Settings** tab, , see Settings on page 109. When automatic answering is enabled, an incoming call will be answered automatically after approximately one second.

5.1.1 Call Pick-up

To answer a call to a phone in another room:


1. Press **13**.

Note: Austria, Italy, U.K., EBN, North America press ***8***;
Norway press **#13**.

2. Call the ringing extension and press .

5.1.2 Mute Ring Signal

If the phone rings at an inconvenient moment, you can switch off the ring signal temporarily:



1. Press  to suppress the ringing.

All alert signals, including the vibrator, will be muted for this specific call.

2. Press  to answer the call.


5.1.3 Silent Ringing

You can set your phone to silent ringing, when your phone is in idle mode:

- Press and hold  to switch the ring signal on or off. When the ring signal is switched off, the icon  is shown. All alert signals will silence until the ring signal is switched on again. If the vibrator is set to **On when silent**, it will alert you of new calls, messages and alarms. See Switching Vibrator On and Off on page 110.

5.2 Rejecting a Call

If you do not want to answer an incoming call, you can reject the call:

- Press . The call is disconnected.

5.3 Ending a Call

If you want to end an ongoing call, you hang up:

- Press .

The display shows the duration of the call. The total time of the call can also be retrieved from the **Calls** menu.

6 Outgoing Calls

This chapter describes how to make calls, how to conceal your number from being displayed to the person you are calling, and how to redial the last external number dialed.


6.1 Calling

To make a call, you can either select a contact in one of the phonebooks available, or get the phone number or extension from the call list. You can also use shortcuts, if available.

- Available phonebooks are the local phonebook stored on the phone and the company phonebook stored centrally on a server, see Contacts on page 46.
- The 25 last received phone numbers are stored in the call list along with the latest dialed and missed phone numbers, see Call List on page 44.
- It is possible to save a phone number as a shortcut, see Shortcuts on page 52.

If the number you wish to dial is not stored in any phonebook, nor found in the call list, you enter the desired phone number or extension with the keypad.

To call a number that is not stored in the call list or among your contacts, do the following:

1. Dial the number and press  or **Call**.

The number is shown on the display while dialing.

2. If needed, press **Clear** to erase and edit the number.

Use the navigation key to step and add or delete a digit in the middle of a number.

Note: If you receive a queue tone when the digit(s) to get an external line are dialed (if the feature Least Cost Routing is used in the system), keep waiting. Once a line becomes free you will receive a dial tone. If a warning tone is heard, the selected line is marked **Expensive**.

6.1.1 Dialing Using a Pre-programmed Hot Key or Soft Key

To dial using a hot key or soft key, do the following:


- Press the pre-programmed hot key or soft key.
The call will be connected automatically.

6.1.2 Dialing a Number From the Call List

To dial a number stored in the call list, do the following:


1. Press .

The call list is opened. If a number occurs more than once, the most recent time stamp is shown along with the total number of occurrences.


2. Step with the navigation keys in the call list and select a number to dial. If you wish to edit the number before calling, do the following:
 - a) Press **More**.
 - b) Select **Edit number**, press **Select**, and make the desired changes.
3. Press  or **Call**.

6.1.3 Dialing From Contacts

To dial a contact, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call contact**, and press **Select**.

A name list is shown.

3. Select a contact from the list, or search a name or number by enter characters in the **Search** field, and press  or **Call**.


For more information about calling contacts via the phonebooks, see Contacts on page 46.

6.1.4 Dialing a Number from a Text Message

It is possible to dial a number included in a received text message. For detailed instructions, see Calling a Phone Number Included In a Message on page 78.

6.1.5 Loudspeaking (Handsfree)


While waiting for a connection, dial tone or during the call:

1. Press .
2. You are connected to the call via the loudspeaker and microphone.

6.2 Last External Number Re-dial

When you make an external call, the system automatically stores the number dialed, regardless of whether the call was successful or not.

To re-dial the last external number dialed:

- Press **11** and then .

Note: Austria, U.S. and Canada press ******; Denmark, Italy, Sweden, U.K. and EBN press *******; Norway press **#11**.

6.3 When You Receive a Busy Tone

If you call an extension and receive a busy tone or get no answer, or if all external lines are busy, you can use one of the following methods:

- Callback
- Intrusion

Note: These functions need to be programmed via the WinPDM or CPDM. Please contact the system administrator.

6.3.1 Callback

When you order callback for a busy extension, you will be called back as soon as the extension or line becomes free. If you order callback when there is no answer, you will be called back when the extension has been used the next time.

6.3.1.1 Ordering Callback


To initiate callback when a called extension is busy, or when there is no answer, do the following:

1. Press **More**.
2. Select **Callback**, and press **Select**.

Note: If **Callback** is not programmed and does not appear when you press **More**, you can press **1** to initiate callback.

3. Press  and wait until the phone alerts.

You are called back (recall ring signal) when the ongoing call is finished or the next time a new call is finished. You have to answer within eight seconds, otherwise the callback service is cancelled. While waiting for callback, you can make and receive calls as usual.

4. Press  to answer when you are called back.

The system calls the extension.

Note: Callbacks can be activated on several extensions at the same time.

6.3.2

Intrusion

You can intrude on an ongoing call on a busy extension. If intrusion is not allowed for the called extension, you will continue to hear a busy tone. Before the intrusion is executed, an intrusion tone is sent to the parties in the ongoing call. As long as the three parties are connected, you will hear an intrusion tone.

Note: Intrusion might be blocked for use on your extension (this is programmed by the system administrator). If Intrusion is not allowed, you will continue to hear a busy tone.

6.3.2.1

Ordering Intrusion On a Busy Extension

To intrude on a busy extension, do the following:

1. Press **3** when you hear a busy tone.

6.4

Abbreviated Numbers

Common abbreviated numbers allows the you to make calls simply by pressing a few keys. The common abbreviated numbers consist of 1-5 digits and are stored in the exchange (by the system administrator).

Based on your user rights, you may also have access to a personal list of 20 abbreviated numbers that are either personal, or shared among a restricted group of users. Frequently used phone numbers are stored as abbreviated numbers in the exchange.

By using abbreviated numbers, you can make calls simply by pressing a few keys.

6.4.1

Using Abbreviated Numbers

To make call using a common abbreviated number, do the following:

1. Dial the common *abbreviated number*. See to your phone directory.

Note: Personal abbreviated numbers accept values between 00 and 19. Common abbreviated numbers usually range from 200 to xxx.

2. Press  to make the call.


Note: An abbreviated number is generally complete, but may also be incomplete, which means that you need to enter additional digits to complete the number. One advantage of incomplete abbreviated numbers is that it allows you to access a series of numbers using just one abbreviated number.

6.5

Temporary Call Protection

If you want to prevent any intervention during an ongoing call, you can activate call protection. The call protection service can be activated only for one call at a time.

To activate temporary call protection, do the following:

1. Press **74** to access the temporary call protection service.
2. Dial the desired number.
3. Press  to make the call.

Note: Certain extensions may be equipped with permanent call protection. The above described service is therefore applied to all calls that are placed, without requiring any particular action on your part.

6.6

Call Substitution With Signature



You can place an external call in substitution or with signature. This concerns the exceptional use of a third party set, to place an external call, just as if you were using your own extension. The main advantage of this feature is that the call is charged to your own extension. Another advantage is that on the substituted third party set, you have all of your extension's customary services, most especially dialing discriminations relating to various external numbers applicable for your extension. This

service is valid on a call-by-call basis. It is automatically cancelled at the end of each call processed using this service.


To activate the call in substitution, do the following:

1. Press **75** to access the call in substitution service.
2. Dial your *own extension number*.

This is necessary in order to sign on to the third party set.

3. Press .
4. Enter *your password*.
5. Press  to terminate the access to the service.

You may proceed with placing your external call in substitution from the previous extension.

6. Dial the desired *external number*.
7. Press  to make the call.

6.7 Least Cost Routing

Usually, you have access rights to the public network and all private networks to which your facility is connected, and are authorized to dial any type of external number. However, certain numbers may be blocked by the system administrator, which means that attempts to call these numbers will be refused automatically. Numbers that may be blocked are, for instance, numbers to services provided by the public network, and certain international destinations.

Most facilities are equipped with a Least Cost Routing (LCR) service for external calls, especially when the facility is connected to private networks or different public network operators.

The LCR service automatically ensures that the routing of external numbers is processed with the least possible cost, or managed according to the most optimal calling route.

Note: Abbreviated dialing numbers are never blocked. Moreover, you can ask the system administrator or the facility attendants to add a blocked number to the list of abbreviated dialing numbers.

7

Call List

The 25 last received, dialed and missed calls are stored in a call list. The numbers can be either extension numbers or external numbers, and External numbers are preceded by the digit(s) for external call access. If supported by the system, the number's contact name can be displayed in the call list.



If the same number is received, dialed or missed several times, it appears only once in the call list. However, next to the number, a time stamp for the most recent call is displayed along with information about the total number of calls to or from that number.

If the time and date feature is enabled, it is possible to see when calls were made or received that day. The following day, the time stamp is changed to a date stamp. For more information on time and date settings, see Time and Date on page 112.

7.1


Opening the Call List

To open the call list, do the following:

1. Press **Menu**, select , and press **Select**
Note: You can also open the call list by pressing .
2. Select **Call list**, and press **Select**.
3. Scroll the list to select a number to call or edit.
4. Select **More** or **Call**.
 - Pressing **Call** initiates a call to the selected number.
 - Pressing **More** opens a menu with options to edit, save, or delete calls, to view the time of stamp of the selected call, or to send a message to it.
5. Press **Back** to leave the call list.


7.2 Saving a Number in the Call List

To edit a number in the call list, when your phone is in idle mode, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call list**, and press **Select**.
3. Scroll the list to select a number to edit.
4. Select **More** and **Edit number**.
5. Press **Save number**, specify the type of number, and press **Select**.
The number is saved and the name field is highlighted.
6. Press **Add**, enter the desired name and press **OK**.
7. Make any other necessary settings and press **Save** and then press **Back** twice to leave the call list.

7.3 Deleting a Number From the Call List

To delete a number from the call list, when your phone is in idle mode, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call list**, and press **Select**.
3. Scroll the list to select a number and press **More**.
4. Select **Delete**, and press **Select** to remove the selected number.
Select **Delete all**, and press **Select** to remove all numbers in the call list.
5. Press **Yes** to confirm.

The name and number are deleted.

8


Contacts

The phone is equipped with the following phonebooks:

Local phonebook

The local phonebook can hold up to 250 entries (that is, names and numbers), which can be added, deleted and edited by the user. The phonebook lists all names in alphabetical order, where three numbers can be added for each contact; work number, mobile number, and other number. Maximum name and number length is 48 characters in name and 24 digits in a number.

Company phonebook

The company phonebook can hold up to 1,000 entries, which can be downloaded to the phone. The names and numbers in this phonebook cannot be edited or deleted by the user. The phonebook lists all names in alphabetical order. The names from the local phonebook and the company phonebook appear in the same list, but the company phonebook contacts are marked with  in front of the name to indicate that they cannot be modified. Maximum name and number length is 24 characters in name and 24 digits in a number (1 number per name).


Central phonebook (optional)


When you access the central phonebook, you send a request to a messaging server with the first characters entered, and the messaging server returns a list of names that matches the search. Maximum name and number length is 40 characters in name and 20 digits in number.

8.1

Dialing a Contact from the Local or Company Phonebook

To dial a contact from the company phonebook, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call contact**, and press **Select**.

The local and company phonebook contacts appear in the same list but the company phonebook contacts are marked with  in front of the name.

3. Select a contact from the list, or search a name or number by entering characters in the **Search** field, and press **Call**.


8.2 Dialing a Contact from the Central Phonebook (Optional)

In the central phonebook, it is possible to search by name, number, or the last result.

When the search is finished, it is possible to view contact information, add the number to a new contact, and to call the number.

8.2.1 Searching by Name

To search a central phonebook contact by name, do the following:


1. Press **Menu**, select , and press **Select**.
2. Select **Central Phonebook**, and press **Select**.
3. Select **Search by name**, and press **Select**.
4. Enter the first or last name and press **Search**.

The status message *Searching* is displayed.


5. Press  or **Call**.

8.2.2 Searching by Number

To search a central phonebook contact by number, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Central Phonebook**, and press **Select**.
3. Select **Search by number**, and press **Select**.
4. Enter the first digit in the number and press **Search**.

The status message *Searching* is displayed.

5. Select the number to call from the result list and press  or **Call** to make the call.

8.2.2.1 Adding a Contact from the Central Phonebook Search


When the search result is received, it is possible to add the name and number as a contact. Do the following:

1. Press **More**.
2. Select **Add to cont.** and press **Select**.
3. Press **Save**.

8.2.3

Viewing Last Search Result


To view the last search result:

1. Press **Menu**, select , and press **Select**.
2. Select **Central Phonebook**, and press **Select**.
3. Select **Last Result**, and press **Select**.

8.3

Adding a Name and a Number

To add a name and a number to the phonebook, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Add contact** and press **Select**.
3. Select **New** or **From call list** and press **Select**.

If **New** is chosen:

- a) Press **Add**, enter the name, and press **OK**.
- b) Select **Name**, **Work number**, **Mobile number**, or **Other number**, and press **Add**.
- c) Enter the number and press **OK**.
- d) Press **Save**.


If **From call list** is chosen:

- a) Navigate to the desired number in the call list and press **Add**.
- b) Select **Work number**, **Mobile number** or **Other number**, and press **Select**.
- c) Select **Name** and press **Add**.
- d) Enter the name of the contact and press **OK** to save the entry.
- e) Press **Save**.

8.4

Changing a Name and a Number

To edit a name or number in your list of contacts, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Edit contact** and press **Select**.

The names in the contact list are shown in alphabetical order. To search in the list, enter the first character(s) in the name, or step with the navigation key.

3. Select the contact to change, and press **Edit**.
4. Select what to edit for this contact (**Name**, **Work number**, **Mobile number** or **Other number**) and press **Edit** again.
5. Make the changes, and press **OK**.
6. Press **Save** to save the changes.

8.5 Deleting a Name and a Number

To delete a name and a number from your contacts, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Delete contact** and press **Select**.

The names in the contact list are shown in alphabetical order.

- Navigate with the navigation key to the desired name or number.


OR

- Enter the first character(s) in the name and press **Search**.
3. Press **Delete** to delete the entry and confirm deletion by pressing **Yes**.

8.6 Writing Text and Numbers

This section explains how to write text and numbers, which is useful when you want to add a new entry in the phonebook, or send a text message.


To enter a name or number, use the following keys:

- Press ◀ or ▶ on the navigation key, , to move the cursor within the chosen row.
- Press **Clear** to correct a wrong entry.



