

DT390

BusinessPhone Communication Platform

USER GUIDE



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1 Welcome

Welcome to the user guide for the DT390 cordless phone. This guide describes the available features of the telephone when it is connected to BusinessPhone Communication Platform from Aastra. The BusinessPhone Communication Platform consists of BusinessPhone Compact, BusinessPhone 50, BusinessPhone 128i and BusinessPhone 250.

The features described in this User Guide are related to version 7.0 or higher of the BusinessPhone Communication Platform. Some might not work in earlier versions of the system and/or might be protected by a license package that has to be bought separately. The User Guide describes the facilities of the BusinessPhone Communication Platform and the Cordless phone DT390 with a default programming. There may be some differences in the way your phone is programmed.

Please consult your system administrator if you need further information.

<http://www.aastra.com>.

2 Important User Information

WARRANTY

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DECLARATION OF CONFORMITY

Hereby, Aastra Telecom Sweden AB, SE-126 37 Hägersten, declares that this telephone, is in conformity with the essential requirements and other relevant pros of the European R&TTE directive 1999/5/EC. Details to be found at: <http://www.aastra.com>.



FCC Statement

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

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

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

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

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

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 is 0.043 W/kg. The telephone has also been tested when worn on the body using belt clip, maximum measured SAR value in this configuration is 0.037 W/kg. This device must not be collocated or operating in conjunction with any other antenna or transmitter.

- This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear side, underneath the battery of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.
- REN is N/A as this product is intended to be connected behind a FCC Part 68 compliant PBX system. It is not intended for direct connection to telephone network.
- If this equipment cause harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
- The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
- If trouble is experienced with this equipment, for repair or warranty information, please contact your Aastra business partner <http://www.aastra.com>. This equipment is not intended to be repaired by the customer (user). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
- Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment that it does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or qualified installer.




Electrical Safety Advisory

Electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. Customer is thus recommended to use a surge arrestor for the equipment that requires AC power.

2.1 Safety Instructions

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

2.1.1 Recommendations

- 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 products life. Use a soft absorbent tissue or cloth to remove dust, dirt or moisture.
- Always ensure that the phone, battery and charger are used and operated in the environment for which they are designed.
- Operate the telephone only in temperatures between 0 °C to +40 °C (32 F to 104 °F).
-  Do not expose your products to liquid, moisture, humidity, solvents, strong sunlight, harsh environments or extreme temperatures, never above +60°C (+140°F), unless the product has been specifically designed and officially approved for such environments.
-  Exposure to heat may cause batteries to leak, overheat or explode, resulting in fire, burns or other injuries.
- Do not put the product in the microwave oven: This may cause damage to either the oven or the product.
-  Do not attempt to disassemble or alter any part of the phone, the charger(s) or the battery-pack. Disassembly or alteration may result in electrical shock or irreversible damage to the equipment. Only a qualified service personnel or an authorized Aastra partner should conduct internal inspections, alterations and repairs.
- Do not expose your product to open flames or lit tobacco products.
- Do not drop, throw or bend your products. This may cause malfunction or electric shock.
- Do not paint your product.
- Do not use your product in an area where a potentially explosive atmosphere exists, unless the product has been specifically designed and officially approved for such environments
- To avoid hearing impairment, accept the call before holding your product (or portable handsfree device) to your ear.

Warning!

The handset may retain small magnetic objects around the mouthcap or earcap region. Please check and remove before use.

2.1.2 Disposal of the product



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

2.1.3 Power supply

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 U.K.
- Art.No.DC4: 130161 Power supply unit AC/5V DC/2A

Precautions:

- Connect the AC power supply to the desktop battery charger only to the designated power sources as marked on the charger.
- Make sure the AC power supply is positioned so that it will not be subjected to damage or stress.
- To reduce risk of electrical shock, unplug the chargers from any power source before attempting to clean or move it.
- The AC power adapters must not be used outdoors or in damp areas.
- Never modify the cord or plug. If the plug will not fit into the outlet, have a proper outlet installed by a qualified electrician.
- Limit the distance between the mains socket and the cordless phone when charging for easy accessibility.
- As an energy saving measure, disconnect the charger from the main socket after charging.
- When unplugging the mains adapter from the power outlet, make sure that your hands are dry and ensure that you hold the solid portion of the mains adapter.

- Do not pull on cables.

2.1.4 Charging and batteries

This product should only be used with the following battery:


- Art.No.: 660177 Battery

Single chargers shall only be connected with power adapters supplied by the manufacturer, see list above.

Precautions:

Please read carefully the following important precautions before the first time use of the batteries. Make sure to understand and observe all cautionary instructions stated, so as to avoid any possible safety hazards that are caused by any misuse, misapplication or damage to batteries.

- Only use batteries, mains adapters or desk and rack chargers which have been specifically designed for use with your product.
- Use of power sources not explicitly recommended may lead to overheating, reduced battery performance, distortion of the equipment and fire or other damages.
- The cordless phone is equipped with Lithium Ion Lion battery. In a complex infrastructure, the talk- and standby time may differ, due to the consequence of the increase in signaling.
- The battery must always be completely charged (minimal 4 hours) before first time use.
- The battery in your product is designed to withstand many charge cycles.
- Use only the recommended charging equipment.
- Improper charging can cause heat damage or even high pressure rupture.
- Observe proper charging polarity.
- Do not solder lead wires directly onto the battery.
- Do not allow water to come into contact with the battery.
- If the handset has been exposed for water or condense, remove the battery immediately and let it dry completely before reinserting the battery.
- Remove the battery before cleaning the telephone to reduce risk of electric shock.
- Unplug the battery charger from a power source before cleaning the handset to reduce risk of electric shock.

- The battery are replaceable, however it is not the intention to do this frequently.
- Only charge the battery when placed in the phone.
- Use only the specified battery-packs for your product.
- 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 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 vented.
- The cordless phone can be charged either when switched on or off.
- Do not connect the battery's positive and negative leads altogether in any circumstances.
- Do not strike or drop the battery. It may cause damage to the battery.
-  Do not charge the battery below +5°C (+41°F). Be sure to charge the battery between +5°C and +40°C (+41°F and 104°F). Charging beyond these conditions may impair the battery performance and shorten the life cycle.
- Do not use battery packs from different types, brands or of different capacities.
- The battery is to be stored in a dry cool 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.
- Dispose the battery in accordance with all local regulations, applicable in your country.

Warning!

Smoke or fumes



Stop operating the products and turn off immediately in case of smoke or fumes. Unplug the mains adapter and remove the batteries from the phone immediately. Continued operation may result in fire or electrical shock.

Warning!

LCD

If the liquid crystal display breaks, avoid injury by not allowing the liquid crystal to come into contact with eyes, skin or mouth. Prevent the liquid crystal from leaking out of the broken glass.

2.1.5 Preventing malfunction

- Never place the equipment in close proximity of electric motors, welding equipment or other devices generating strong (electro) magnetic fields. Exposure to strong (electro) magnetic fields may cause malfunction and corrupt the communication.
- 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.
- Avoid accidental drop of the phone. Use the clip, security clip or carrying case specified for carrying purposes of the phone.
- Avoid squeezing the phone between furniture and your body when carrying the phone in your pocket or attached to clothing.

2.2 Intrinsic Safety

The DT390 cordless phone is not specified as intrinsically safe, so do not use it in areas with a danger of explosion.

2.3 IPEI Code

Your phone has an International Portable part Equipment Identity (IPEI) code. This code is unique for each phone, and it is needed for your system administrator to enable network subscription of your phone. It is also needed if the user has entered the wrong phone lock code three times.