To add, for example, the name *Smith* in the phonebook, do the following:

1. Press 7777 for *S*.
The marked character is selected after a time out or when another key is pressed.
2. Press 6 for *m*.
3. Press 444 for *i*.
4. Press 8 for *t*.
5. Press 44 for *h*.
6. Press **OK** when the name is complete.

8.6.1 Number Input Mode

- A short press on a key enter the digits **0 - 9** and the characters ***** and **#**.
- Enter a pause in number input mode by a long press on . A pause is indicated by a **P** in the display.
- To add a plus sign (+) in the number for international calls, press **0** twice.

8.6.2 Text Input Mode

- A short press on a key **0-9** displays the first available character on that specific key. The marked character is selected after a time out, or when another key is pressed.
- To change to upper or lower case, press  before entering the character. The same key can also be used to display only digits.
- To add space in the text, press **0**.
- A long press on  displays special characters.

8.6.3 Special Characters

Use the keypad to enter letters and characters. Press a key once for the first letter or character, twice for the second, three times for the third, and so on. The most common letters are printed above each key on the phone. All the available letters and characters are shown in figure 14 on page 51.

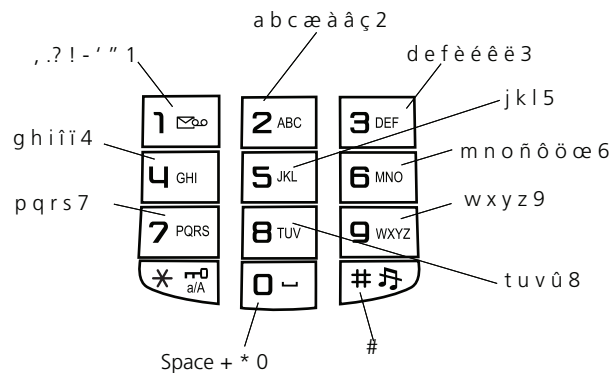




Figure 14: Available characters

Note: Depending on the selected menu language, other characters can be available than appear in the illustration above.


9 Shortcuts

From the **Short cuts** tab () you can create shortcuts to frequently used functions, such as making calls and sending messages. When you select , a list of available shortcut types is displayed. These shortcut types are: **Soft keys**, **Hot keys**, **Navigation keys**, and **Multifunction button**.

9.1 Soft Keys

There are three soft keys, located beneath the display. In idle mode, these keys can be used for functions defined by the user of the phone.

To assign a function to a soft key, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Soft keys** and press **Select**.
3. Select **Left**, **Middle**, or **Right**, and press **Select**.
4. Select **Name** and press **Select**.

Enter a name for the soft key, and press **OK** to save the setting.

5. Select **Function** and press **Select**.
6. Select a function from the list, and press **Select**.
7. Press **Back** to confirm, or enter any required information, such as a phone number, and press **OK** to confirm.

Note: Depending on which function you select, you may need to enter more information or make more selections. If, for example, you select **Phone call** or **Send message**, you will be prompted for the phone number of whom to call or send a message to.

8. Select **Value** (if available for the selected function), press **Select**, enter a value and press **OK**.
9. Select **Control question**, and press **Select**.
10. Select **Off** or **On**, and press **Select** and then **Back**.

Note: The control question value is **Off** by default. If you select **On**, a control question *Proceed?* is displayed when you press and hold the soft key.


11. Press **Save**.

The message *Changes saved* is displayed.

9.2 Hot Keys

A hot key can be programmed to give access to frequently used functions such as dialing a specific phone number, a shortcut to the menu, or sending an SMS. Keys 0 and 2 - 9 can be assigned as hot keys.

To assign a hot key, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Hot keys** and press **Select**.
3. Select a number (0 or 2-9) in the list and press **Select**.
4. Select **Function** and press **Select**.
5. Select a function from the list, and press **Select**.
6. Press **Back** to confirm, or enter any required information, such as a phone number, and press **OK** to confirm.

Note: Depending on which function you select, you may need to enter more information or make more selections. If, for example, you select **Phone call** or **Send message**, you will be prompted for the phone number of whom to call or send a message to.

7. Select **Value** (only available for some functions), press **Select** enter a value and press **OK**.
8. Select **Control question**, and press **Select**.
9. Select **Off** or **On**, and press **Select** and then **Back**.

Note: The control question value is **Off** by default. If you select **On**, a control question *Proceed?* is displayed when you press and hold the hot key.


10. Press **Save** to save the setting.

The message *Changes saved* is displayed.

9.3 Navigation Keys

The navigation key is really 5 separate keys; left, right, up, down, and confirmation (in the middle). You can define 4 of these navigation keys as shortcuts, that is, all except the middle key.

To assign functions to the navigation keys, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Navigation keys** and press **Select**.
3. Select **Up**, **Down**, **Left**, or **Right**, and press **Select**.

4. Select **Function** and press **Select**.
5. Select a function from the list, and press **Select**.
6. Press **Back** to confirm, or enter any required information, such as a phone number, and press **OK** to confirm.

Note: Depending on which function you select, you may need to enter more information or make more selections. If, for example, you select **Phone call** or **Send message**, you will be prompted for the phone number of whom to call or send a message to.

7. Select **Value** (if available for the selected function), press **Select** enter a value and press **OK**.
8. Select **Control question** and press **Select**.
9. Select **Off** or **On**, and press **Select** and then **Back**.

Note: The control question value is **Off** by default. If you select **On**, a control question *Proceed?* is displayed when you press and hold the navigation key.

10. Press **Save**.


The message *Changes saved* is displayed.

9.4

Multifunction Button

The multifunction button can be defined with two different functions. A long press activates one function, and a double press activates another function. The key is not used by default, but can be defined by the user of the phone.

To assign functions to the multifunction button, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Multifunction button**, and press **Select**.
3. Select **Long press** or **Multi press**, and press **Select**.
 - **Long press** means that you press and hold the multifunction button to reach the assigned function.
 - **Multi press** means that you press twice quickly on the multifunction button to reach the assigned function.
4. Select **Function** and press **Select**.
5. Select a function from the list, and press **Select**.
6. Press **Back** to confirm, or enter any required information, such as a phone number, and press **OK** to confirm.

Note: Depending on which function you select, you may need to enter more information or make more selections. If, for example, you select **Phone call** or **Send message**, you will be prompted for the phone number of whom to call or send a message to.



7. Select **Value** (if available for the selected function), press **Select** enter a value and press **OK**.
8. Select **Control question**, and press **Select**.
9. Select **Off** or **On**, and press **Select** and then **Back**.

Note: The control question value is **Off** by default. If you select **On**, the control question `Proceed?` is displayed when you press and hold the multifunction key.

10. Press **Save**.


The message `Changes saved` is displayed.

10 Favorites

From the **My favourites** tab () you can customize your own menu with frequently used functions. When you select  , a list of predefined functions is displayed, for example **Write new message**, **Central Phonebook**, and **Call list**.

10.1 Adding a Favorite

To add a new favorite, do the following:


1. Press **Menu**, select  , and press **Select**.
2. Select **Edit favourites**, and press **Select**.
3. Select one of the menu options and press **Change**.
4. Press **Back** to save the setting.

The message `Favourites saved` is displayed.

5. Press **Back** twice to return to the idle menu.

10.2 Deleting a Favorite

To delete a favorite, do the following:

1. Press **Menu**, select  , and press **Select**.
2. Select **Edit favourites**, and press **Select**.
3. Deselect the menu option you wish to delete, and press **Change**.
4. Press **Back** to save the setting.

The message `Favourites saved` is displayed.

5. Press **Back** twice to return to the idle menu.

11 During Calls

This chapter describes the options available during a call, such as call forwarding, call waiting, and conference. It also describes how to change the volume level and mute the microphone during a call.

11.1 Volume Control

To adjust the speaker volume during a call, you press the speaker volume up and speaker volume down buttons on the side of the phone. The phone stores and keeps the new volume level. You can also adjust the volume by pressing the navigation key.

11.2 Loudspeaking (Handsfree)

The loudspeaking function is useful in situations when you need to have a conversation over the phone while having your hands free for other tasks (handsfree mode).

To activate loudspeaking during a call, do the following:

- Press .

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


11.3 Muting the Microphone


It is recommended that you mute the microphone rather than putting a call on hold, because a call on hold can be diverted to your operator, directly or after some time.

To mute the microphone during an ongoing conversation, do the following:

1. Press **More**, select **Microphone off**, and press **Select**.

Or


Press and hold .


The mute microphone icon  is displayed, and the other part in an ongoing call will not be able to hear you.

To switch on the microphone again, do the following:

1. Press **More**, select **Microphone on**, and press **Select**.

Or

Press and hold .

Note: During an emergency call, the soft key **More** is disabled, which means that you can only turn off the microphone by pressing and holding .

11.4 Opening Contacts During Call

During a call it is possible to search for a contact in the local, the company and the central phonebooks.

To search a contact during a call, do the following:

1. Press **More**.
2. Select **Contacts**, and press **Select**.
3. Select **Call contact** to search a contact in the local or company phonebook. Or select **Central Phonebook** to search a contact in the central phonebook.
4. Press **Select**.
5. Select or search a contact.

Note: If you wish to call the selected contact, you press **Call**. Then the first call is put on hold. For more information, see Inquiry on page 58.

11.5 Inquiry


Inquiry means placing an ongoing call on hold, and then calling a new party.

Note: This feature needs to be configured in the WinPDM or CPDM. Please contact the system administrator.


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

1. Press **More** during the call.
2. Select **New call** and press **Select**.

Note: If **New call** does not appear when you press **More**, it is possible to press **R** and dial the third party to initiate the inquiry.

3. Dial the third party's phone number and press .

OR

Press the  soft key, select a contact, press **Select**, and then press **Call**.

Note: It is only possible to select a contact from the local and company phonebook, but not from the central phonebook, when making an inquiry.

4. When the third party answers, it is possible to switch between the calls (refer back), transfer the call, create a conference, and end one of the calls.

11.5.1 Ending Inquiry Call

When you want to end the inquiry call, do the following:

1. Press **More** during the call.
2. Select **End call** and press **Select**.

The third party is disconnected, and you are connected to the first party.

Note: If **End call** does not appear when you press **More**, press **R**, dial number and press **1** to return to the first party.

11.5.2 Refer Back

When you have made an inquiry to another party, and want to switch between the calls, do the following:

1. Press **More**, select **Switch** and press **Select**.

Note: If **Switch** does not appear when you press **More**, press **2**, dial number and press **2** to switch between the calls.


11.6 Transfer

If you wish to transfer an ongoing call to another extension, you can use the transfer feature.

Note: This feature needs to be configured in the WinPDM or CPDM. Please contact the system administrator.

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


1. Press **More**, select **New call** and press **Select**.

2. Dial the third party and press .

You can dial the number, or use the phonebook or the call list to make the call.

3. Press **More**, select **Transfer**, and press **Select**.

The ongoing call is transferred.

Note: If **Transfer** does not appear when you press **More**, you can also do the following to transfer a call: Press **R**, dial the third party, and press  before or after the third party answers.


11.7 Blind Transfer


With the blind transfer feature, you can transfer a call directly to a third party, without having to wait for a ring tone when you dial the third party number. When the transfer is complete, you will be disconnected.

Note: This feature needs to be configured in the WinPDM or CPDM. Please contact the system administrator.

To transfer an ongoing call to a number that cannot be retrieved, do the following:

1. Press **More**, select **Transf. to new** and press **Select**.

Note: If **Transf. to new** does not appear when you press **More**, you can also do the following to transfer a call: Press **R**, dial the third party, and press  before the third party answers.

2. Dial the third party, and press .

11.8 Call Parking (On Hold)

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

To put a call on hold, do the following:


1. Press **R**.

Wait for a dial tone.

2. Press **10** to activate the call parking service.

3. Enter the *identification code* for the call you wish to put on hold. The code consists of 1 or 2 digits, depending on the configuration. For more information, contact the system administrator.


Note: You will be prompted for the *identification code* later, when you wish to resume the call that has been put on hold.

Press  to finish the procedure.

11.8.1

Resuming a Call

To resume the call, do the following:

1. Press **10** to activate the call parking service.
2. Enter the *identification code* for the call that has been put on hold.
3. Press  to return to the call.

Note: An external call that is put on hold, is connected to on-hold music.

11.9

Conference

The conference function allows up to 4 conference participants. Only the conference leader (that is, the person initiating the conference) can admit participants.

During the conference, a special tone will be heard every 15 seconds as a reminder of the ongoing conference. Each time a participant enters or leaves the conference, a burst tone is heard.


When the conference leader leaves the conference, the conference will continue with the other included parties. When only two participants are left, the conversation is changed back to a normal two party connection.

Note: This feature needs to be configured in the WinPDM or CPDM by the system administrator.

When you have an ongoing conversation and want to establish a phone conference, do the following:

1. Press **More**, select **New Call**, and press **Select**.

This will put the first call on hold.

2. Dial the number, and press .

When the third party has answered, continue with the following to establish a conference:

3. Press **More**, select **Conference** and press **Select**.

Note: If **Conference** does not appear when you press **More**, you can also do the following to establish a conference: Press **R**, dial the number to include, and press **3**.

4. Repeat the procedure to add more conference members.

11.10 Dialing During a Connected Call

When calling interactive teleservices, such as phone banks, you need to use Dual Tone Multi Frequency (DTMF) signals. If the phone exchange is not already programmed to automatically convert entered digits into DTMF signals, this function needs to be activated during the call.

To dial digits during a connected call, do the following:

1. Press **More**, select **DTMF** and press **Select**.

Note: If **DTMF** does not appear when you press **More**, you can press *****.

2. Dial the required digits.

The entered digits are transferred as DTMF signals.

Note: When you interact with the voice mail system, or if the automated attendant is integrated in the exchange, DTMF dialing is automatic.

11.11 Conversation Recording Service

If Integrated Voice Mail is configured in the telephony system, and you have a mailbox, the conversation recording service allows you to record your telephone conversations and listen to them from your mailbox. The recorded conversation is treated as a normal voice message in your mailbox.

Note: Recording a conversation without the caller's prior consent may be illegal, as may be sending the recording to a third party. The initiator has to request the caller's consent prior to beginning the recording, at the conclusion of the recording, and for any subsequent use of the recording. Compliance with the law is the exclusive responsibility of the user; any violation may be subject to legal action. Neither the manufacturer nor the distributor may be held responsible for any abusive use of this function by the user, or by any other damage that may result.

11.11.1 Start Recording

To start recording an ongoing conversation, do the following:

1. Press **#** to activate the conversation recording service.

The conversation recording starts immediately.

Note: Always inform the person you are having the phone conversation with, that you are going to record the conversation.

There is no recording time limit. However, depending on the configuration of the telephony system, an intrusion tone may sound periodically as a reminder of the ongoing recording.

11.11.2 Stop Recording

To stop the recording, do the following:

1. Press **#** to inactivate the recording the service.

You may stop the current recording and then re-start it by re-starting the entire procedure

The recording service is available for a single call in progress, as well as a broker's call, in which case you may record each portion of the conversation with one or all of your calling parties.

11.12 Non-IP Hand-Over Service

If the telephony system is integrated within a QSIG-MD private network, and your calls are routed over your company's intranet network, which is managed using the IP-Trunking technique, you may have access to a non-IP hand-over service.

The quality of communications that are established over the internet network is generally good, mostly thanks to the implementation of a system that gives voice calls priority over data transmitted on the IP network. However, occasions may arise when the quality of the voice transmission of calls over the IP network is reduced. The non-IP hand-over service allows you to request that your current call be switched to a possible private digital tie line, or the public network (depending on availability).

11.12.1 Activating the Non-IP Hand-Over Service

To activate the non-IP hand-over service during an ongoing call established over your company's IP network, do the following:

1. Press **7** to activate the non-IP hand-over service.

The ongoing call on the IP network is switched over the non-IP network immediately, without interrupting the call.

Note: This service is only available when your call has been established on the IP network. The non-IP hand-over service is not available for QSIG-MD private networks that use an intranet network managed according to the IPNetworking technique.

12

Call Forwarding

This chapter describes different ways of forwarding incoming calls to another internal or external destination whenever you are absent or busy, or travelling, or when you simply would rather not be disturbed. The following different types of services are available:

- **Call forward on no-answer condition**
Callers are re-directed to the predefined call forward recipient, whenever you do not answer, typically after a 20-second delay
- **Call forward on busy condition**
Callers are immediately re-directed to the predefined call forward recipient whenever your extension is busy.
- **Call forward on no-answer and busy conditions**
Callers are re-directed to the predefined call forward recipient when there is no answer and when your extension is busy.
- **Immediate call forward**
Callers are immediately re-directed to the predefined call forward recipient. Typically, this could be your secretary's internal number, or your external mobile phone number when you are travelling.
- **Do not disturb call forward**
Your extension is unavailable, and no call forwarding services were activated. Internal incoming calls are immediately disconnected, and the Do not disturb status is displayed on extensions that have a display screen. External incoming calls are immediately redirected to your facility's attendants.
- **Call forward on mini-message**
Your extension is unavailable, and no call forwarding services were activated. All incoming calls receive a recorded absence message.

The number to which a call forward may be directed could be an internal party's individual extension, a hunt group, another user's personal group, or even the access number for an integrated voice mail system that your facility may use.

It may also consist of an external number containing up to 18 digits, including the network access prefix. This may be an external number that is accessible through abbreviated dialing. You may use fixed call forward defined by your system administrator. This may consist of a call forward on no-answer condition, a call forward on busy condition, or a call forward on no-answer and busy conditions

This fixed call forward is applied by default whenever you do not define a variable call forward for your calls. This is often the case when your facility uses the integrated voice mail service, which - by default - receives your calls encountering a no-answer or busy condition.

You may define all the call forwarding types listed above. This is referred to as a *variable call forward* that takes precedence over a possible *fixed call forward*.

Only one call forward type can exist at a time. When you define a new variable call forward, any definition that previously existed is automatically cancelled. A variable call forward is defined on a case-by-case basis before you leave your extension. If you do not define the call forward, you may ask the attendants to define it for you. You may also define your call forward from an internal extension that will be the recipient of your call forwards. This is the *Follow me* service.

- During call forwarding, it is still possible to place calls and activate any type of service from your extension.
- When you have defined any type of call forward to an internal recipient, this recipient has the option of calling you without any restrictions.
- When a call forward on busy condition is defined on your extension, you will no longer receive notifications of new incoming calls.
- For any call forward defined to be directed to an external recipient, forwarding of calls issued from external parties may take place either through your facility's resources or directly at the ISDN network level, according to your facility's configuration.
- You may program a call forward from your extension to itself. This enables you to bypass any fixed call forward that is applicable to your extension. Your extension is then available as normal.
- Serial call forwards between different users are authorized.
- Your extension can be subject to call forwarding from third party sets. Certain extensions (such as yours) can be equipped with permanent protection against receiving call forwards from third party sets. If this is the case, this service will be denied on these extensions.

12.1 Diversion from Call Services Menu



A soft key or a hot key can be pre-programmed with a shortcut to the Diversion function, see Shortcuts on page 52, or by setting the profile to divert incoming calls.

All calls to your extension can be diverted to an internal or external answering position of your choice, and calls to your extension can be diverted to other phone numbers when your extension is busy or when you are unable to answer.


Note: This feature needs to be programmed in the WinPDM or CPDM. Please contact the system administrator.

12.1.1 Ordering Diversion of Incoming Calls

To divert incoming calls to another phone number, do the following:


1. Press **Menu**, select  and press **Select**.
2. Step to **Call services**, and press **Select**.
3. Select **Divert calls** and press **Select**.
4. Select **Internal**, **External**, **No reply** or **When busy**, and press **Select**.
5. Select **Activate** and press **Select**.
6. Dial the number (maximum 24 digits) to divert your calls to and press **OK**. You can also press  to select a number from the call list.

Wait for the call timer to start in the display.


7. Press  to finish the procedure.

12.1.2 Canceling Diversion

To stop diversion, do the following:

1. Press **Menu**, select  and press **Select**.
2. Step to **Call services**, and press **Select**.
3. Select **Divert calls** and press **Select**.
4. Select **Internal**, **External**, **No reply** or **When busy**, and press **Select**.
5. Select **Deactivate**.

Wait for the call timer to start in the display.

6. Press  to finish the procedure.

12.2 Variable Call Forwarding

The definition of a variable call forwarding on a case-by-case basis is carried out within the framework of your extension's service programming functions.

12.2.1 Call Forwarding Immediately, At No Answer or When Busy

To order variable call forwarding immediately, at no answer, or when busy, when your extension is idle, do the following:


1. Press the prefix for the desired call forwarding feature. Press
 - **61** for immediate call forwarding
 - **62** for call forwarding at no answer
 - **63** for call forwarding when busy
 - **69** for call forwarding at no answer or when busy
2. Dial the extension number or external phone number that incoming calls will be forwarded to.

The number can contain up to 18 digits including the network access prefix. An external number may be one that is accessible through abbreviated dialing.

Note: An external number is composed of the external access 0 prefix followed by the actual external directory number and #.

3. Press  to confirm.

Wait for the service acceptance tone.

4. Press  to finish the procedure.

The selected call forwarding feature is activated immediately and your extension returns to idle status.


Note: In case you have forgotten to define your variable call forward before leaving your extension, you may ask the attendants to define it for your account. This refers to the third party call forward service that is reserved specifically for them.

12.2.2 Do Not Disturb Call Forwarding

To order call forwarding when you do not wish to be disturbed, do the following:

1. Press **64** and .

Wait for the service acceptance tone.

2. Press  to finish the procedure.

The selected call forwarding feature is activated immediately and your extension returns to idle status.


12.2.3

Canceling Variable Call Forwarding

To cancel variable call forwarding, do the following:

1. Press **60** and .

Wait for the service acceptance tone.

2. Press  to finish the procedure.

12.3

Call Forwarding With Mini-Messages

In addition to the variable call forwarding services (see above), you may instead want to greet callers with a message when you are absent.

Mini-Messages are predefined information messages that are useful when you are busy or unable to answer your calls. When you activate Mini-Messages, the absence message you select will be transmitted automatically to all incoming calls, internal as well as external, in the form of an ISDN mini-message, as long as the calling party's phone is compatible with the service. Once the message has been played, the call will be disconnected.

Note: You can scroll a mini-message by pressing the **R** key.

The following messages are the default messages provided by the telephony system. The number and contents of the Mini-Messages can be modified by the system administrator. For information, contact the system administrator.

Code	Pre-defined Text	Completing Information
0	HAS CALLED YOU BACK	
1	WILL CALL YOU BACK	
2	WOULD LIKE TO SEE YOU	
3	IN A MEETING UP TO	HH:MM (hour:minute)



Code	Pre-defined Text	Completing Information
4	ABSENT UNTIL	MM-DD (month-day)
5	IN CASE OF EMERGENCY CALL	NNNN (phone number)
6	PLEASE CALL BACK IN A FEW MINUTES	
8	BUSY - RETURN TIME	HH:MM (hour:minute)
9	ABSENT - RETURN DATE	MM-DD (month-day)

Note: Some of the predefined messages need to be completed with time or date information. If you are not in the office for a certain period of time (for example meeting, vacation, lunch, illness), you can specify the time or date when you will be back.

12.3.1

Defining Call Forward on Absence

To define call forwarding on absence on your extension, from your idle extension do the following:

1. Press **61*#**.
2. Enter the desired *Mini-Message code*.
If required, enter information about return time or date, or enter a phone number.
3. Press *****.
4. Press .
- Wait for the service acceptance tone.
5. Press  to finish the procedure.
 - Internal callers will receive the absence information as text on their phone display. (If the phone does not have a display, the caller will receive the information as a recorded message.)
 - External callers will be routed to the operator, who also has access to your absent information.

An internal party that attempts to contact you from an extension with the capacity to receive mini-messages will immediately receive your absence message. This may also be the case for an external ISDN party that is compatible with the mini-messaging service, provided the following requirements are met:


- The caller is an ISDN network user.
- The caller uses an ISDN terminal compatible with the mini-messaging service.
- Your extension is not specifically and permanently protected against the use of this call forward on absence service for external parties.

Note: A call forward on mini-message is cancelled in the same way as any other type of variable call forwarding features.

12.3.2

Ordering a Mini-Message (example)

To order call forwarding with the mini-message "IN A MEETING UP TO 16:30", do the following:

1. Press **61*#**.
2. Press **3** and enter the desired *Mini-Message code*.
3. Enter **1630** as the time of return.
4. Press *****.
5. Press  to confirm.

Wait for the service acceptance tone.

6. Press  to finish the procedure.

12.4

Follow-me


The Follow-me feature means that all calls to your extension are diverted to another extension or external number that you specify.

When **Follow-me** is enabled, the display shows the icon > after your number, and the number of the answering position. A special dial tone will be heard. The phone can still be used for outgoing calls. See also Diversion from Call Services Menu on page 66 and In Charger on page 121.

12.4.1

Ordering Follow-me From the Receiving Extension


To order follow-me from the extension where your calls will be forwarded to, do the following:

1. Press **65**, dial our *own extension number* and press .
2. Enter your *user password*.

The password is set to 1234 by default, but you can change it. See Changing Passwords on page 104.

3. Press .



Wait for the service acceptance tone.

4. Press  to finish the procedure.


12.4.2

Canceling Follow-me From the Receiving Extension

To cancel follow-me from the extension where your calls are presently being forwarded to, do the following:

1. Press **66**, dial your *own extension number* and press .
2. Enter your *user password*.
3. Press .

Wait for the service acceptance tone.

4. Press  to finish the procedure.

12.4.3

Ordering Follow-me From Other Extension

To order follow-me from an extension that your calls will not be forwarded to, do the following:

1. Press **65**, dial your *own extension number* and press *****.
2. Enter the number where your calls will be forwarded to.


Note: In case the number is an external number, make sure to press **#** after you have entered the number. An external number consists of the external access digit 0 followed by the directory number, where **#** marks the end of the directory number.

3. Press  and enter your *user password*.

The password is set to 1234 by default, but you can change it. See Changing Passwords on page 104.

4. Press .

Wait for the service acceptance tone.

5. Press  to finish the procedure.



12.4.4

Canceling Follow-me From Other Extension


To cancel follow-me from an extension that your calls are not being forwarded to, do the following:

1. Press **66**, dial our *own extension number* and press *****.
2. Enter the number where your calls are being forwarded to.

Note: In case the number is an external number, make sure to press **#** after you have entered the number. An external number consists of the external access digit 0 followed by the directory number, where **#** marks the end of the directory number.

3. Press  and enter your *user password*.
4. Press .

Wait for the service acceptance tone.

5. Press  to finish the procedure.

13

Absence Information (Optional)

Absence information is used to inform callers why you are absent and when you will return. If your own extension is the answering position for another extension, you can enter absence information for that extension, if you are authorized to do so.


When the absence information feature is enabled, a special dial tone will be heard. The phone can still be used for outgoing calls.

Note: This feature needs to be configured in the WinPDM or CPDM by the system administrator.

13.1

Ordering Absence Information


To order absence information, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call services**, and press **Select**.
3. Select **Absence** and press **Select**.

The available absence reasons are displayed. The options may vary depending on the configuration in the PDM. For more information, contact the system administrator.

4. Select an absence reason, and press **Select**.
5. Depending on the selected option, enter date (MMDD) or time (HHMM), and press **OK**.

The phone calls the system and sends an absence code. The call is disconnected automatically after a few seconds.

6. When the call timer starts in the display, press  to finish the procedure.


The display now shows the selected reason, and the time or date of return.

Note: The absence codes are system dependent. Contact the system administrator regarding the available absence codes.


13.2

Canceling Absence Information

To cancel absence information, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call services**, and press **Select**.
3. Select **Absence** and press **Select**.
4. Select **Deactivate** and press **Select**.

The phone calls up the system. Wait for the call timer to start in the display.

5. Press  to finish the procedure.

The absence information is deleted.

14 Messages

There are two types of messages available in the DT690 phone:


- Text Messages (SMS), see Text Messages (SMS) on page 76.
- Voice Mail, see Voice Mail (Optional) on page 80.

14.1 Text Messages (SMS)

It is possible to send and receive text messages, that is SMS (Short Message Service), to and from other phones in your system. The thirty last received messages are stored in the message list. The message list is located in the Messaging menu. Time and date information is included in the message.

Note: Text messages can be sent and received only if the Aastra Integrated Messaging Server is installed and configured in the WinPDM or CPDM. For more information, contact the system administrator.

14.1.1 Receiving a Message

A received but unread message is indicated by the new text message icon, , which appears in the display along with the following message: New message. View now?.

The icon remains in the display until all new messages are opened. If the message is received during a call, you are notified by a beep.

To open a received message, do the following:


1. Press **Yes** to open the mail inbox (or press **No** if you want to open the message later. The message will be stored in the inbox in both cases.) The text message appears in the display.
2. When you have read the message, several options are available.

You can reply to, delete, or forward a received message immediately, or call the sender or the message, or call or save a number included in the message.

Note: You can choose to perform these actions later by opening the Inbox from the **Messaging** menu. See the following sections for detailed instructions.

Instead of opening a text message immediately when it is received, you can view it later.


To view a text message later, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Inbox**, and press **Select**.
3. Select which message to view and press **View**.
The message opens.
4. Press **Close** to close the message.

14.1.1.1

Replying to a Message

To reply to a message, do the following:


1. Press **Menu**, select , and press **Select**.
2. Select **Inbox**, and press **Select**.
3. Select which message to reply to and press **View**.
4. Select **Reply**.
5. Write the message and press **Send**.