To look up the IPEI code, do the following:

- Enter ***#06#** when phone is in idle mode.

A message box with the text **IPEI** followed by the IPEI number (13 digits) is shown.

- If the phone lock is on, **Enter PIN code** is shown.
- Enter the PIN code.

Note: Write down the IPEI code for future use. If you cannot retrieve the IPEI code, please contact your system administrator. Keep the IPEI code secret to prevent misuse of your phone.

2.4 Preparing for Use

Before using your phone for the first time, you have charge and connect the battery, see Section 21.2 on page 89.

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

2.5 Accessibility and Voice Quality

The base network is not always available. If you do not get in contact with your system, contact your system administrator. For best voice quality, avoid positioning near computer, radio or similar equipment.

2.5.1 Operating area

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

2.5.2 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. It is possible to turn the sound off by pressing **#**. When reentering the coverage area it can take a couple of minutes before the phone automatically has registered into the system.

2.5.3 Frequency Range

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

- EU 1880 - 1900 MHz

- U.S. 1920 - 1930 MHz
- L.A. 1910 - 1930 MHz

2.6 System Version

To view the telephone's software version:

1. Press ***#34#** in standby mode.
2. Select **Software**.

3 Description

This section describes the DT390 telephone, display information, menus and structures. A picture of the cordless telephone is shown in Figure 1 on page 13.



Figure 1 Overview of the cordless telephone DT390

- | | |
|----------|--|
| 1 | Headset connector
The headset connector is used for connecting a headset. The connector is protected against dust. |
| 2 | Left Soft key
Used with GUI |
| 3 | Middle Soft key
Used with GUI |
| 4 | Right Soft key
Used with GUI |
| 5 | On-hook; Power on/off
To answer a call and to pre-dial a number from the Call list |
| 6 | Navigation key
Navigation key with Left, Right, Up, Down |

- 7 Off-hook**
Combined button; to end a call, to return to standby mode, and to switch the handset on/off by long press.
- 8 Voice mail access**
To listen to a voice mail
- 9 Key lock and Upper/Lower case**
Combined key lock and Upper/Lower Case
- 10 Space**
To add space between text
- 11 Sound off**
Turn off/on audible signals in idle mode, silencing the ring signal at incoming call, and also to turn the microphone on/off during a call.
- 12 Indicator**
Indicates incoming call and charging
- 13 Display**
The full graphic type display is 112 pixels wide and 115 pixels high. The display is monochrome black and white, with back lightning.

Note: The phone may retain small magnetic particles around the earpiece region.

3.1 Functions and Accessories

Functions and accessories for the phone are presented in Figure 2 on page 15.

Functions	DT390
Local phonebook (250 contacts)	Yes
Central phonebook	Yes*
Vibrator	Yes
Headset connector	Yes
Microphone on/off during call	Yes
Loudspeaking function	Yes
Centralized Management	Yes
Accessories	
Desktop charger Basic	Yes
Desktop charger Advanced	Yes
Charging rack	Yes
Leather case	Yes
Belt Clip	
hinge-type	Yes
swivel-type	Yes
Security chain	Yes
Headset with microphone on boom	Yes
Headset with microphone on cable	Yes
CPDM	Yes
DeskPDM	Yes

* System dependent

100

Figure 2 DT390 functions and accessories

Case	The plastic cover parts are made of durable PC/ABS material.
Antenna	The antenna is integrated inside the phone.
Loudspeaker	The cordless telephone has a separate loudspeaker for the loudspeaking function. It is placed on the back side of the cordless telephone.
Microphone	The microphone is placed on the front bottom side of the phone.
Clip	There are three different belt clip options to the cordless telephone; a hinge-type clip (standard), a swivel-type clip, or no clip which makes it possible to use the

cordless telephone without any clip on. Use the clip to attach the phone to a belt or similar.

Battery

The battery is a rechargeable Li-Ion battery, placed under a battery cover. The battery is fully charged within four hours. The battery can be charged separately with a special battery charger.

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 Page 16. The owner ID can manually be set by the user.

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

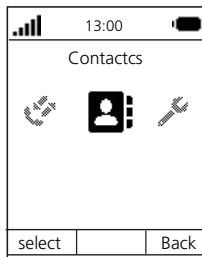


Figure 3 Example of a display configuration in standby mode

Status bar

The top row is used for icons giving the user information for signal strength, missed call, new message, time and battery status. This row is always visible.

Header bar

The next row displays the current date, headset connection, phone lock and so on.

Active area

The next rows are used for information such as the name of the system to which the cordless telephone is connected to. A user identity provided from the system and/or an Owner ID can also be displayed if configured in the Settings menu. This is also the area for pop up text for example, missed calls or to confirm an action.

Soft key bar

The bottom row is used for soft keys. There are three soft keys, located just beneath the display and the functions of each soft key is indicated by text in the display just above the keys, see Page 17. The functions for the soft keys can not be changed.

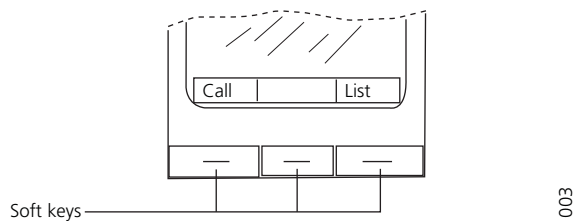


Figure 4 Softkeys

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 your 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, date, and so on, see Page 16.
 - Follow-me activated
The display shows your own extension number followed by a > and the extension number diverted to.
- **Outgoing call**
 - Normal outgoing call
When making an outgoing call, the dialled number or name is displayed.
 - Diverted call
If the dialled number is diverted, the diversion information is shown. 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 informs that the call is diverted to your phone. When you have answered the call, the display only shows the number of the person calling.

3.2.1 Display Icons

The display icons are listed and shortly described below.



Signal strength

Shown when the phone is connected to a system.



Sound off

Shown when the Mute key is pressed at idle mode and turn off ringing sound.



Battery

Always shown in the display in standby mode. When the level is low, the icon is empty or flashing. It is time to charge the battery.



Low battery

Shown when the battery has 10% of its capacity left. The icon is flashing when the battery capacity is equal to or lower than 5%.



Loudspeaking

Shown when the loudspeaker is activated and when the phone is in loudspeaking operation.



Loudspeaker off

Shown when the loudspeaker is off



Key lock

Indicates a locked keypad.



Microphone off

Shown when the microphone is off.



Phone locked

Indicates the phone is locked.



Headset

Indicates that a headset is connected to the phone.



Outgoing call

Added in front of outgoing calls in the Call list.



Incoming call

Added in front of answered calls in the Call list.



Missed call

Added in front of missed calls in the Call list.



System connection

Indicates that the phone is connecting to a system.

3.2.2

Menu Tabs



Contacts

Contains all names and numbers in the personal phonebook. It is also possible to access a central phonebook from this menu.⁽¹⁾



Calls

Contains Call lists and call time.



Settings

Contains personal phone settings, such as changing the ringer volume, selecting language. See Section 18 on page 77.

(1) This menu function requires that the corresponding code has been downloaded to your phone using the PC program Portable Device Manager. Please contact your system administrator.

3.3

Menu Structure

The available phone and network functions can be accessed through the menus.