Note: For instructions on how to write text and numbers, see Writing Text and Numbers on page 50.

14.1.1.2

Deleting a Message

To delete a message, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Inbox**, and press **Select**.
3. Select which message to delete and press **More**.
4. Select **Delete** or **Delete all**, and press **Select**.

A confirmation message appears.


5. Press **Yes** to confirm.

The message is deleted.

14.1.1.3

Calling the Sender of a Message

To call the sender of a message, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Inbox**, and press **Select**.


3. Select which message to view, and press **View**.
4. Select **More**, then **Call sender**, and press **Select**.

14.1.1.4

Calling a Phone Number Included In a Message

If the sender has written a phone number in the message, it is possible to call this number without dialing it.

To call a number included in a message, do the following:

1. Press **Menu** select , and press **Select**.
2. Select **Inbox**, and press **Select**.
3. Select a message, and press **View**.
4. Select **More**, then **Call no. in text**, and press **Select**.


Note: This option is available only if the number contains minimum 3 digits.

5. Press **Call**.

14.1.1.5

Saving a Number Included In a Message

To save a number from a message, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Inbox**, and press **Select**.
3. Select a message, and press **View**.
4. Select **More**, then **Save number**, and press **Select**.
5. Select **Work number**, **Mobile number** or **Other number**, and press **Select**.
6. Select **Name**, and press **Add**.
7. Enter a name and press **OK**.
8. Press **Back**.

The number will be saved in the contact list.

14.1.2

Writing and Sending a Message


To write and send a message, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Write new message**, and press **Select**.

3. Write the message and press **Send**.

Note: The maximum message length is 160 characters (Keys 0-9, * or # can be used. Keys 0 and 1 contains special characters.) See figure 14 on page 51 to see all characters. Some characters require 2 bytes in the final message, which means that the total number of characters can be less than 160.

4. Dial a number, or press the middle soft key, to enter the contact list.
5. Press **Send** to send the message.

The first character entered will be an upper level character followed by lower level characters unless the  is pressed before entering the character.


When you press a key, the first available character on that specific key is displayed. To get any of the other characters on that key, press the key until that character appears in the display. For example, to enter the character E, press twice on the key 3. E appears in the display and is selected after a time out or when another key is pressed.

Note: To delete a character, press **Clear**.

14.1.2.1

Opening a Sent Message

To open a sent message, do the following:


1. Press **Menu**, select , and press **Select**.
2. Select **Sent**, and press **Select**.
3. Select a message, and press **View**.

14.1.3

Forwarding a Message

You can forward both received and sent messages to other destinations.


To forward a message to another phone number, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Inbox** to forward a *received* message and press **Select**.

Or

Select **Sent** to forward a *sent* message and press **Select**.

3. Select a message, and press **View**.
4. Press **More** and select **Forward**, and press **Select**.
5. Edit the message (optional), and press **Send**.

6. Dial the number, or press the soft key  to select a number from the contact list, and press **Send** to forward the message.

14.2 Voice Mail (Optional)

The voice mail application allows you to send and receive recorded voice messages. You can choose to divert all incoming calls to your mailbox, or incoming calls at to answer, or busy tone.

You can record a message which is sent to a caller when you are unable to answer a call, for example when you are out of office or in a meeting.

You can let the caller leave a voice message in your mailbox if you are unable to answer a call. When you are back in your office, you can enter the mailbox and listen to all messages received.

Note: If you are using the personal number feature, you are recommended to program voice mail as the last answering position for all search profiles.


When you enter your mailbox, you will hear recorded instructions on how you listen to, record, store and delete messages, and how to change your security code.

Note: How to handle your mailbox depends on the type of voice mail application used. For more information, contact the system administrator, and see separate instructions for the voice mail application.

14.2.1 Activating Voice Mail

For instructions on how to activate voice mail, see Diversion from Call Services Menu on page 66. Use the number to the voice mail system as the diversion number.

14.2.2 Listening To Voice Mail

When you receive a new voice mail, the voice mail icon  appears in the status bar, where it remains until you have deleted the message. A notification is also displayed in a dialog window.

Note: This function is configured in the WinPDM or CPDM. Please contact the system administrator.

14.2.2.1

Listening To New Voice Mail Directly

When a new message is received, the following message appears: New voice mail message(s). View now?

To listen to a voice mail message directly, do the following:



1. Press **Yes** to open the mail inbox (or press **No** to open the message later).

The icon  and the following message is displayed:

You have a new voice mail message. Call to listen to the message.

2. Press **Call**.

The message is played.

Note: The icons  in the status bar, and  in the inbox disappear when you have listened to the message.

14.2.2.2

Listen to New Voice Mail Later

Instead of listening to a voice mail message when it is received, you can listen to it later.


To listen to voice mail later, do the following:

1. Press and hold **1**, when in idle mode.

If the following message is displayed, the voice mail number needs to be configured to the voice mail button: Voice mail number not defined. Contact the system administrator.

2. Listen to the voice mail and follow the recorded instructions.

OR

1. Press **Menu**, select , and press **Select**.
2. Select **Inbox**, and press **Select**.

If you are prompted for your security code, enter it.

Note: The security code is the same as the extension number at delivery.

The icon  is displayed first in the inbox list.

3. Select the voice mail message, and press **View**.
4. Press **Call**.

5. Enter your *user password* if required.

The password is set to 1234 by default, but you can change it. See Changing Passwords on page 104.

Note: Only one voice mail at the time will be displayed, even if the message list contains several voice mail messages.

14.2.3

External Notification of Voice Mail Messages

You can program your extension to send a notification to one or more external numbers, such as your mobile phone number, whenever you have a new voice message in your mailbox. When a new message is left in your mailbox, a call is initiated automatically to each external number that you have specified.

If you answer this automatic call, you are directly transferred to your mailbox. You will then be prompted to enter your user password before you can listen to your new voice message.

If you do not answer within a certain time frame (typically 30 seconds), the automatic call will be repeated up to 5 times in 45 minutes intervals (for example).

Note: External notifications of new voice messages left in your mailbox are usually restricted to business hours between 9 a.m. and 6 p.m., based on your facility's local time.

14.2.4

Remote Access To Voice Mail

You can access your voice mail remotely, from a DTMF analog extension or a GSM mobile phone that supports DTMF end-to-end dialing mode on an external network.

Remote voice mail access is then achieved through the automated attendant which is usually implemented and associated with a system's integrated voice mail, even when an automated attendant's functions are not effectively used.

To access your voice mail from an external phone number, do the following:

1. Dial the *DID number* to the automated attendant (AA).

You are connected to the automated attendant's voice menu.

Note: The internal number to the automated attendant is 885 by default. This number is associated with DID numbers relating to your facility. For more information, contact the system administrator.

2. Press *.

The call is transferred to the voice mail system.

Note: * is the default code for reaching voice mail from the automated attendant. It may have been replaced by #.

3. Dial your *extension number* (which is also your mailbox number).

A system message prompts you for your user password.

4. Enter your *user password*.

To change the user password from the default number 1234, see Changing Passwords on page 104.

You are now connected to your mailbox.

Interaction with the voice mail system or the automated attendant is carried out through the exchange of DTMF codes.

- For an internal call, transition to DTMF end-to-end dialing is automatic.
- From an external analog DTMF extension, transition to DTMF end-to-end dialing is the default.
- From a GSM mobile phone, transition to DTMF end-to-end dialing may require a specific operation, depending on the GSM mobile phone involved.

Transition to DTMF end-to-end dialing is also applicable for checking your voice mail from a third party set within your facility. You activate the feature by dialing the internal number to the automated attendant.

An alternative solution to accessing your mailbox from outside your facility, is to dial your DID number. If your extension is successfully connected to the voice mail system, the rest of the procedure is identical to the one described above.

14.2.5

Mailbox Modes

A mailbox can be managed in one of the following three modes:

Answering mode

Your mailbox plays an absence message that you can manage yourself.

Calling parties directed to your mailbox will hear your message, but they cannot leave a message for you

Recording mode	<p>Your mailbox plays a greeting that you can manage yourself.</p> <p>Calling parties directed to your mailbox will hear your message, and they can also leave a message for you.</p>
Personal assistant mode	<p>Your mailbox plays a greeting that you can manage yourself.</p> <p>Calling parties directed to your mailbox can either leave a voice message or be redirected to your assistant, to another extension previously specified, or to your facility's attendants.</p>

Note: The most commonly used mailbox mode is the recording mode. Recording mode is the mode assumed in the rest of this guide. The operating mode for each mailbox is usually set by the system administrator.

14.2.6

Call Forwarding To Voice Mail

Call forward at no answer

Calls are re-directed to your mailbox when there is no answer, typically after a 20-second delay

Call forward when busy

Calls are immediately re-directed to your mailbox when your extension is busy.

Call forward at no answer and when busy

Calls are re-directed to your mailbox when there is no answer and when your extension is busy.

Immediate call forward

Calls are immediately re-directed to your mailbox.

Immediate call forward may consist of a fixed call forward at no answer condition, when busy condition, or a call forward at no answer and when busy condition defined by the system administrator.

Immediate call forward is applied by default whenever you do not define a variable call forward for your calls, which is often the case when a facility uses as an integrated voice mail service, which by default receives all incoming calls that are encountered by a no answer or busy condition.

You may also program the call forwarding to your mailbox yourself. This variable call forward takes precedence over a possible fixed call forwards.



The operating modes for these different services are identical to the other call forwarding services.

The recipient number of your call forward is the internal access number for your facility's integrated voice mail system.

14.2.6.1

Ordering Call Forwarding To Your Voice Mail

To order call forwarding to your voice mail, when your extension is idle do the following:

1. Dial the prefix for the desired call forwarding.
(Dial **61** for immediate call forward, **62** for call forward at no answer, **63** for call forward when busy, or **69** for call forward at no answer or when busy.)
2. Dial **884**.
This is the default access number for the integrated voice mail. For more information, contact the system administrator.
3. Press  to activate the service.
Wait for the service acceptance tone.
4. Press  to finish the procedure.

14.2.7

Mailbox Greeting Messages

When call forwarding to your mailbox has been set, calls directed to your mailbox will receive a greeting message.

You can personalize the greeting message. Until you have personalized the greeting, you will be asked to do so whenever you enter your mailbox.

After the greeting, a system message then prompts the caller to leave a voice message after the beep (except when the mailbox is set to *answering mode*).

The standard configuration of voice messages enables up to a 100 messages of maximum 30 minutes to be saved in your mailbox, depending on the voice mail capacity.

Note: Messages lasting less than 3 seconds are not included. An 8-second silence will automatically terminate a voice message. This is also the case when you are directed to your calling party's mailbox.

14.2.8

Checking the Voice Mailbox

Regardless of whether you check your voice mailbox from your own extension, from a third party set, or from an external network, the services offered for processing your messages, and for personalization services, are always the same.

1. Initially, your mailbox will indicate how many voice messages were recorded, according to one of the following two system message forms:

- You have X new messages and Y old messages.
- You have no message. Please hang up or dial * to customize your mailbox.

The voice mail system distinguishes new messages from messages that have already been listened to. When you have listened to a message, it is automatically archived, unless you erase it. The messages are organized into two distinct lists, where each type of message is sorted chronologically, from the oldest to the newest.

2. Next, the announcement will indicate the various services that are available for managing your messages. It is possible to interrupt the announcement at any time by dialing a service code.

Note: The announcement is repeated up to 3 times if you do not execute an action when it is being played. It is also automatically repeated when a service has been completed successfully.

Key	Action
3	Press to listen to the next message. Initially, you will hear the oldest new message, and then each following message, in the chronological order described above.
1	Press to listen to the previous message. You then will hear the messages in the opposite chronological order of the one described above
2	Press to listen to the previously selected message. The message is repeated from the beginning.
4	Press to rewind within the current message. The message is rewinded by 10 seconds.

Key	Action
5	Press to listen to pause or replay the current message. Pressing the pause key the first time will suspend the play of the message at the current point. Pressing the key a second time replays the message from this same point; the message will be replayed automatically after a 15-second pause
6	Press to listen to fast-forward within the current message. The message is fast-forwarded by 10 seconds. You may also request the date and time stamp for the message to which you are currently listening. To do so, press 7 (see below).
7	Press to obtain the date and time stamp for the current message. Depending on whether the message was left on that same day or a previous day, the day and month (DDMM) and the hour and minute (HHMM) data concerning when your message was left, are transmitted vocally on your extension (according to one of the forms described below), and then your current message is replayed. Message received at HH:MM today. Message received at HH:MM on DDMM.

The actions available for listening to voice messages are as follows:


When you have listened to your messages in whole or in part, you can erase single messages, or erase all messages your mailbox.

To erase one or all messages, press either one of the keys below.

Key	Action
8	Press to erase the current message. This can be carried out immediately following the message, or while it is being played
8#	Press to erase all messages in your mailbox. Messages that you have not listened to will also be erased. When you choose this option, a system message will prompt you to confirm your selection.

Key	Action
-----	--------

- | | |
|---|---|
| 9 | Press to exit the voice mail.
Pressing the pause key the first time will suspend the play of the message at the current point. Pressing the same key a second time replays the message from this same point; play will be automatically restarted after a 15-second pause. |
|---|---|

3. Press  to end the service.

Your extension returns to idle status. Messages that you have not listened to are still marked as new messages, while messages that you have listened to are archived automatically. The icon indicating that you have new messages will be displayed as long as there are messages you have not listened to.

Note: Typically, new messages are saved for a period of 30 days. Archived messages are typically saved for 7 days, after which they are automatically erased.

14.2.9

Automatic Callback of Voice Mail Message

When you listen to a voice message, you also have the option of automatically calling the number that the system automatically saved when the caller left the message. This is possible both for internal and external calling parties, according to the caller's identification provided by the ISDN network (or equivalent).

To call the person who left a message, do the following:

1. While listening to the message, press **0**.

The person who left the message is called automatically and the call is established as if you had manually dialed the number.

14.2.10

Personal Assistant Mode

If your mailbox is set to *personal assistant mode*, callers have the option to either leave a voice message or be directed to a personal assistant, for example your secretary or your facility's attendants.

After your greeting message has been played, the system message prompts the caller to leave a voice message after a beep, or to do one of the following:

- Dial **0** to be connected to your personal assistant. The call is connected directly to the designated internal extension or, if you had not defined such a number, to the attendants.

Note: The number for a personal assistant can be an external number. This is also the case when you are directed to your calling party's mailbox that is set to personal assistant mode.

Dial **9** to be connected to the attendants. The call is routed directly to the attendants.

Note: If neither **0** nor **9** is dialed within a 3 second delay, the call is directed to your mailbox by default.

14.2.11

Personalizing the Voice Mailbox

Regardless of whether you wish to check your voice mailbox from your own extension, from a third party set, or from an external network, you can personalize your mailbox.

To personalize the mailbox, do the following:

- Press *****.

The mailbox personalization options are heard. You can listen to all options or interrupt the recording by pressing a feature code at any time.

Note: The personalization options are played up to 3 times if you do not execute an action when they are being played. The options are repeated automatically when a feature has been completed successfully.

Available mailbox personalization features are:

Key	Action
1	Press to manage your <i>greeting message</i> . This applies no matter what operating mode your mailbox is set to, and allows you to manage the first message that callers who are directed to your mailbox will hear. A new menu is played, prompting you to select one of the following functions:
1	Press to listen to the greeting that is currently saved.

Key	Action
2	<p>Press to record your new greeting. The maximum length for a greeting is 3 minutes.</p> <p>You end the recording by dialing any code, or by remaining silent for 8 seconds.</p>
3	<p>Press to erase the greeting that is currently saved. The greeting is replaced by the default greeting proposed by the voice mail system, until you record a new greeting.</p>
9	<p>Press to return to the main mailbox personalization menu.</p>
5	<p>Press to manage your <i>answering message</i>.</p> <p>This applies especially if your mailbox is managed in answering mode. This command then enables you to manage the message that is typically an absence message played after your greeting message for callers who are directed to your mailbox.</p> <p>A new menu is played, offering you the same features as for recording your greeting message, as described above.</p>
6	<p>Press to manage your <i>personal assistant service</i>.</p> <p>This applies especially if your mailbox is managed in personal assistant mode.</p> <p>A new menu is played, prompting you to select one of the following functions:</p>
1	<p>Press to hear the number currently saved for your personal assistant.</p> <p>This information is played back for you through voice synthesis, one digit at a time.</p>

Key	Action
2 < #	<p>Press to save your personal assistant's number.</p> <p>The number may be an internal or external number, containing up to 18 digits, including the external network access prefix.</p>
4	<p>Press to erase the number currently saved for your personal assistant.</p> <p>The number is then replaced by a number for a facility attendant.</p>
9	Press to return to the main mailbox personalization menu.
2	<p>Press to manage a possible external notification for messages left in your mailbox.</p> <p>This applies especially if your mailbox is managed in recording or personal assistant mode.</p> <p>A new menu is played, prompting you to select one of the following functions:</p>
1	<p>Press to hear the number currently saved for external notification.</p> <p>This information is played back for you through voice synthesis, one digit at a time.</p>
2 #	<p>Press to save your external notification recipient number.</p> <p>The number may contain up to 18 digits, including the network access prefix.</p>
3	<p>Press to activate or deactivate the external notification service.</p> <p>If the service was initially inactive, it will be activated, and vice versa. Deactivating the service has no impact on the recipient number.</p>

Key	Action
4	Press to erase the number currently saved for external notification.
9	Press to return to the main mailbox personalization menu.
4	<p>Press to manage your user password.</p> <p>The user password is the same as the password used to access your mailbox and activate or deactivate certain services from your extension. The password is set to 1234 by default. You may replace it with any other four digit code.</p>
3	<p>Press to protect your extension from calls sent from an automated attendant (AA).</p> <p>If the feature was initially inactive, it will be activated, and vice versa.</p> <p>This feature is only applicable if your facility is equipped with an automated attendant that enables the general directing of calls to be managed instead of your facility's attendants. In this case, you may usually be contacted through this automated attendant. This service is to prevent calls from being presented on your extension by the automated attendant. An internal or external calling party trying to contact you through the automated attendant is directed automatically to your mailbox.</p>
9	<p>Press to leave the personalization feature. You will be returned to the main menu.</p>

Note: Each time something new is programmed, the system will provide confirmation. If a service is activated or deactivated, the confirmation clearly states `The service is activated` or `The service is deactivated`.

To ensure the confidentiality of your mailbox, it is important that you modify your password. If you forget your password, you can request that it be re-initialized, either by a system attendant, or by the system administrator.

14.2.12

Common Voice Mailbox

A common mailbox is a mailbox where you can leave a message that is then distributed automatically to all members of a specified group. There are different types of common mailboxes, described below.

A voice message that is left in a common mailbox, can be checked by the common mailbox members from their individual mailboxes. This is done in the same way as they listen to messages left in their individual mailboxes. Group messages and individual messages are treated in the same manner.

A voice message left in a common mailbox is marked as checked on your extension as soon as you have listened it, but is marked as checked on all extensions only when all members of the common mailbox have listened to it.

Note: The common voice mailbox for attendants works differently, see below.

14.2.12.1

Common Voice Mailbox For a Hunt Group

If you are part of a hunt group with the purpose of distributing calls, a common mailbox can be associated with the group. The common mailbox can receive calls that are not answered by the intended group member, or when their calls encounter a congested or closed hunt group status.

Callers can leave a voice message which, in this case, is distributed and notified to each member of the hunt group.

14.2.12.2

Common Voice Mailbox For a Mailing List

You may be assigned a common mailbox for a mailing list. This enables you to distribute a voice messages to all members of the common mailbox for a mailing list.

For example, if you wish to call a department to a meeting, you can send a voice message to all department members at once through the common voice mailbox for that department.

You usually access a common mailbox for a mailing list through the automated attendant usually implemented and associated with a system's integrated voice mail system. You can access the common mailbox even when an automated attendant's functions are not being used.

To access a common voice mailbox for a mailing list, do the following:

1. Dial the number to your company's automated attendant (AA).

Usually, the internal number for the automated attendant is 885. If you need more information, contact your system administrator.

2. Press .

Wait for the service acceptance tone. You are connected to the automated attendant's voice menu.

3. Press **8** to transfer your call to the voice mail.

8 is the code used to access the area for leaving voice mail through the automated attendant.

4. Dial the number to the common mailbox for a mailing list you wish to access. Leave your message before ending your call.

The common mailbox number always begins with a 0 and varies from 0002 to 0999.

Note: In a standard system, there may be up to 16 common mailboxes, each with the capacity to include up to 32 members or individual mailboxes.

One individual internal user may be associated with several common mailboxes. The procedure is applicable from an external network. Instead of dialing 885, you dial the DID number for the automated attendant. It is also applicable for leaving a message in an individual mailbox, without having to call the party.

14.2.12.3

Common Voice Mailbox For Attendants

Your facility's attendants also have a common mailbox dedicated specifically to them. The common mailbox for attendants is used to receive, when the attendants are absent, call forwards of general calls that are ordinarily processed by the attendants, typically when your facility is set to night mode.

The number to the common mailbox for attendants is 0001.

When a voice message is left in the common mailbox for attendants, all the attendants' extensions are notified.

Note: When a message has been checked on one attendant's extension, the message is marked as checked on all the attendants' extensions.

14.2.13

Integrated Web Server and Unified Messaging

Depending on the configuration of your telephony facility, you may have access to three PC applications that help you manage the integrated voice mail services. These PC applications are:

- **Integrated Web Server.** This application activates the integrated voice messaging system for your telephone in your company's IT network. This enables you to check the messages left in your

mailbox directly from your PC. The characteristics for each voice mail left are displayed in real time.

You can listen to voice messages from your PC, and erase the voice messages after you have listened to them. You also have access to all of your mailbox's personalization services directly from your PC, including its general operating mode. All of this is carried out completely interactively with the integrated voice mail system.

You access the Integrated Web Server by entering your extension number and user password.

- **Unified Messaging.** The purpose of this application is to merge your facility's integrated voice mail system with the e-mail system in your company's IT network. In addition to the usual notification methods on your telephone extension, you receive an e-mail notification each time a voice message is left in your mailbox.

You can listen to voice messages from your PC. You may also use your PC to control your telephone extension to process each voice message, or to return a call to someone who left you a voice message. You also have access to all of the methods available for personalizing your use of Unified Messaging. It is also possible for you to manage the voice message e-mail notification address, which can be a laptop remotely connected via the Internet.

- **Click Dialing.** This application can offer you access to the internal and external directories of your company, through your PC. You can place calls to anyone with just one mouse click.

15

Group Features

This chapter describes the different group features available for this cordless phone.

Most of the time, you will be working as a team, for example within a department. Your extension offers you different additional services designed specifically for working as a team.

- Your extension allows you to supervise your colleagues' extensions, thus ensuring comprehensive call coverage. You may also call a colleague or intercept calls for each other.
- Your extension may also be part of a hunt group, within your department or another department, allowing callers to contact you personally, as well as someone else within your department.
- Your extension provides a simplified call pick-up service within a hunt group. It also allows you to manage your own participation in this service within the group. This is also referred to as the In/Out status management within a group. If you have been designated as the supervisor of a hunt group, you can open and close the hunt group according to your department's business hours.
- Although it is not really a group service, you also have access to a personal group, which is designed for grouping various extensions that may be assigned to you, such as your extension, and another phone. Different services are then provided for you to process your calls as efficiently as possible within a personal group.

15.1

Group Call Pickup

People working in a team can have their phones programmed by their system administrator to form *call pickup groups*. In a call-pick-up group, any member can answer any individual call to group members.

To enable this function, do the following

1. Press **14** to pick up a call presented on your primary group.

OR

Press the appropriate prefix to pick a call presented on a secondary group.

2. Press  to answer.

Note: The simplified call pick-up described above applies only if the call that is picked up is for the group involved, or a personal call for a

member of the involved group. If several calls are ringing within the same group, the oldest call will be selected automatically. If several calls are ringing within different secondary groups, the call that is picked up will be selected automatically by the system. Your extension may also be subject to call pick-up from third party sets that belong to the same group as you. The call pick-up access prefix within secondary groups differs from one facility to another.

15.2 Group Hunting


An internal group hunting number is a common directory number for a group of extensions. Calls to the group will be indicated at a free extension in the group. When you leave the group temporarily, you make your phone unavailable for incoming calls.

15.2.1 Standby Status in Hunt Group

When you belong to one or several hunt groups, you may also manage your availability for answering calls that are directed to your group(s). This standby service enables you to temporarily withdraw from a hunt group, and receive only personal calls and calls directed to the groups from which you have not withdrawn. The system distinguishes your position in relation to your primary group as well as your secondary groups.

15.2.1.1 Standby Status For the Primary Group


To manage your standby status within your primary group, when your extension is idle do the following:

1. Press **68** to change standby status within your primary group.
2. Press .

Wait for the service acceptance tone.

If your extension was active within your primary group, it will now be in standby mode. And if your extension was in standby mode, it will now be active within your primary group.

In relation to your secondary groups, your extension's active or inactive status is changed for all of them at the same time. In either case the service acceptance tone is played.

3. Press  to finish the procedure.

15.2.1.2

Standby Status For Secondary Groups



The prefix for accessing the standby service for secondary groups differs from one facility to another. You may place your extension on standby at any time, even if you are the last active member of a group. Your status is managed independently from the opening and closing of traffic for a specific group, which is the sole responsibility of the hunt group supervisor.

15.2.2

Opening and Closing a Hunt Group

You may be designated as the supervisor of one or several hunt groups, regardless of whether or not you are a member of them. As a supervisor, you are responsible for opening and closing the traffic to the each hunt groups, in accordance with the hunt group members' business hours.

To open or close traffic to a hunt group, from an idle extension, do the following:

1. Dial the prefix to open or close the hunt group.
The prefix varies from one facility to another.
2. Dial the internal number for the involved hunt group.
3. Press .
Wait for the service acceptance tone.
4. Press  to end this service.

If the hunt group was previously open to traffic, it is now closed to traffic and will no longer accept calls. Calls to the group will be directed to an overflow extension or group, or to a pre-defined dissuasion message. If the hunt group was previously closed to traffic, it is now open to traffic and will accept calls.

Note: Only the supervisor may change the open and close status for a hunt group.

15.2.3

Personal Group

While it is not really a group service, you can have a personal group defined, which is designed for grouping up to 5 extensions that may be assigned to you.

Note: Your personal group is defined by the system administrator.

The specific services offered to you are as follows:

- You can be contacted through just one number, common to the entire personal group.

- When you place a call to any party, you are identified by your personal group number, no matter what extension you use to place your call.
- An incoming call is presented on all your personal group's extensions, allowing you to answer it on any of them. If all extensions in your personal group are free, they will all ring simultaneously.

If you have an ongoing call on any of the extensions, you are notified of the incoming call with a call waiting tone on that extension. If possible, the other extensions are notified of the call with a silent ringing, along with call information in the displays of these extensions.

- You can transfer an ongoing call between extensions within your personal group (other than from your extension). To do so, simply place the call on hold and hang up. The call is then represented on all your personal group extensions, and you can pick it up on any of them.

16 Other Useful Features

This chapter describes more useful features available for the cordless phone and the exchange.

Depending on your facility's configuration, or on the rights assigned to your extension, your extension may offer different services that help improve productivity, or enhance the user experience.


One of the main features is the Appointment Reminder service, where you can ask the system to remind you of a meeting or other appointment at a specific time. Your extension may also provide you with the means to control how your external ISDN call costs are allocated.

16.1 Appointment Reminder


The appointment reminder service allows you to set the system to remind you automatically at a specified time within 24 hours of your appointment. The phone can be set to remind you at any time within the next 24 hours (multiple settings are allowed).

16.1.1 Activating the Reminder Service

To activate the reminder service, do the following:


1. Dial **71**.
2. Enter the hour (00-23) and minutes (00-59) for your appointment reminder.
3. Press .

Wait for the service acceptance tone.

4. Press  to finish the procedure.

Your extension will ring automatically at the time of your reminder.

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

5. Press  to answer the call in a normal way.

A confirmation message is heard. The default message is *It's time for your appointment.*


Note: You have 30 seconds to answer the appointment reminder. After this time frame, the reminder will be cancelled. If your line is busy

when the appointment reminder is sent, it is presented to you just as a normal call would be, or if that is not possible, it is cancelled.

An appointment reminder automatically overrides any call forward on your extension.

16.1.2 Verifying the Reminder Service



To verify the reminder service, do the following:

1. Dial **718**.
2. Enter the hour (00-23) and minutes (00-59) for your appointment reminder.
3. Press .

If the time you specified is scheduled as an appointment reminder, you will hear the service acceptance tone. If not, you will hear the busy tone.

16.1.3 Canceling the Reminder Service

To cancel the reminder service, do the following:

1. Dial **719**.
2. Press .
3. Press  to finish the procedure.

All settings are cancelled.

16.2 Re-routing Calls to Attendants Protection

External callers usually can contact you from external network(s, directly through your direct calling numbers, or DID numbers (Direct Inward Dialing). They may also contact you through your facility's general number. In this case, your external incoming calls are directed through your facility's attendants. An external call is presented to you regardless of whether your extension is free or busy. If it is busy, it will usually be placed automatically on camp-on for your extension (unless your extension is equipped with specific protection against camp-on).

If you do not answer an external call within a typical delay of 30 seconds, the call is directed (or returned) to your facility's attendants for processing. Depending on the configuration of your extension, you may

be able to stop external incoming calls from being directed to your facility's attendants.