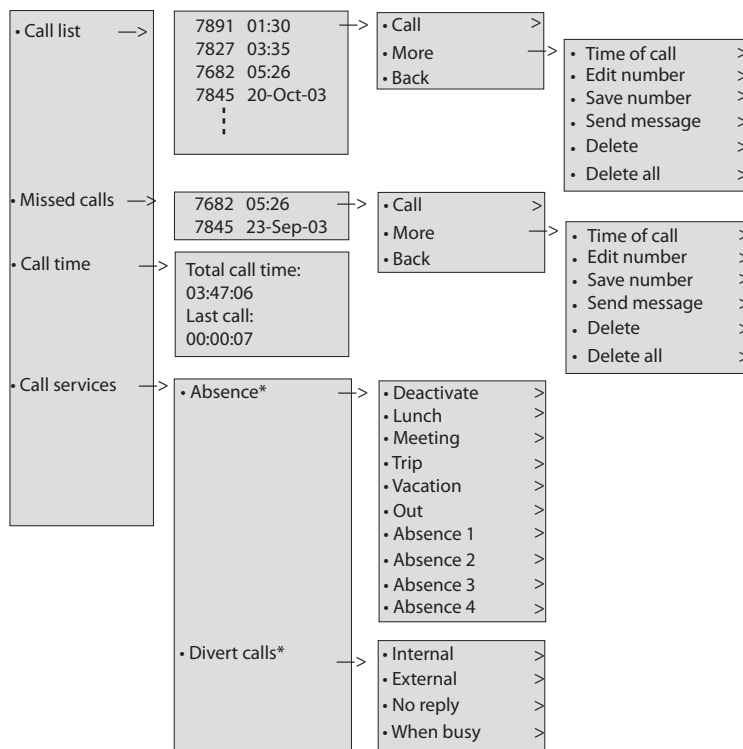
Press **Menu** to enter the menus.

From the menu, it is possible to select the submenus described in the following sections:

3.3.1

Calls Tab

The overview of the  **Calls** tab is displayed in Page 20.

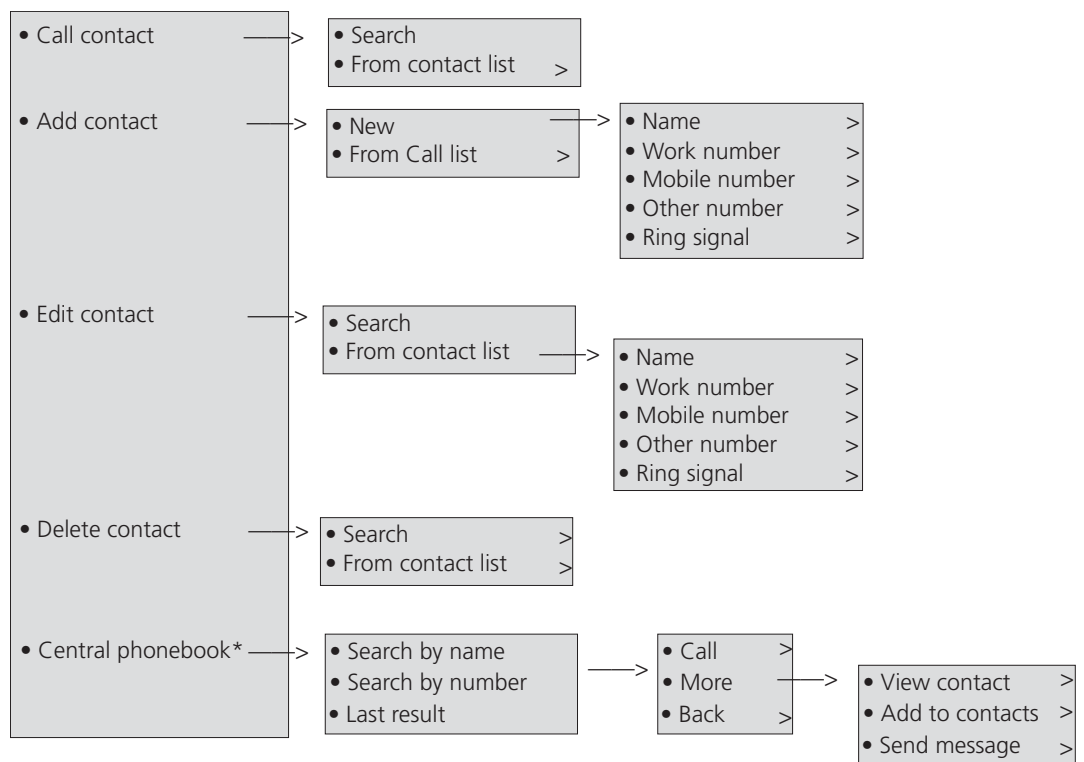


* Visible if defined in the Desk PDM/CPDM

Figure 5 Calls Tab

3.3.2 Contacts Tab

The overview of the  **Contacts** tab is displayed in Page 21.