This protection may be manifested by the following:

- **Restricted protection on no-answer condition:** When your extension is free, external calls that are presented on your extension, will ring continuously, without a time limit, until you answer the call, or until the caller hangs up.
- **Restricted protection on busy condition:** When your extension is busy, external calls that are presented on your extension, will remain in camp-on mode, without a time limit, until you answer the call, or until the caller hangs up.
- **Extended protection:** This option combines the two previous cases.

The protection against re-direction of your calls to the automated attendant does not depend on any action on your part in any of the above cases.

16.3 Secret of Identity

When your facility is connected to the ISDN network, your identity is usually transmitted to your external calling parties, and vice versa.

Depending on the configuration of your extension, your identity may not be revealed to the external ISDN network calling parties. All your outgoing ISDN network calls will then hide your identity without any specific action on your part. However, your identity will be revealed to internal callers, and you will still receive information concerning your external incoming calling parties.

16.4 Account Code

The account code function is used to charge a call to an account number or to prevent unauthorized calls from your phone. The account code can have 1 to 15 digits.


To enable this function, do the following:

1. Dial the *network access prefix* specified for the service.

Generally, this consists of a network access prefix that is reserved for placing outgoing external calls that are subject to account codes. Ask your system administrator for this prefix.

2. Dial the *account code* and press #.

Wait for a dial tone.

3. Dial the digit or digits to get an external line and the external number.
4. Press .

The detailed call record will contain details about date and time of the call, the number called, call duration, cost, and account code used. This information facilitates your reporting.

16.4.1

Ongoing External Call

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

During the call, do the following:


1. Press **R** to put the ongoing call on hold.

Wait for a dial tone.

Note: The soft key **R** is default. If this soft key is reprogrammed to something else, this function will not be available.

2. Dial the *network access prefix* specified for the service.
3. Enter the *account code* and press **#**.

Wait for a dial tone.

4. Press **R**.
5. Press  to resume the call that was put on hold.

The implementation of this specific service assumes that your facility uses the Least Cost Routing (LCR) method for external calls. It also assumes that, at the very least, these outgoing calls are subjected to call detailed records that are managed within an external charging server. Contact your system administrator for more information. He/she will also provide you with the accepted account code format.

Your extension is equipped with a charge counter that accrues a cumulative total of the charges for your outgoing calls. Your system administrator or facility's attendants have the ability to check any charge counter. If necessary, contact them for more details.

Your extension may also be subject to call detailed records. This usually involves your outgoing external calls, however they may also refer to your internal and incoming calls. These records save the details for each involved call: number called, date and time, length, and so on. These records are generally used by your system administrator to monitor your telephone facility's invoicing. If necessary, contact your system administrator for more details



16.5 Changing Passwords

You may be prompted to enter your user password when accessing certain services, see below.

- When you place a call in substitution or with signature from your extension or a third party set.
- When you activate or deactivate a call forward from your extension or a third party set (follow me service).
- When you check or personalize your mailbox within your facility's integrated voice mail system.

Note: To preserve the confidentiality of your mailbox, it is highly recommended that you change the default password to any other 4 digit code including the * or # key. The default password is 1234.

To change passwords, when your extension is idle do the following:


1. Dial **79**.
2. Enter your *current user password*.
3. Enter your *new user password*.
4. Press .
Wait for the service acceptance tone.
5. Press  to finish the procedure.

Note: If you forget your password, you can ask a facility attendant or the system administrator to re-initialize it. The password will then be reset to 1234 until you change it once again.

16.6 Call Statistics

Your phone can tell you the duration of your last call and display the total time of all calls.

To see the time spent on your last call and on all outgoing calls, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call time** and press **Select**.

The display shows duration information in hours and minutes for the **Total time** as well as for the **Last call**.

16.7 Secondary Attendant

In addition to the services available for the cordless extension, there are other services available for the system attendants.

These are the services available for the system attendants:

- **General calls acceptance:** This service enables attendants to manage their active or inactive status for processing a system's general calls.
- **Door phone service:** If your facility is equipped with a door phone, calls from this extension are usually processed by the attendants.
- **Call pick-up for general ringing calls:** Your facility may be equipped with a common bell that receives general calls when the attendants' lines are congested, or when they are absent.

Depending on the specific rights assigned to your extension, you may have access to these attendant-based services.

Attendants also have access to the following services.

- **Call offer or intrusion:** This service allows attendants to interrupt an ongoing call to present an urgent call.
- **Do not disturb override service:** This service allows attendants to override the Do not disturb status to present an urgent call.
- **Complete third party call forward service:** This service allows attendants to program any type of call forward for a user's account, without restrictions.

16.8 General Call Acceptance


The general call acceptance service is mainly used by the facility attendants who are in charge of processing the system's general calls. These calls are typically external calls received on the facility's general phone number, or external calls redirected when the internal users do not answer or are busy.

Similar to the standby status that is available when you belong to hunt groups, the general calls acceptance service enables attendants to control their active or inactive status for processing a system's general calls, in relation to their vacation periods.

Depending on the rights assigned to your extension, you may also have access to the general calls acceptance service. This allows you to assist the attendants by answering calls when their lines are congested or when they are temporarily absent.


When you activate the general calls acceptance service on your extension, you will receive the facility's general calls along with your personal calls. The facility's general calls are presented to you in the usual way, with the external calling party's information displayed on your screen. You may then process each call just as you would one of your personal calls.

To activate or deactivate the general calls acceptance service on your extension, from an idle extension do the following:

1. Press **67** to activate the general calls acceptance service.
2. Press .

Wait for the service acceptance tone.

If your extension was previously inactive in relation to the general calls acceptance service, it now becomes active. And if your general calls acceptance status was previously active, it will become inactive and your extension will then only receive your personal calls.

3. Press  to finish the procedure.

Note: Your rights to the general calls acceptance service depend on your facility's different private and public networks.

16.9

Door Phone

Your telephone facility may be equipped with a door phone. Calls from the door phone usually are processed by the attendants, in the same manner as general calls for your facility.

Depending on the rights assigned to your extension, you may have be authorized to answer calls from a door phone. The general calls acceptance service previously described, also manages your ability to assist the attendants by accepting or declining door phone calls. A door phone call is presented in the same manner as any other incoming call.

Note: The presentation of a door phone call usually lasts no more than 30 seconds. After this time frame, the door phone call is disconnected automatically. A door phone call may not be put on hold, nor may it be transferred. The door phone is usually logged on by an electrical mechanism independent of the telephone facility.


16.10 Call Pick-up for General Ringing Call

Your phone can include a common bell feature that will be heard when your facility's general calls are not answered by an attendant, within a specified time frame.

Typically, this delay is 60 seconds when attendants are present, or 1 second in night mode, when the attendants are absent.

If you wish, you may pick-up a general call on your extension.

To pick up a general call on your extension, from an idle extension do the following:

1. Press **15** to pick up a call ringing on the common bell.
2. Press .

Wait for the service acceptance tone.

You are now connected to the party that placed the general call.

Note: If several general calls are ringing simultaneously, the oldest call will be selected automatically.

16.11 Other Secondary Services

The facility attendant may establish you as the target for any of the following services:

- **Call offer or intrusion:** When you are in the middle of an ongoing call, this service enables the facility attendant to interrupt your call to present an urgent call for you.

When the attendant activates a call intrusion, you may find yourself in a 3-person conference call with your first caller and the attendant. Usually, a warning tone is heard at a regular frequency during this conference call to remind the parties that they are still in call intrusion status.

- **Do not disturb override service:** When your extension has a Do not disturb status, this service allows the attendant to override the Do not disturb status in order to present an urgent call for you.

When the Do not disturb status is overridden by the attendant, their call is presented just as a normal call would be, and which you may answer in the normal way.


Note: Certain extensions may be equipped with permanent protection against call intrusion.

Depending on the configuration of your facility (defined by the system administrator), these services may be used from specific extensions with the required authorization, without any warning tones being emitted. This refers to the Silent call monitoring service.

16.12 Automated Attendant


The automated attendant service sends voice instructions to external as well as internal callers, informing them of the options that are available to them. Voice instructions lead the callers step by step to the desired destination.

To activate the automated attendant service, do the following:

1. Enter the automated attendant directory number. Ask the system administrator for the automated attendant directory number.
2. Press .

Follow the recorded instructions.

17 Settings




From the **Settings** tab, , in the main menu, it is possible to change for example sound and alert settings, display settings, and time and date settings.

17.1 Sound and Alerts

Sound and alert settings include ringer volume, ring signals and so on.

17.1.1 Adjusting Ringer Volume


To adjust ringer volume, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Sound & Alerts**, and press **Select**.
3. Select **Volume**, and press **Select**.
4. Step with  to increase the volume and  to decrease it.
5. Press **OK** to save the settings.

17.1.2 Different Ring Signals for Different Call Types


You can have different ring signals for internal and external calls and callback calls.

To set different ring signals for different call types, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Sound & Alerts**, and press **Select**.
3. Select **Ring Signals**, and press **Select**.
4. Select **Internal call**, **External call** or **Callback**, and press **Select**.
5. Select a ring signal, press **Select**, and press **Back** to save the setting.


17.1.3 Switching Vibrator On and Off

To switch the vibrator on and off, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Sound & Alerts**, and press **Select**.
3. Select **Vibrating alert**, and press **Select**.
4. Choose between **On**, **On when silent** (the vibrator is on when the phone is muted), or **Off**, and press **Select**.
5. Press **Back** to save the setting.

17.1.4 Message Alert

It is possible to set different message alerts. Do the following:


1. Press **Menu**, select , and press **Select**.
2. Select **Sounds & Alerts**, and press **Select**.
3. Select **Message alert**, and press **Select**.
4. Choose between the 8 different message alerts.

It is possible to listen to the message alerts by pressing **Play**.

5. Press **Back** to save the settings.

17.1.5 Setting the Key Sound

Setting the key sound means that each time a key is used, the phone gives a small sound. To enable this function, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Sounds & Alerts**, and press **Select**.
3. Select **Key sound**, and press **Select**.
4. Choose between **Click**, **Tone** or **Silent**.

It is possible to listen to the key sound by pressing **Play**.


5. Press **Select**.
6. Press **Back** to save the setting.

17.2 Display

Display settings include brightness and screen saver settings.


17.2.1 Brightness

To set the brightness, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Display** and press **Select**.
3. Select **Brightness**, and press **Select**.
4. Select **Normal** or **Power save**, and press **Select**.
5. Press **Back** to save the setting.


17.2.2 Screen Saver

To set the screen saver, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Display**, and press **Select**.
3. Select **Screen saver**, and press **Select**.
4. Select **Information** or **Black**, and press **Select**.
5. Press **Back** to save the setting.

17.2.3 Contrast

To adjust the contrast, do the following:


1. Press **Menu**, select , and press **Select**.
2. Select **Display**, and press **Select**.
3. Select **Contrast**, and press **Select**.
4. Press the left or right navigation key to increase or decrease the contrast.
5. Press **OK** to save the setting.

17.3 Time and Date

You can set time and date by following the instructions in the following two sections.

17.3.1 Setting Time Format

To set the time, do the following:


1. Press **Menu**, select , and press **Select**.
2. Select **Time & Date**, and press **Select**.
3. Select **Time format**, and press **Select**.

The actual time is displayed. The formats to select from are the following:

- 12:00 (AM/PM)
 - 24:00
4. Press **Back** to save the settings.

17.3.2 Setting Date Format

To set the date, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Time & Date**, and press **Select**.
3. Select **Date format**, and press **Select**.

The formats to select from are the following:

- DD/MM/YYYY (that is, 17/09/2009, also called Europe)
 - MM/DD/YYYY (that is, 09/17/2009, also called US)
 - YYYY-MM-DD (that is, 2009-09-17, ISO 8601)
 - MMM DD YYYY (that is, Sept 17 2009)
 - DD MMM YY (that is, 17 Sept 09)
 - DD.MM.YYYY (that is, 17.09.2009)
 - DD-MM-YYYY (that is, 17-09-2009)
4. Press **Back** to save the setting.


17.4 Phone Locks

There are two different phone locks:


- **Key lock**, which prevents keys to be pressed by mistake.
- **Phone lock**, which protects the phone from unauthorized use.

When the phone lock function is activated, you are prompted for a PIN code when you turn on the phone.

17.4.1 Activating the Automatic Key Lock

The keypad can be set to lock 20 seconds after it was last used. When in idle mode a locked keypad is indicated by .

To activate the automatic key lock, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Locks** and press **Select**.
3. Select **Automatic key lock** and press **Select**.
4. Select **On**, and press **Select**.
5. Press **Back** to save the setting.

Note: It is possible to answer or reject incoming calls while the keypad is locked. If configured in the WinPDM or CPDM, it is also possible to make an emergency call while the keypad is locked.

17.4.2 Activating the Manual Key Lock

You are recommended always to have the automatic lock on, but it is possible to manually lock and unlock the keypad as well.

To lock the keypad manually, do the following:

1. Press .
2. Press **Lock**.

The icon  indicates that the keypad is locked.

Note: It is possible to answer or reject incoming calls while the keypad is locked. If configured in the WinPDM or CPDM, it is also possible to make an emergency call while the keypad is locked.

17.4.2.1

Unlocking the Key Lock Manually

To unlock the keypad, do the following:


1. Press  .
2. Press **Yes**.

17.4.3

Activating the Phone Lock

Activating Phone lock will protect the phone from unauthorized use. When this function is activated, the PIN code has to be entered at power on. When activating Phone lock the PIN code that must be entered. The PIN code is by default (0000) but it can be changed to any 4-8 digit code, see Changing the PIN Code on page 115.

To activate the phone lock, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Locks** and press **Select**.
3. Select **Phone lock** and press **Select**.
4. Select **Auto phone lock** and press **Select**.
5. Select **On**, or **On in charger**, and press **Select**.
6. Enter the *PIN code*, and press **OK**.
7. Press **Back** to save the settings.

When the phone is locked,  is shown in the display.


Note: If configured in the WinPDM or CPDM, it is possible to make an emergency call while the phone or keypad is locked. During an ongoing emergency call, the soft keys **More** and **R** are disabled.

If PIN code is lost it is possible to configure a new, or to do a factory reset in WinPDM or CPDM, contact the system administrator.

17.4.4

Deactivating the Phone Lock


To deactivate the **Phone lock** function, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Locks** and press **Select**.
3. Select **Phone lock** and press **Select**.
4. Select **Auto phone lock** and press **Select**.

5. Select **Off**, and press **Select**.
6. Enter the *PIN code*, press **OK**.
7. Press **Back** to save the setting.

17.4.5 Changing the PIN Code


To change PIN code, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Locks** and press **Select**.
3. Select **Phone lock** and press **Select**.
4. Select **Change PIN code** and press **Select**.
5. Enter the *old PIN code* (default is 0000) and press **OK**.
6. Enter the *new PIN code*.
7. Enter the *new PIN code* again to confirm and press **Save**.