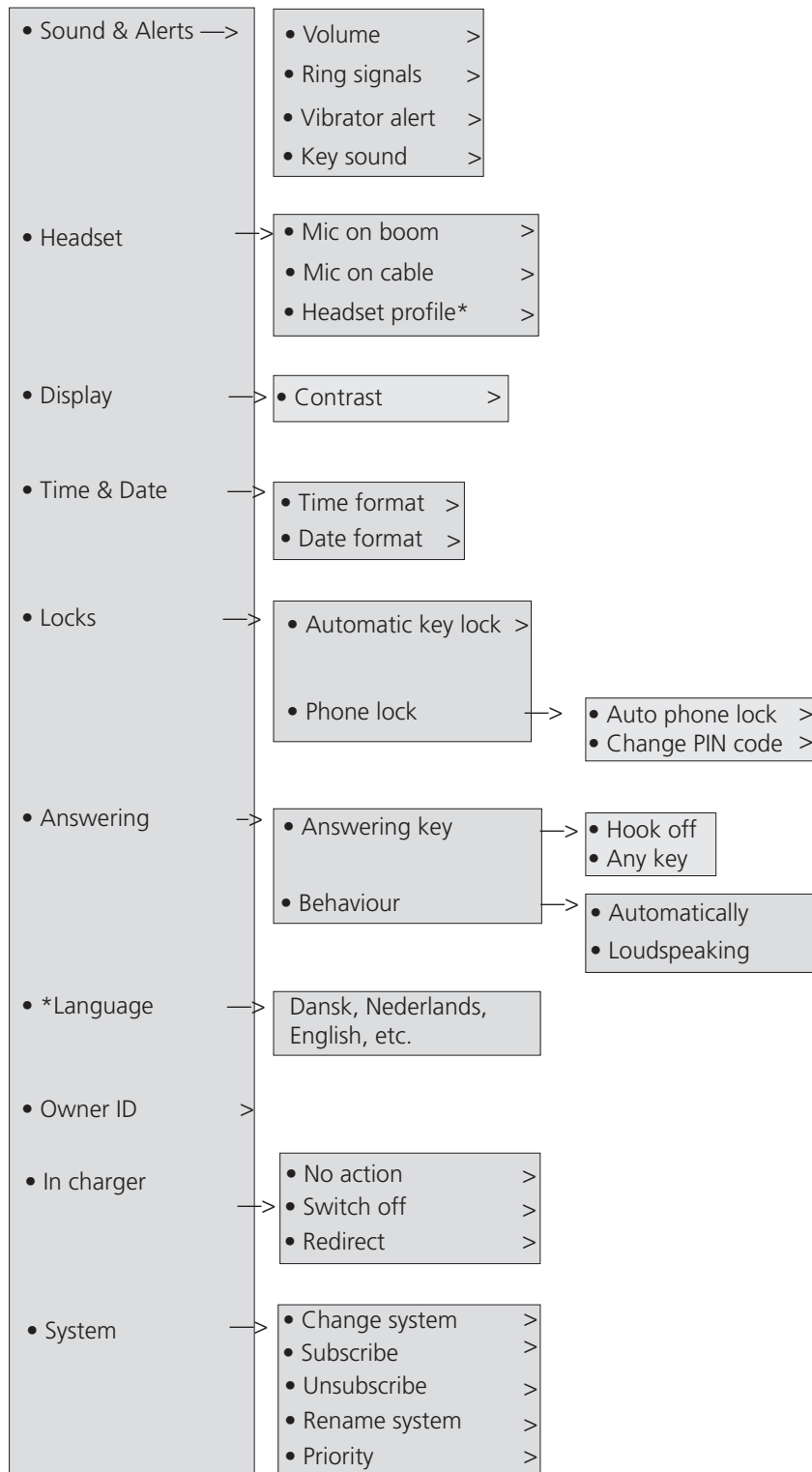
* System dependent

Figure 6 Contacts Tab

3.3.3

Settings Tab

The overview of the  Settings tab is displayed in Page 22.



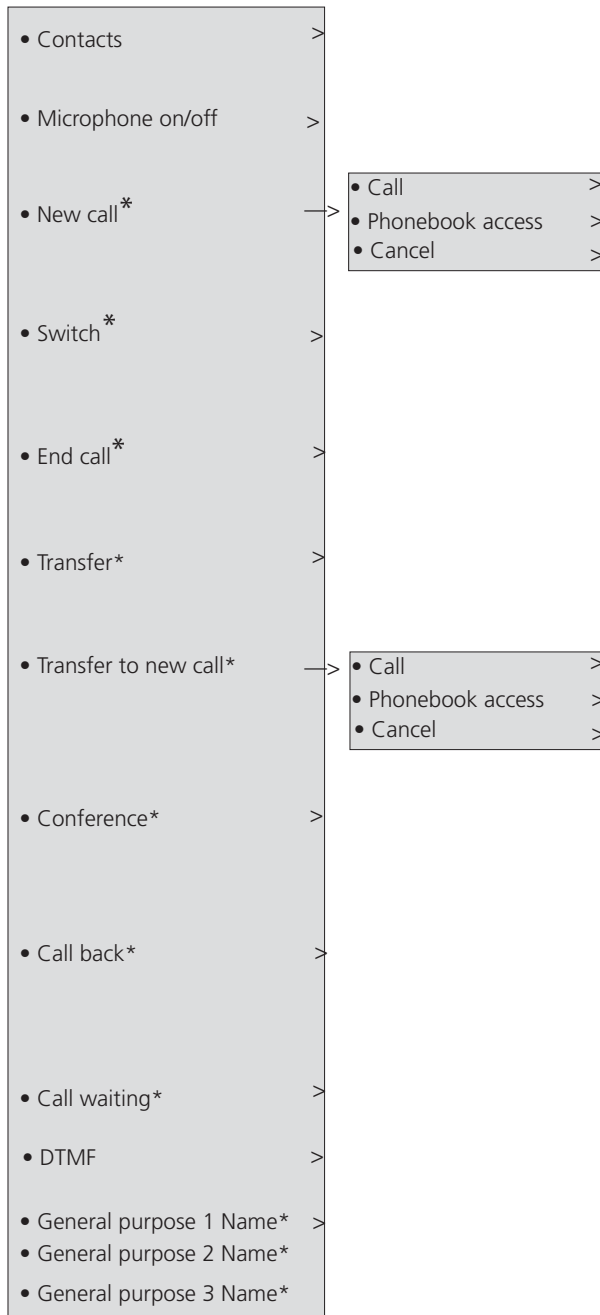
* Visible if defined in the PDM

Figure 7 Settings Tab

3.3.4 In Call Tab

The **In Call** tab can be reached during a call from the middle soft key **More**.

See Figure 8 on page 24 for an overview.



* Visible if defined in the PDM

Figure 8 *In Call Tab*


4 Switching On and Off

In this section, switching on and off the telephone is described.

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

4.1 Switching on

To switch on the telephone:

1. Press and hold .


The telephone will vibrate and the display lights up.

2. Press **Yes**.

Note: If the phone does not switch on, or the **Battery** icon indicates low level, charge the battery.

4.2 Switching off

To switch off the telephone:

1. Press and hold .

2. Press **Yes**.

The display turns blank. Now your phone is switched off.

5 Incoming Calls

The flashing LED, accompanied by a ring signal or a vibrating handset indicates an incoming call. The ring type can tell if the call is an internal, external or callback call. Both ring signal and vibrator can be disabled. The calling party's number, name, or both, is displayed. The name is displayed if the calling party's phone number is stored in the local or central phonebook.


When a headset is connected to the handset, the answering button on the headset can be used to answer the call. Other answering methods can also be set in the **Settings** menu.

The answering methods are: **Automatically** and **Loudspeaking**. When **Automatically** is enabled, an incoming call to a handset placed in the Desktop Charger will be answered automatically when the handset is lifted out of the charger. The answer behavior is enabled/disabled in the **Settings** menu.

5.1 Answering Calls

The ringing type tells you whether the call is an internal, external or callback call and the display indicates the number of the incoming call.

If the number is stored in the integrated phonebook, the associated name is shown instead.

Press  to answer. If you do not answer the call, the number is stored as a missed call in the Call info/Missed calls.


Note: Calls can be answered at any time, whether you are programming, keying in a number, and so on.

End the call

Press .

Mute ringing sound temporarily

If the phone rings at an inconvenient moment:

Press  to suppress the ringing. All alert signals, except the vibrator, will silence for this specific call.

Change answering mode

To change answering modes:

1. Press **Menu**.
2. Navigate to **Settings** and press **Select**.
3. Navigate to **Answering** and press **Select**.
4. Choose **Answer behaviour** and press **Select**.

You can choose between **Automatically** and **Loudspeaking**.

5. Press **Change** to confirm.

5.2 Call list

To access the **Call list**:

1. Press **Menu** and select **Calls**.
2. Navigate to **Call list** and press **Select**.

View the time of a call

1. Press **More**.
2. Select **Time of call**.

The time and date is displayed.

Edit number from Call list

1. Press **More**.
2. Select **Edit**.

Add entry to contacts

1. Press **More**.
2. Select **Add to contacts**.

Send message

1. Press **More**.
2. Select **Send message**.

Delete entry from the Call list

1. Press **More**.
2. Select the entry to delete.

3. Select **Delete**.
4. Press **Yes** to delete the entry from the list.

Delete all entries from the Call list

1. Press **More**.
2. Select **Delete all**.
3. Press **Yes** to delete all the entries from the list.

5.3 Call List-Up Individual

When your extension is idle, you can also answer a call that is ringing for another extension, without having to change extensions.

1. Dial the ringing extension.
2. When receiving busy tone, press the programmable pick-up suffix (often **6**).

Note: Some extensions may possibly be equipped with permanent protection against call pick-up. If this is the case, this service will obviously be refused on these extensions (and the other way round).


5.4 Missed Calls

To display the missed calls:

1. Press **Menu** and navigate to **Calls**.
2. Press **Select** and choose **Missed calls**.
3. Navigate to the number and press **Call** to call back.

5.5 Call Time

To display the total time of the previous call and last call:

1. Press **Menu** and navigate to **Calls**.
2. Press **Select** and choose **Call time**.
3. Press **Back** to return to the **Calls** menu, or  to return to the idle view.

5.6 Call Services

Note: These functions are system dependent. The parameters are set up in the Central Portable Device Manager (CPDM) or the Desk PDM.

Absence Handling

1. Press **Menu** and navigate to **Calls**.
2. Navigate to **Call services**.
3. Select **Absence** with \blacktriangledown and press the confirmation button or **Select**.
4. Select **Activate**.

If the cordless telephone is preprogrammed, a number of absence reasons can be displayed.

For example **Lunch**, **Meeting**, or **Trip**.

Press **Select**, enter time or date, when present again (use \blacktriangleright to switch between A.M and P.M) and press **Select**.

Note: It might take several seconds for the phone to dial and send the code to the PBX.

Deactivate the absence setting

1. Press **Menu** and navigate to **Calls**.
2. Navigate to **Call services**.
3. Select **Absence** and then **Deactivate**.
4. Press **Select**.

Divert calls

To divert calls to another extension:

1. Press **Menu** and navigate to **Calls**.
2. Navigate to **Call services**.
3. Select **Divert calls**.

A list with predefined extension names/numbers will appear if the cordless telephone is preprogrammed through the Portable Device Manager.

Divert Internal/External calls


1. Press **Menu** and navigate to **Calls**.
2. Navigate to **Call services**.
3. Select **Internal/External**.
4. Select **Activate**.
5. Enter the number to divert.
6. Press **OK**.

To stop diversion select **Deactivate** and press the confirmation button or **OK**.

6 Outgoing Calls

If you make a call but the person is not available, the following functions will help you to establish contact with the called party.


6.1 Pre-dial

Enter the number and press  to get the line. The number is shown on the display while dialling.

If needed, press **Clear** to erase and edit the number. By using the navigation keys, it is possible to step and add or delete a digit in the middle of a number.


6.2 Dial a Number from the Call list

To dial a number from the Call list:

1. Press .
2. Select a number and press the same key or **Call** to dial.

Note: The number can be edited before the call is started. Press **More** and select **Edit**.

6.3 Dial a Number from the Local Phonebook

1. Enter the **Contacts** menu.
A name list is displayed.
2. Select the desired entry.
3. Press **Call** or  to make the call.

6.4 Dial a Number from the Central Phonebook

1. Enter the **Contacts** menu.
2. Select **Central Phonebook**.
3. Select **Search by number**.
4. Enter the first number and press **Search**.

5. Press **Call** or  to make the call.

6.5 Dial a Name from the Central Phonebook

1. Enter **Contacts**.
2. Select **Central phonebook**.
3. Select **Search by name**.
4. Enter the first/last name and press **Search**.

5. Press **Call** or  to make the call.

6.6 Write Text

When writing text messages and adding/editing or searching for names in the Phonebook, the keys 0 to 9, *, or # can be used. The first character entered will be an upper level character followed by lower level characters unless the *-key is pressed before entering the character.

When pressing a key, the first available character on that specific key is displayed. To get the following characters, press the key repeatedly. Key 0 and 1 contain special characters. The marked character is selected after a time-out (3 seconds) or when another key is pressed.

Pressing key 1 adds space between the characters and pressing the *-key switches between upper and lower case (not applicable in the System Phonebook). The first character entered in a message, or when adding/editing a name in the phonebook, will be an upper level character followed by lower level characters unless the *-key is pressed before entering the character.

Example (to write Smith):

7 7 7 7 Press for S.

6 Press for m.

4 4 4 Press for i.

8 Press for t.

4 4 Press for h.

Example 1

Control keys

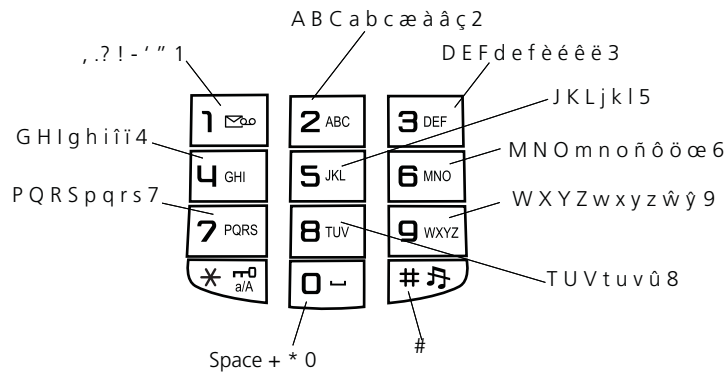
While entering a name or a number, you can use the following keys for control and navigation:

1. Press the left navigation key to move to the left.

Note: Moves to the beginning of the text if held longer.

2. Press the right navigation key to move to the right.
Note: Moves to the end of the text if held longer.
3. Press * to switch between upper and lower case.
Note: Pressed for more than one second will add a dial tone pause.
4. Press 1 to enter a space.
5. Press **Clear** to correct a wrong entry.

Special characters



006

Figure 9 Available characters

7 During Calls

The BusinessPhone Communication Platform allows you to handle calls in many different ways. You can make an inquiry, transfer the call or create a conference, mute the microphone and ringer, change the dial mode or put the call on hold to perform other tasks.

7.1 Inquiry

An inquiry is made when having an ongoing conversation and wanting to make an inquiry to an internal or external party. To make an inquiry, do the following:

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

You hear the dial tone and **R** is displayed.

2. Enter the number of the third party.

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

7.1.1 Refer Back

You can switch between the connected parties.

1. Press **More** and select **Switch**.
2. Press **1** to terminate.

The ongoing call is terminated. The other call is connected

Note: This function is also accessible using the off hook menu **3rd party**.

7.2 Transfer

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

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

You hear the dial tone and **R** is displayed.

2. Enter the number of the third party.

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

Note: Make sure that you are connected to the desired party. Please read the notes and warnings in Section 20 on page 87.

3. Press  to transfer the call.

OR

Press **R** to return to the first call.

Note: This function is also accessible using the off hook menu **3rd party**.

Transfer to a busy extension

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


Callback

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

7.3 Conference

When having an ongoing conversation and want to establish a telephone conference, do the following:

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

2. Dial the number and press .

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

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

Note: You can also press **3**.

4. Repeat the procedure to add more conference members.




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

7.4 Loudspeaking (Handsfree)

An incoming call can be connected with loudspeaking function active by pressing the left Soft key. During a call, a press on the left Soft key activates the loudspeaking function. Press the left Soft key again to turn it off.

7.5 Mute Microphone


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

1. Press .
2. The muted microphone  is shown and low beeps indicate a silenced microphone. This means that the other part in an ongoing call with you will not hear you.
3. Press  again to turn the microphone on.


Note: It is advised to use this feature instead of putting a call on hold. A call on hold can be diverted to your operator, directly or after some time.

7.6 Call Waiting

If you hear the **Call Waiting** tone during an ongoing conversation, another person is trying to contact you. To terminate the ongoing call and answer the waiting call:

1. Press  to finish the ongoing call.

The waiting call is signalled on your phone.


2. Press  to answer the new call.

Note: The **Call Waiting** function might be blocked for use on your extension (programmed by your system administrator).

8 Call Info

The Call info gives you information about missed calls, the call list and the call time.




Missed calls

The last 10 incoming and missed calls are stored in the **Missed calls** list. The calls are marked with the  icon:


Call List

The last 20 calls (10 dialled and 10 incoming/missed calls) are stored in the **Call list**.

The different call types in the **Call list** are marked with the following icons:

-  **Incoming call**
-  **Outgoing call**
-  **Missed call**

When there are new unanswered calls, the **Call info** icon is displayed and the display shows: **Check Who Called?**


Press  if you do not want to return a call.