The following message is displayed: New PIN code saved.

17.5 Changing the Owner ID


The Owner ID is set to identify the phone. To change the owner ID, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Owner ID**, and press **Select**.
3. Enter a name and press **Save** to save the setting.

17.6 Changing Answering Methods

The phone can be set to answer a call automatically when a headset is used, or to answer a call by a press on any key.


You can also change the answering behavior to:

- use **Loudspeaking** directly when  is pressed.
- automatically connect incoming call in **Loudspeaking** mode, without pressing any key.

17.6.1

Normal Answering

The answering behavior is set to **Hook-off** by default. You can set it to any key by doing the following:


1. Press **Menu**, select , and press **Select**.
2. Select **Answering**, and press **Select**.
3. Select **Answering key**, and press **Select**.
4. Select **Any key** and press **Select**.
5. Press **Back** to save the setting.

17.6.2

Automatic Answer (Headset Mode)

Note: The automatic answer mode is only relevant when a headset or a Bluetooth headset is connected.

To set the phone to answer all calls automatically, do the following:


1. Press **Menu**, select , and press **Select**.
2. Select **Answering**, and press **Select**.
3. Select **Answer behaviour**, and press **Select**.
4. Select **Automatically** and press **Change** to activate the automatic mode.
5. Press **Back** to save the setting.


All incoming calls will be connected automatically when this behavior is selected.

To remove the setting, press **Change**.

17.6.3

Loudspeaking (Handsfree Mode)

To set the phone to answer incoming calls with the loudspeaker when you press , do the following:


1. Press **Menu**, select , and press **Select**.
2. Select **Answering**, and press **Select**.
3. Select **Answer behaviour**, and press **Select**.
4. Select **Loudspeaking** and press **Change** to activate.
5. Press **Back** to save the setting.

17.7 Changing Menu Language

Display messages are available in 18 languages: Brazilian Portuguese, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Norwegian, Polish, Russian, Slovak, Spanish, Swedish and Turkish.

Note: It is possible to download one additional language to the phone. Languages available for download are: Czech, Greek, Hungarian, Polish, Portuguese, Russian, Slovak or Turkish. Contact the system administrator for more information.

To switch menu language, do the following:


1. Press **Menu**, select , and press **Select**.
2. Select *** Language**, and press **Select**.
3. Select one of the languages from the list, and press **Select**.

Note: The * in *** Language** is there for you to easily find where to switch languages if the current language used is not one that you know.

17.8 Changing Text Size for Messages

Note: This is only for text size in messages, not for text in menus or soft keys.

To change text size, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Messages**, and press **Select**.
3. Select **Text size**, and press **Select**.
4. Select between **Normal** and **Large**, and press **Select**.
5. Press **Back** to save the setting.

18 Connections


In the **Connections** tab, , the following options are available: **Bluetooth**, **System**, **In charger**, and **Headset**.

Note: Bluetooth is optional, and is only visible in the connections menu if Bluetooth is ordered with the phone.

18.1 Bluetooth

18.1.1 Enabling Bluetooth


To enable Bluetooth connection, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Bluetooth**, and press **Select**.
3. Select **Enable**, and press **Select**.

The Bluetooth icon, , is displayed in the idle screen.

18.1.2 Disabling Bluetooth


To disable Bluetooth connection, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Bluetooth**, and press **Select**.
3. Select **Disable**, and press **Select**.

18.1.3 Connecting a Bluetooth Headset

To connect Bluetooth Headset, do the following:

Note: Only if Bluetooth connection is enabled.

1. Press **Menu**, select , and press **Select**.
2. Select **Bluetooth**, and press **Select**.
3. Select **Headset** and press **Select**.
4. Select **Add new**, and press **Select**.

The following text is displayed: Put headset in Pairing mode.

5. Press **OK**.

The phone searches for a Bluetooth headset to connect to.


6. If a headset is found, press **Pair**.

7. Enter the *PIN code*.

See the user manual for the Bluetooth headset.

8. Press **OK**.

If the pairing mode was successful, the following message is displayed: Pairing successful.


When a Bluetooth headset is connected,  is displayed.

18.2 System

The cordless phone supports GAP/CAP standard. This makes it possible to log on to any GAP compatible system with your phone. Only available systems are displayed.

18.2.1 Selecting a System


To select a system, do the following:

1. Press **Menu**, select  , and press **Select**.
2. Select **System**, and press **Select**.
3. Select **Change system** and press **Select**.
4. Select **Automatically** (or a specific system from the list), and press **Select**.

If the phone is set to **Automatically**, a system will be selected according to the priority list.

18.2.1.1 Setting System Priority

The default order of priority is the order of entered subscriptions. This means that the first subscribed system has the highest priority. This list can be edited by the user. It is possible to set the systems in priority by moving them up or down in the list. It is also possible to get priority information by selecting **Info**.


1. Press **Menu**, select , and press **Select**.
2. Select **System**, and press **Select**.
3. Select **Priority**, and press **Select**.
4. Change the priority if needed by selecting **Up** or **Down**.
5. Press **Back** to save.

18.2.2

Subscribing To a New System

The cordless phone can subscribe to up to 8 different cordless systems. To subscribe a new system, you will need the Portable Access Right Key (PARK) and Authentication code (AC) related to the system you are going to logon to. To retrieve this information, contact the system administrator.

To subscribe to a new system, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Systems**, and press **Select**.
3. Select **Subscribe**, and press **Select**.
4. Enter the system name and press **Next**.
5. Enter the PARK code.
6. Enter the AC code (minimum 4 digits) and press **Next**.

The following message is displayed: `Protection on?`

7. Select **Yes**, if the new system is to be protected, or **No** if the new system is not to be protected.

Note: It is not possible to delete a protected subscription.


8. Press **OK**.

A searching mode starts.

18.2.3

Unsubscribing From a System

To unsubscribe from a system, do the following:

1. Press **Menu**, select , and press **Select**.
2. Navigate to **System**, and press **Select**.
3. Select **Unsubscribe**, and press **Select**.

Note: It is not possible to unsubscribe a protected system via the System menu. For more information, contact the system administrator.

4. Select system to unsubscribe, and press **Select**.


A control question whether to unsubscribe or not is asked, press **Yes** to confirm.

Note: It is not possible to delete a protected subscription from the System menu. Contact the system administrator if you need to delete a protected subscription.

18.2.4 Renaming a System

It is possible to change the name of the system in the phone.

To rename a system, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **System**, and press **Select**.
3. Select **Rename System**, and press **Select**.
4. Select a system from the list, and press **Edit**.
5. Enter the new name.

If no name is entered, the phone will use the default name, "System A" or "System B", or other, depending on which system is free.


6. Press **Save** to save the changes.
7. Press **Back** to exit the menu.

18.3 In Charger

When your cordless phone is placed in a charger, incoming calls can be redirected to another extension. The phone can also be muted, or switched off while in the charger.

18.3.1 Redirecting Calls and Messages While Charging

To divert calls or messages when the phone is placed in the charger, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **In charger**, and press **Select**.


3. Select **Redirect**, and press **Select**.
4. Press **Back** to save the setting.

When an application or system sends a message to a redirected phone that is being charged, the application or system will receive an absence notification. If a phone is absent, the application or system determines whether the message should be sent to the phone, or whether it should be redirected to another phone.

Note: The redirection is cancelled automatically when the phone is removed from the charger.

18.3.2 Switching Off the Phone While Charging


To detach the phone while charging, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **In charger**, and press **Select**.
3. Select **Switch off**, and press **Select**.
4. Press **Back** to save the setting

Note: When the phone is removed from the charger it will switch back on again.


18.3.3 Muting the Phone While Charging

To mute the phone while charging, do the following:

1. Press **Menu**, select , press **Select**.
2. Select **In charger**, and press **Select**.
3. Select **Sound off**, and press **Select**.
4. Press **Back** to save the setting.

18.3.4 Deactivating the Charging Mode


To deactivate the charging mode, do the following:

1. Press **Menu**, select , press **Select**.
2. Select **In charger**, and press **Select**.
3. Select **No action**, and press **Select**.
4. Press **Back** to save the setting.

18.4 Headset Profiles

In order to achieve optimal audio quality with the different headset types, it is recommended that you select the corresponding profile. The default setting is microphone on a boom, meaning that the audio is optimized for using a headset with microphone on a boom.

To change the headset profile, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Headset** and press **Select**
3. Select **Mic on boom**, **Mic on cable** or **Hearing protection**, and press **Select**.
4. Press **Back** to save the setting.


If the pre-configured headset profiles do not match the headset in use, or if the audio quality is low, it is possible to configure a new headset profile. This is done in WinPDM or CPDM by the system administrator.

19 Profiles

This chapter describes how to set up different profiles in the phone for incoming calls, message alerts, vibrating alerts, key sound, and so on. The possibility to set up different profiles in one phone is useful when several users have access to the same phone, or if you want to be able to have different settings for when you are available, in a meeting, out of office, and so on.


19.1 Adding a New Profile

To add a new profile to the phone, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Add new** and press **Select**.
3. Enter the name of the profile and select **Save**.


19.2 Deleting a Profile

To delete a profile from the phone, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select a profile from the list and press **More**.
3. Select **Delete** and press **Select**.
A confirmation message is displayed.
4. Press **Yes** to confirm.

19.3 Editing a Profile

To edit a profile in the phone, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select a profile from the list and press **More**.
3. Select **Edit** and press **Select**.
A list of settings appears which you can edit.

4. Select which setting to edit, make the changes, and press **Back** to save the settings and return to the previous menu.

19.4 Audible Signals

Over and above visual information displayed on your extension's screen and LED, there are also various tones, voice announcements and ring tones that signal the status of your extension, or certain associated services. The tones heard are applicable under the following conditions and with the following timing and frequency.

Dial tone

Heard each time the handset is picked up from your extension (excluding all activated special services). 330 Hz, continuous

Ring back tone

Heard when you call an extension that is free. 424 Hz, 1.5 sec. On / 3.5 sec. Off

Call on hold or Call camp-on tone

Heard when you call an extension that is busy and your call has been placed on automatic camp-on, or when your call is placed on hold by a third party set. 424 Hz, 2 consecutive beeps, repeated every 5 seconds

Busy tone

Heard when you call an extension that is busy, but automatic camp-on is not possible for your call, or when a service request on your extension is refused. 424 Hz, 0.5 sec. On / 0.5 sec. Off

Call waiting presentation tone

Heard when you receive a new call and your extension is busy. Only 1 ring signal, not repeated

Intrusion or Call offer tone

Heard when a third party, typically an attendant, intervenes during an ongoing call. 424 Hz, 2 consecutive beeps, repeated every 1.4 seconds

Service acceptance tone

Heard when a request for service is accepted on your extension. Continuous, multi-toned melody

Appointment reminder notification

Heard following your response to an appointment reminder, this announcement indicates the nature of this automatic system call. Message: "It's time for your appointment."


20 Installation

This chapter describes the battery and chargers and other equipment for the cordless phone.

20.1 Battery

Note: As an energy saving measure, disconnect the charger from the main socket after charging.

20.1.1 Charging the Battery

The battery needs charging when the low battery level symbol, , appears in the phone display.

Note: The battery can be charged separately with a special battery charger.

To charge the battery, place the phone in the desk charger, the desk PDM charger, or the rack PDM charger. For more information, see Chargers on page 129.

- A steady orange light indicates that the battery is being charged.
- A steady green light indicates a fully charged battery. (A flashing green indicator means incoming call or message.) In the phone display, an icon appears, showing a filled battery.
- A steady red light indicates a low battery level. In the phone display, an icon appears, showing an almost empty battery.
- An animated battery icon is shown in the display, indicating charging by starting with its current charge level and ending with the full charge.

Note: Only use the prescribed chargers for charging.

20.1.2 Charging Spare Batteries

Spare batteries can be charged with a separate battery pack rack charger. The battery pack rack charger can charge six batteries at the same time.

20.1.3 Replacing the Battery

If the standby time for the cordless phone becomes too low, replace the battery with a new one. Contact the system administrator or your certified Aastra Sales partner for information on new batteries.

The battery is easy to replace. It is attached inside the battery lid and is connected to the cordless phone in such a way as to avoid misinsertion. Attach the battery as described in figure 15 on page 127.

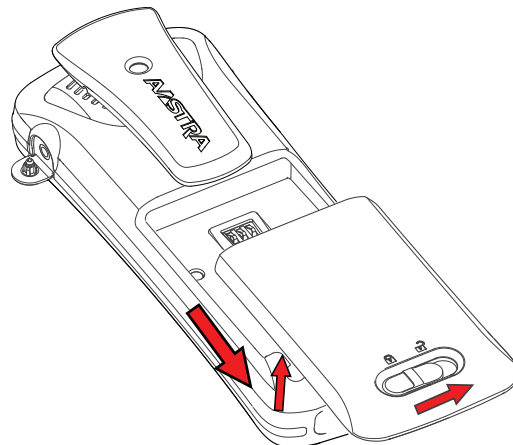


Figure 15: Unlock the lid and remove the battery


20.2 Accessories

20.2.1 Headset

If you frequently use the phone or want to have both hands free, it is recommended that you use a headset.

The headset for the DT690 cordless phone comes in three versions:

- With the microphone integrated in the cable
- With the microphone on a boom
- With hearing protection

Connect the headset to the headset connector marked  on the right side of the phone.

20.2.2 Belt Clip

The clip on the back of the phone lets you attach the phone to a belt or similar.

To attach or remove the clip, spread the clip slightly. The ends of the clip fit into the holes on the side of your phone.

20.2.2.1

Attaching a Standard Clip (Hinge Type)

Attach the standard clip as described in figure 16 on page 128.

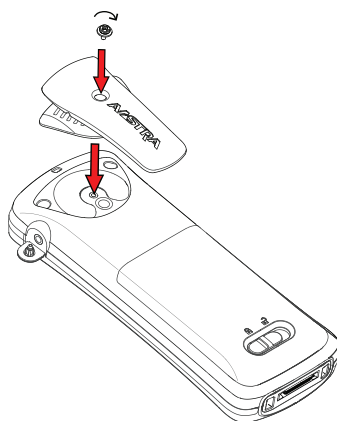


Figure 16: Screw the clip into position

20.2.2.2

Attaching a Security Clip (Swivel Type)

Attach the security (swivel) clip as described in figure 17 on page 128.

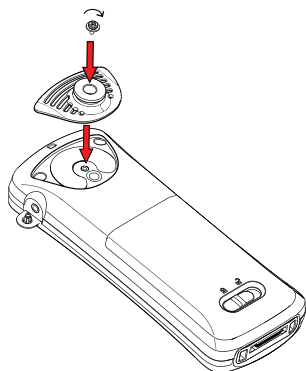


Figure 17: Screw the clip into position

20.2.3

Leather Casing

The leather casing is especially designed for the telephone. The casing comes with a swivel type belt clip and the telephone is fully operational while placed in the casing.