To return an unanswered call

1. Press  briefly.

The **Missed calls** list with the dialling numbers or, if available, with the names from the integrated Phonebook appears.

2. Scroll until you have the correct number or name.

3. Press  to call the selected number.

Note: If you press the **Clear** key instead of , you can remove the number from the list.

To return any call

The last 20 calls (10 dialled and 10 incoming/missed calls) are stored in the **Call list**.

1. Press **Menu**.
2. Select **Calls** and then navigate to **Call list**.
3. Select **Call list** and confirm.

The **Call list** is displayed.

4. Scroll until you have the correct number or name.
5. Press **Call** to call the selected number.

You can permanently store the numbers from your **Call list** in your integrated Phonebook.

9 Call Forwarding

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position. The alternate answering position can either be a pre-programmed one (one for: Diversion when your cordless is switched off or out of coverage and a common one for: Fixed Diversion, Diversion when there is no answer, Diversion when your extension is busy and Diversion when charging) or an individual one.

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

Depending on the type of diversion, you are also able to record your Personal Greeting for your mailbox, see Section 12.5 on page 57.

9.1 Diversion when there is No Answer

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

9.2 Diversion when your Extension is Busy

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



9.3 Diversion when your Cordless is Switched off or out of Coverage

If your extension is switched off or out of coverage, your system administrator can program it to automatically divert calls to a pre-programmed diversion address.

9.4 Fixed Diversion


This function directs your calls to a pre-programmed diversion address (for example mailbox system or secretary), which is defined by your system administrator.

Activate Fixed Diversion

1. Press ***2 1#**  to activate the diversion.
2. Wait for the verification tone.
3. Press  to finish the procedure.

You can make outgoing calls as usual. A special dial tone and the display info reminds you that a Call Forwarding is active.

Cancel Diversion

1. Press **#2 1#**  to cancel diversion.
2. Wait for the verification tone.
3. Press  to finish the procedure.

New incoming calls will be signalled on your phone again.

9.5 Diversion when Charging

When the cordless phone is placed in the charger, incoming calls will be diverted to a pre-programmed diversion address (same address as used for the feature Fixed Diversion).

Activate

1. Press **Menu**.
2. Select the **Settings** tab.
3. Select the menu item **In charger**.

The following options are available:

- No action
- Switch off
- Redirect

4. Select **Redirect** and press **Back**.

Note: If the cordless phone is logged on as secondary phone in a Tandem configuration and placed in the charger, incoming calls will further on be presented on the primary phone and not be diverted.

Deactivate

Use the same procedure as for activating the feature with the difference that you select the option **Off** instead of **Redirect**.

9.6 Individual Diversion

This feature allows you to direct your calls to internal and external addresses, for example to any directory number, a colleague's extension, an external number or a common abbreviated number (for example your mobile phone).

Note: This feature can be used through the menu functions of the cordless phone or through the function codes of the BusinessPhone system. If you fail by using the menu functions, please contact your system administrator.

9.6.1 Set the Diversion Address Manually

All calls to your extension are diverted to an internal or external answering position of your choice. Either select this position from a list of predefined answering positions, or set the answering position manually. The list of predefined answering positions can be modified. All calls, that is, calls when busy or calls at no answer, can be diverted to other phone numbers.

Note: This feature is programmed by your system administrator.

To divert calls to another extension, do the following:

1. Press **Menu** and select **Calls**.
2. Step to the **Call services** menu with the navigation key and press the confirmation button, or **Select**.
3. Select **Divert calls**.

a Select **Internal**.

OR

b Select **External**.

A list with predefined extension names and numbers will appear if the cordless telephone is pre-programmed via the Central Portable Device Manager.

4. Select **Activate** and enter the number to dial, or navigate to the right number in the list.
5. Press **OK**.




9.6.2 Cancel Diversion

To stop diversion, do the following:


1. Select **Deactivate**.
2. Press the confirmation button or **OK**.

9.6.3 Add new Predefined Answering Position

To add a new answering position to the call list, do the following:

1. Press **Menu** and select **Calls**.
2. Navigate to **Call services** and select **Divert calls**.
3. Press **Add**.
 - If needed, select **Internal** or **External** and press .
4. Press  and enter the number to the answering position. You can dial the number, or use the Phonebook or the Call list.
5. Press  to confirm.

9.6.4 Edit a predefined answering position


1. Press **Menu** and select **Calls**.
2. Navigate to **Call services**, select **Divert calls**, and then **Edit**.
3. Navigate to the desired answering position and press .
4. Edit the answering position as desired.
5. Press **Save** to save the changes.

9.6.5 Delete a Predefined Answering Position

1. Press **Menu** and select **Calls**.
2. Navigate to **Call services**, select **Divert calls**, and then **Delete**. A list of predefined answering positions is displayed.
3. Select the desired position and press **Delete**.
4. Confirm the deletion by pressing **Yes**.

9.7 Bypass Call Forwarding


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

1. Press ***6 0***
2. Enter the extension number.
3. Press #  and wait for answer.

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

10 Voice Mail (Optional)

The Voice Mail application allows you to leave a voice message to the caller when you are unable to answer calls, for example when out of office, in a meeting, and so on. The caller can leave a message in your mailbox, and when back in your office you can enter your mailbox and listen to received messages. You can choose to divert all incoming calls, or calls when no answer or incoming calls when phone is busy, to your mailbox. If using the Personal Number feature, it is 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 to handle listening, recording, storing and deleting messages, and how to change your security code.

A new Voice Mail is indicated by  shown in the status bar. Information is stored in the Voice inbox.

Note: How to handle your mailbox depends on the type of Voice Mail system. Contact your system administrator if you do not know which type of Voice Mail system you have.

Note: It is possible to configure a voice mail number to the voice mail button via the Desk PDM/CPDM. Please contact your system administrator.

10.1 Check the Voice Mail Inbox

If the mailbox extension number is downloaded to the telephone, a long press on **1** when in standby mode will open the message inbox and you can call your voice mail. If the extension number is not available a popup message saying Voice mail number not defined is displayed.

Note: This function requires that a voice mail number has been configured to the voice mail button via Desk PDM/CPDM. Please contact your system administrator.

11 Absence Information

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

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

You can inform your callers with:

- **Pre-defined texts**
Enter the reason for your absence and the date and time of your return.
- **Voice information**
Record a voice message and name the reason of your absence.


11.1 Enter Information

Pre-defined texts

1. Press **Menu**.
2. Select **Calls**.
3. Select **Call services**.
4. Select the menu item **Absence**.

The following options are available:

- Deactivate
- Lunch
- Meeting
- Trip
- Vacation
- Out
- Absent
- Illness

5. Select the reason for your absence
6. Enter the time or time/date of your return.
7. Wait for the verification tone.
8. Press  to finish the procedure.

Information active.


Note: Use the navigation keys to switch between A.M and P.M.

Completing info


Lunch	back at, hour (00-23) minute (00-59)
Meeting	back at, hour minute
Trip	back on, day (01-31) month (01-12)
Vacation	back on, day month
Absent	back at, hour minute
Illness	back on, day month

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

Cancel

1. Press **Menu**.
2. Select **Settings**.
3. Select the **Call services** tab.
4. Select the menu item **Absence**.
5. Select the menu item **Deactivate**.
6. Wait for the verification tone.
7. Press  to finish the procedure.

Voice information



1. Press *2 3* .
2. Press **9** and speak.
3. Press * to play-back and listen to your recording.

4. Press **9** and speak to re-record.
5. Press **#** to activate.

Internal callers will hear the information through the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absence info.

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

11.2 Erase Information, Save Information

1. Press **#2 3#**  to erase information.
2. Wait for the verification tone.
3. Press  to finish the procedure.

OR

Press ***2 3*#** to deactivate and save for later use.

Information is passive

4. Wait for the verification tone.

Use saved information

When the information is switched off:

1. Press ***2 3*#** to activate saved info.
2. Wait for the verification tone.

12 Mailbox System

While you are away from the office, callers can leave messages in your mailbox. You are also able to record your personal greeting, see Section 12.5 on page 57. The first time you enter the mailbox system (only possible from own extension), you might be requested to change your password if it is default (0000). See Section 12.8 on page 59 or follow the voice announcements.

Note: To use the mailbox system, your extension has to be authorized by the system administrator.

12.1 Activate the Mailbox

1. Press *2 1*
2. Enter the number of the mailbox system.


Ask the system administrator for your defined mailbox system number.

3. Press # .
4. Wait for the verification tone.

Note: For daily use, it is recommended to ask your system administrator to define the mailbox system as your pre-programmed diversion address. Once this is defined, you only have to dial *21# to activate your mailbox.

The system administrator can also define whether or not the mailbox should be activated if you do not answer your phone after a certain time or if your extension is busy.

12.2 Deactivate the Mailbox

1. Press #2 1# .
2. Wait for the verification tone.


Note: The mailbox is still active if is defined as pre-programmed diversion address for the feature Diversion when there is no answer and Diversion when your extension is busy.

12.3 Access the Mailbox

The following mailbox functions can be accessed from your own extension, any other internal extension or from an external position (for example mobile phone).

- Listen to available messages
- Change your personal greeting
- Send messages
- Set up Outcall (External)
- Notification (configuration dependent)
- Change your password

Access the mailbox from your own extension

Press *5 9# 

Listen and follow the voice announcements in the main menu.

Note: Depending on the configuration, you might be asked for your password before you can enter your mailbox.

Access the mailbox from any other extension

Dial the directory number of the mailbox system.

Listen and follow the voice announcements in the main menu.

Access the mailbox from an external position (for example mobile phone)

Dial the public number of your company.

Dial the directory number of the mailbox system. Listen and follow the voice announcements in the main menu.

12.4 Listen to your Messages

Received messages are divided into the following three categories:

- New messages (not heard)
- Heard messages
- Stored messages

Note: Messages are deleted from the system after a certain time. Please ask your system administrator regarding this.

1. Access the mailbox.

(See Section 12.3 on page 55)

Listen and follow the voice announcements in the main menu.

2. Select **1** to listen to available messages.


Note: If there are no messages in your mailbox, the option to listen to your messages will not be available.

3. Select one of the three message categories (new, heard, stored).

Listen to your messages and follow the voice announcements in the dedicated menu.

- play message again
- forward a message
- get date and time info
- pause during play
- play previous message
- store message
- play next message
- erase message

Note: Voice messages will be heard. **Call me** messages will call the sender (these messages cannot be stored).

4. Press  to finish the procedure.

Forward a Voice Message

A copy of your received voice messages (in the individual mailbox) can be forwarded to other mailbox numbers (individual or common). When you forward a voice message (heard or stored) to an individual mailbox, the mailbox number is the same as the extension number.

Note: The forwarded message is a copy, that is to say it can be deleted without deleting the original message.

There are no distribution list numbers available. Forwarding the same message to more than one mailbox must be done in single operations.

12.5 Change your Personal Greeting


Depending on the type of call diversion to the mailbox, you can leave three different personal greetings for the caller. You can activate a diversion when a caller receives busy tone, when there is no answer, or you can activate a fixed or individual diversion for all your calls.

1. Access the mailbox.

(See Section 12.3 on page 55) Listen and follow the voice announcements in the main menu.

2. Select **2** to change your **Personal Greeting**.
3. Select the desired diversion type.

Listen and follow the dedicated voice announcements. When you activate the diversion, the recorded greeting is played to the next caller.

4. Press  to finish the procedure.

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

12.6 Send Messages through your Mailbox

With this function, the mailbox system allows you to record and send messages from your mailbox to any other internal mailbox without calling the respective mailbox owner. A recorded message can either be sent to one or to multiple mailboxes.

Note: There are no distribution list numbers available. Sending the same message to more than one mailbox must be done in single operations.


1. Access the mailbox.

(See Section 12.3 on page 55) Listen and follow the voice announcements in the main menu.

2. Select **3** to record and send messages.

Listen and follow the dedicated voice announcements.

Messages can be heard or re-recorded before they are sent to a mailbox.

3. Press  to finish the procedure.

12.7 Outcall (External) Notification

With this function, the message system can notify you when new voice messages arrive. You can specify an external number where you will be called at a pre-programmed time or as soon as a new message arrives.

Note: This feature may be restricted or not available. Ask the system administrator for the availability and more information.

You can be notified in two different ways (depending on the programming of the system):

- Notification with mailbox access: You acknowledge the notification through your password (has to differ from the default value 0000). See Section 12.8 on page 59 to select a new password. You have full access to the mailbox system.
- Notification without mailbox access: You get a short voice announcement informing you that someone has left a message for you. You acknowledge the notification by pressing any key. You have to call back the mailbox system to retrieve the message.

Note: If you do not acknowledge the notification within the pre-programmed time, the connection is cancelled and repeated later (ask the system administrator for the programmed number of notification attempts).

1. Access the mailbox. (See Section 12.3 on page 55)


Listen and follow the voice announcements in the main menu.

2. Select **4** to set up outcall notification.

Listen and follow the dedicated voice announcements.

You can program the external notification number, the notification time and activate/deactivate the function. The external number (including the digit(s) for external line access) can consist of up to 24 digits. The time is entered in 24h-format, for example. 2030 for half past eight with values automatically set to even quarters, that is to say 2013 will be 2015.

Note: The notification number and time must be programmed before you activate the notification.

3. Press  to finish the procedure.

12.8 Change Password


Change the password through your mailbox

1. Access the mailbox.

(See Section 12.3 on page 55)


2. Select **5** to change the password.

Listen and follow the dedicated voice announcements.

3. Press  to finish the procedure.

Note: The password can also be changed without accessing the mailbox by using the procedure Section 12.8 on page 59.

Change the password through the telephone


1. Press **#*7 2*** to select a new password.
2. Enter your present password.
The default password is 0000.
3. Press *****
4. Enter your new password.
5. Press **#** and wait for the verification tone.
6. Press  to finish the procedure.

12.9 Dictaphone Function

If you want to record and retrieve personal voice messages (memos), you can use the Dictaphone function. A dictaphone message is treated as a normal message. For information on how to retrieve dictaphone messages, see Section 12.4 on page 56.

Record message

To start recording:

1. Press ***5 8#** .
2. Wait for the verification tone. "RECORDING" is displayed.
3. Record your message.

The maximum recording time is four minutes and 15 seconds. Select one of the options below:

4. Press ***** to play-back.

OR

Press **9** and speak to re-record.

OR

Press  to stop the recording and save the message.

13 Abbreviated numbers

By using abbreviated numbers, you can make calls simply by pressing a few keys. Frequently used external numbers are stored as common abbreviated numbers in the exchange. Up to 10 individual abbreviated numbers (your personal most frequently used external numbers) can be stored and used on the digit keys 0 to 9.