20.2.4 Security String

The 800 mm long security string is attached directly to the phone.

20.3 Chargers

There are different types of chargers available for the cordless phone. They are described in the following sections.

Note: Limit the distance between the mains socket and the cordless phone when charging for easy accessibility.

20.3.1 Desk Charger

The desk charger is used only for charging. The charger is delivered with a plug-in power supply and is connected to a standard wall socket.



Figure 18: Desk Charger

Note: Only use the chargers within the temperature range of 5 - 40° C.

20.3.2 Desk PDM Charger

The desk PDM charger is used for charging the phone, as well as for software download, and synchronization of parameters. The desk PDM charger is delivered with a plug-in power supply and is connected to a standard wall socket.



Figure 19: Desk PDM Charger

Note: Only use the charger within the temperature range of 5 - 40° C.

Using the desk PDM charger for software download and synchronization of parameters is most often done by system administrators, and requires that the charger is connected either to the LAN and CPDM or to a PC with the WinPDM software application installed. For a short description of CPDM and WinPDM, see WinPDM and CPDM on page 134.

The desk PDM charger is connected to a PC through the USB or one of the network connectors, see figure 20 on page 130. When you connect the charger with a PC through one of the network connectors, the charger acts as a switch, making it possible to connect the other connector to the LAN.



Figure 20: Network and USB Connectors

Note: Network and USB connectors are used to connect the desk PDM chargers to a PC running the WinPDM or to the LAN (not for charging).

20.3.3

Rack PDM Charger

The rack PDM charger is used for charging several phones, as well as for software download, and synchronization of parameters. The built in power supply can charge up to six cordless phones at once.

20.3.4

Battery Pack Rack Charger

The battery pack rack charger is used for charging up to six spare batteries.

20.4 Bluetooth Headset (Optional)

Note: Before you can connect a Bluetooth headset to your phone, Bluetooth functionality must be available in the phone. Bluetooth is factory-mounted on the circuit board of the phone.

The Bluetooth technology replaces the cord between a cordless phone and the headset. This allows the user to move more freely and eliminates the risk of a headset cord getting stuck.

Note: Bluetooth headsets are neither provided with nor sold together with the phone.

The following functions are available:

- Pairing the cordless phone with its headset.
- Choosing the device to use when making a call.
- Playing a ring signal through the Bluetooth headset.
- Answering and connecting sound to the Bluetooth headset when answering with the headset button.
- Ending a call with the Bluetooth headset button.
- Transferring audio to and from the Bluetooth headset during a call, using the menu in the cordless phone.
- Increasing and decreasing the volume in the Bluetooth headset with the volume buttons on the cordless phone.

Note: The Bluetooth headset functions may vary. See your Bluetooth headset manual.

The cordless phone is tested with a number of Bluetooth headsets. Since the Bluetooth supports the Bluetooth 2.0 standard, other headsets may also work although this has not been verified by Aastra.

20.4.1 Using a Bluetooth Headset


For optimal performance, place the Bluetooth headset and the phone on the same side of your body. The best audio quality in the headset is achieved when there is no obstructions, including your body, between the headset and the cordless phone.

20.4.1.1 Activating a Bluetooth Headset

Enabling, disabling, and connecting a Bluetooth headset is explained in Bluetooth on page 118.

Up to four headset can be paired to the phone, but only one at a time can be active. To pair another headset, repeat the steps in Connecting a Bluetooth Headset on page 118.

To activate a Bluetooth headset, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Bluetooth**, and press **Select**.
3. Select **Headset**, and press **Select**.
4. Step with the navigation keys to the headset to be connected, **Select**.


When the headset has been connected, the following message is displayed: `Connection successful`.

Note: The current active headset must be deactivated before another headset can be activated.

20.4.1.2

Removing a Bluetooth Headset


To remove a Bluetooth headset, do the following:

1. Press **Menu**, select , and press **Select**.
2. Go to **Bluetooth**, and press **Select**.
3. Select **Headset**, and press **Select**.
4. Use the navigation key to select headset, and press **More**.
5. Select **Delete** and press **Yes**.

20.4.1.3

Changing the Name of the Bluetooth Headset

To change the Bluetooth headset name, do the following:

1. Press **Menu**, select , and press **Select**.
2. Go to **Bluetooth**, and press **Select**.
3. Select **Headset**, and press **Select**.
4. Use the navigation key to select headset, and press **More**.
5. Select **Edit name**, and press **Select**.

20.4.2

Calling With Bluetooth


To make a call with Bluetooth, do the following:

1. Dial the number and press **Call**.

2. the following message is displayed, follow the steps below: Audio i headset. Transfer to phone?
 - Press **No** or ignore the message to use the Bluetooth.
 - Press **Yes** to use the phone.

20.4.3 Answering With Bluetooth

A ring signal sounds both in the active Bluetooth headset and the phone to indicate an incoming call.

- To answer the call from the Bluetooth headset, press the headset button.
- To answer the call from the phone, press .

20.4.4 Ending a Call With Bluetooth

To end a call with Bluetooth, do the following:

- Press the headset button or  on the phone.

20.4.5 Transferring a Call With Bluetooth

It is possible to transfer an ongoing call between the Bluetooth headset and the phone.

To transfer a call with Bluetooth, do the following:

1. Press **More** during a call.
2. Select **Audio transfer** and press **Select**.

Note: It is also possible to transfer a call to the Bluetooth headset by pressing the button on the Bluetooth headset.

20.4.6 Switching from Bluetooth To a Headset With Cord

If a headset with a cord is connected during a call, the call is automatically transferred to the headset.

20.4.7 Operation Notice

Accessibility and Voice quality

Bluetooth uses the frequency of 2.45 GHz. WLAN, microwave oven, and other devices that use the same frequency can disturb the use of a Bluetooth headset.

Operation Area

Maximum distance between the headset and the phone is 10 metres. The communication distance between the phone and headset may vary considerably due to the environment and disturbances from other 2.45 GHz equipment. Different headsets can also give different communication distances.

Out of Range

If a connection cannot be made with the selected Bluetooth headset the call is transferred automatically to the phone. If the Bluetooth headset and the phone get out of range from each other the connection is temporarily lost. Since the last connected headset is always considered “selected”, the connection is automatically established again when a call is made or received.

20.5

WinPDM and CPDM

Software and parameters in the cordless phone can be upgraded by using the WinPDM or the CPDM. This is most often only done by system administrators. The following are examples of additional features that can be downloaded or configured through PDM:

- Call services
- Company phonebook
- Downloadable language
- Customizing the menu structure

WinPDM is used together with the Desk PDM charger. The Desk PDM charger is connected to the PC with WinPDM software through the network or USB connectors at the back of the charger, see figure 21 on page 134.

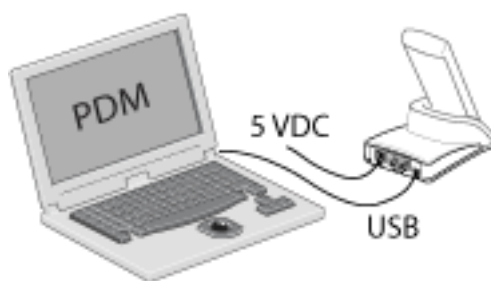


Figure 21: Desk PDM Charger connected to a PC through a USB Connector

For more information on WinPDM and CPDM or upgrading of your cordless phone, contact the system administrator.

21 Useful Hints

This chapter contains details about external calls.

21.1 Connections Between External Lines

The MD Evolution Communication Platform allows you to establish an external call diversion or a conference with more than one external party, or transfer an external call to another external destination (for example, a mobile phone). These features are useful for everyday business life.

Note: When these features are used, the MD Evolution Communication Platform will occupy at least two external lines.

However, there can be disadvantages with connecting to several external lines. Therefore, we would like to draw your attention to the following:

- Do not transfer external calls to an external mailbox, to information systems, or to external parties before they have answered.
- If you are connected to two external lines, cancel one call by pressing **R** and **1**.

If the external party is not an individual but a mailbox, an automated information system or attendant system, 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 reprogramming your system.

For more information, contact the system administrator.

22

Troubleshooting

This chapter contains information on how to solve common operational problems, see table 5 on page 136, and warnings, see table 6 on page 136, you may receive. Go through the following lists if you encounter any problems. If the checklists do not solve the problem, contact the system administrator. If others have similar problems, there may be a system error.

Table 5 Operational problems





Fault	Probable cause	Action or comment
No display	The battery level is low or the phone is defective.	Charge the battery.
No ringing	The mute icon  is shown in the display, or ringer volume set to silent, or the phone is defective.	Make a long press on  , or increase volume.
Signal strength icon off	Out of system coverage area or the phone is defective.	Enter coverage area.
Call is switched off after 2 seconds	The phone is defective.	Contact the system administrator.

Table 6 Error or warning messages

Display shows	Probable cause	Action or comment
Enter PIN	The phone's lock is activated.	Enter the required PIN code. If you have lost the PIN code, configure a new or do a factory reset in WinPDM.
No access	The network is in range, but no access rights.	Switch off the phone and then switch it on again.

Display shows	Probable cause	Action or comment
<p>No system</p> <p>The phone beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled, the vibrator also follows the beeps).</p>	<p>The phone is out of coverage or phone is defective.</p>	<p>Stop the beep by pressing . Then go into range, or contact the system administrator. (When you enter the coverage area again, it takes a few minutes before the phone registers into the system again.)</p>
<p>SERVICE NEEDED</p> <p>Parameters corrupt</p> <p>Note: This display message appears in English only.</p>	<p>The phone is defective.</p>	<p>Select the reset option on the middle soft key and upgrade the phone's software. If no reset option is available, or if the error is not resolved, the phone needs repair. Send the phone to service.</p>
<p>SERVICE NEEDED</p> <p>Invalid IPDI</p> <p>Note: This display message appears in English only.</p>	<p>Easy replacement procedure not followed correctly or failure during easy replacement procedure.</p>	<p>Send the phone to service.</p>
<p>Battery low, charge now</p>	<p>The battery level is low.</p>	<p>Charge or replace the battery.</p>
<p>Enter IPEI</p>	<p>The phone is blocked, that is, if you have entered the wrong PIN code more than three times.</p>	<p>Enter the IPEI code and press .</p>

Display shows	Probable cause	Action or comment
Phonebook is not available at the moment	The phonebook does not respond, not available at the moment.	Try again later. If the error is not resolved, contact the system administrator
Voice mail number not defined	There is no voice mail number defined in the phone.	Define a voice mail number via WinPDM or CPDM. Contact the system administrator.

23

Glossary

AC	Authentication code.
Abbreviated number	Short number. Initiating a call to a pre-programmed number by dialing a code or pressing a key.
Conference	If you have an ongoing conversation you can include other persons and establish a phone conference.
CPDM	Centralized Portable Device Manager: A system version with more features than the WinPDM. It runs on a ELISE2 hardware and is manageable from a PC with network communication.
DECT/GAP	Digital Enhanced Cordless Telecommunication/ Generic Access Profile. This means that no one can eavesdrop on your calls and that the quality of speech is as good as that of conventional fixed phones. DECT/GAP enables interoperability with other manufacturers' products.
Desk charger	A charger for the cordless phone.
Desk PDM charger	A charger that also can be connected to WinPDM or CPDM for configuration and upgrading of the cordless phone.
Directory number	Number with 1-8 digits which is assigned to an extension or external line or as a common abbreviated number.
DTMF tone	Dual Tone Multi Frequency or touch tone, for dialing.
Exchange	Switch. Your phone switching system.
Extension number	All phones connected to the PBX have a unique internal number (up to 8 digits). You can see your number on the display.
GAP	Generic Access Profile, a standard for cordless phone systems.
Idle mode	The state your phone is in when nothing is activated; not calling, not ringing, not diverted and so on.

IP call	Internal call sent through an internal data network (LAN or WAN).
IPEI	International Portable part Equipment Identity, unique identity assigned to your phone by the manufacturer.
IPDI	The unique global GAP identity number for the DECT registration. IPDI is exchanged between phones during the easy replacement procedure.
ISDN	Integrated Services Digital Network. Provides your system with supplementary services from the public net.
Least Cost Routing	A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance).
PARK	Portable Access Right Key, unique identity assigned to your network.
PBX	Private Branch Exchange. Your phone switching system.
PIN	Personal Identification Number for security.
Rack PDM charger	A rack charger that also can be connected to WinPDM or CPDM for configuration and upgrading of the cordless phones.
SW	Here you can see which version of the phone software you have.
Third party	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external.
WinPDM	A software application for managing the cordless phone. Used to download software, set up parameters, templates and so on.

24 Standard Services Prefixes

This chapter describes the standard service prefixes used with the MD-Evolution communication platform. The codes are listed in table 7 on page 141.

Table 7 Standard service codes

Functions	Austria	EBN	Italy	Norway	U.K.	U.S.	Standard
Abbreviated Numbers	6	6*	6	#2	**6	6	2
Appointment Reminder, Activate	*32		*32#	#71		*32	71
Appointment Reminder, Verify	*328		*32#8	#718		*328	718
Appointment Reminder, Cancel	*329		*32#91#	#719		*329	719
Call Forward, Immediate	*21	*21*	*21#	#61	*21*	*2*	61
Call Forward, at No answer	*22*	*211	*22#	#62	*2112	*21	62
Call Forward, when Busy	*23	*212	*23#	#63	*212	*22	63
Call Forward, at No answer/when Busy	*26		*26#	#69		*26	69
Call Forward, Do Not Disturb	*24	*27	*24#	#64	*27	*24	64
Call Forward, Cancel	#21	#21#	#21#	#60	#21#	#21	60
Follow me, Activate	*25	*5*	*25#	#65	*5*	*25	65

Follow me, Cancel	#25		#25#	#66		#25	66
Call parking	*10		*10#	#10		*10	10
Call Pick-up, General ringing	*88	*88	*73*	#15	*88	*88	15
Call Pick-up, Hunt group	2		2	#14		2	14
Call Pick-up, Individual	*8*	*8*	*8*	#13	*8*	*8*	13
Call Substitution	*75	*75*	*75*	#75	*75*	*75	75
Call Temporary Protection	*74		*74#	#74		*74	74
General Call Acceptance Status	*9#	*9#	*9#	#67	*9#	*9#	67
Access Locking	*72	*76*	*72#	#78	*76*	*72	78
Access Unlocking	#72	#76#	#72#	#78	#76#	#72	78
Password Programming	*73	*74*	#*72	#79	*74*	*73	79
Redial Last External Number	**	***	***	#11	***	**	11
Standby Status in Hunt Group	*91		*91#	#68		*91	68