13.1 Common Abbreviated Numbers

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

1. Enter the common abbreviated number.

Please refer to your telephone directory.

2. Press  to make the call.

13.2 Individual Abbreviated Numbers

You can program and activate your most frequently used external numbers on the digit keys 0 to 9.

1. Press **
2. Enter the abbreviated number.

A number between 0 and 9.

3. Press  to make the call.

Program individual abbreviated number

How to program external numbers on the digit keys 0 to 9.


1. Press *5 1* to enter programming mode.
2. Enter an abbreviated number between 0 and 9 and press *.
3. Enter the digit(s) for external line access and the external number.

The number can consist of up to 24 digits.

Note: Your public network requires waiting for a second dial tone, press *

4. Press # 
5. Wait for the verification tone.

Cancel one specific individual abbreviated number

1. Press **#5 1***
2. Enter an abbreviated number between 0 and 9 and press # .
3. Press  .
4. Wait for the verification tone.

14 Group Features

When you are working together in a team, the following group features can be very useful.

14.1 Group Hunting

Your phone can be included in one or several hunt groups. In a hunt group, all members are represented with one common directory number. 16 hunt groups can be programmed, each containing 1 to 20 members. A member can be either an extension number, an operator console or a fictive number. Please ask your system administrator if you require this function.

Note: The number of cordless extensions in a hunt group is limited to eight (including tandem configurations).

Incoming calls to the hunt group are directed to free extensions in the group. The hunt order within the group can be changed to suit your needs. If all members of the hunt group are busy, an incoming call is being queued. If no one answers this call before the programmed time, the call is forwarded to the programmed diversion address (for example operator).

Note: If all members in a hunt group are busy, the Callback or Intrusion functions are not available.

14.1.1 Log in

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

To log in to one hunt group

1. Press *2 8*
2. Enter the hunt group code.

Please ask your system administrator for the configured number.

3. Press # .

4. Wait for the verification tone.

To log in to all hunt groups

1. Press * 28 ** #
2. Press .

3. Wait for the verification tone.

Answer calls

It is possible to have group hunting information in the display. If you require a different display layout, please contact your system administrator.

Answer group hunting calls in the normal way.

14.1.2 Log out

To log out from one hunt group:

1. Press **#2 8***
2. Enter the hunt group code.

Please ask your system administrator for the configured number.

3. Press # 
4. Wait for the verification tone.

Note: If you are logged in to more than one hunt group and log out from one of them, the display will show the following text: PBX Group(s) logged out.

To log out from all hunt groups:

1. Press **#2 8**#**
2. Enter the hunt group code.

Please ask your system administrator for the configured number.

3. Press #  .
4. Wait for the verification tone.

14.2 Group Call-pick-up

In a Pick-up group, any member can answer any individual call to group members. You answer a call to the group by dialling a special answering number. Please ask your system administrator for the configured number.

Enter the group call pick-up code and press  .

14.3 Common Bell Group

The Common Bell feature allows all extensions of the system (operator included) to pick-up the call from an extension that has been predefined as a common bell extension:

Enter the Common Bell pick-up code and press



Please ask your system administrator for the Common Bell pick-up code. If two or more extensions simultaneously attempt to answer a call from the Common Bell extension, only the first extension will pick it up. The other extensions will receive the *number unobtainable tone*. This will also happen if you dial the Common Bell pick-up code and there are no calls waiting at the Common Bell extension.

15 Other Useful Features

By using these features, your productivity will be increased. For example, you can set reminders for important meetings, place the costs for external calls on separate accounts.

15.1 Automated Attendant

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

1. Enter the **Automated Attendant** directory number.

Please ask your system administrator for the automated attendant directory number.

2. Press  and follow the voice instructions.

15.2 Account Number

An account number can be entered to debit telephone costs to different accounts. Depending on the system configuration, the account number has to be entered from a verified account number list (predefined) or you can invent your own account number. The following pre-requisites apply:


- With the Verified Account Number you can restrict the making of external calls (not a specific number or area), so everyone who is allowed to make external calls will receive an account number which has to be used each time he/she wants to make an external call.
- Verified account numbers contain up to 10 digits.
- Own account numbers contain up to 15 digits.

The account numbers can also be used through the DISA function, see Section 15.3 on page 68

Verified or own account number

Before an outgoing call:

1. Press * 9 *

2. Enter account number and press #  .

Valid digits 0-9. Internal dial tone. Make the external call.

15.3 Direct Inward System Access (DISA)

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

Note: To use the DISA function, your extension has to be authorized by the system administrator. To activate the DISA function, you have to change the default password from "0000" to a personal one, see Section 12.8 on page 59.

You can also divert calls from your office extension to your external position, see Section 9 on page 43. During the procedure you will be prompted for your password.

1. Enter the public number of your company, followed by the DISA number.

Ask the system administrator for the defined DISA number.

Note: If want to register the call on an account number, you should use the Account Number procedure before you enter the external number, see Section 15.2 on page 67.

2. Follow the voice announcements.
3. Dial the digit(s) for external line access and the desired public number.

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

Or:

Use the External Diversion function. Procedure, see Section 9 on page 43.



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

15.4 Tandem Configuration

The tandem configuration is a unit, consisting of two phones using the same directory number. One of the phones is defined as the primary and the other one as the *secondary*.

This function enhances the communication for users that, for example, have a wired phone on their desk (the primary phone) and need to be mobile within their company's building with their own Cordless phone (the secondary phone). Basically, the tandem configuration works as follows:

To activate the Tandem Configuration

1. Press ***2 8#**  to log on the secondary phone.
2. Wait for the verification tone.
3. Press  to finish the procedure.



For incoming calls:

- Both phones are treated as **1 single extension**.

For outgoing calls:

- Both phones are treated as **2 separate extensions**.

To deactivate the Tandem Configuration

1. Press **#2 8#**  to log off the secondary phone.
2. Wait for the verification tone.
3. Press  to finish the procedure.


For incoming calls:

- The secondary phone cannot be called and the primary phone works as a normal stand-alone phone.

For outgoing calls:

- Both phones are treated as **2 separate extensions**.

Transferring a call between members of a Tandem Configuration

1. Press **R** and enter own directory number.
2. Press  to transfer the call.

15.5 Networking

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

15.6 IP calls

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

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

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


1. Press **R**
2. Press ***6 1***.

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

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

16 Security




16.1 Activating 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. Enter **Settings** in the menu.
2. Select **Locks** and press **Select**.
3. Select **Automatic Key lock** and press **Select**.
4. Mark **On**, press **Select**, and then press **Back**.

16.2 Activating Manual Key Lock

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


- Press   and then Soft key **Lock**.
The  indicates that the keypad is locked.

Note: To unlock the keypad, press   and then Soft key **Yes**.

16.3 Activating 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. To activate the phone lock, do the following:

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

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

If forgotten, the PIN code can be removed by your distributor.

Note: Before using this feature, look up the IPEI code of your phone and write it down, see Section 2.3 on page 9. If you forget the PIN code, contact your certified Aastra Sales Partner for assistance, to reset to default.

16.4 Block Extension


You can block your extension in order to prevent unauthorized external calls. You can still make internal calls and you can also receive incoming calls.

1. Press * 7 2 #  to block your extension.
2. Wait for the verification tone.

Unblock Extension

1. Press #7 2*
2. Enter your password.

Note: To change your password see Section 12.8 on page 59.

3. Press # and then  to reopen.
4. Wait for the verification tone.


Your extension is open for use.

16.5 Bypass Blocked Extension

In order to make a call, you can temporarily bypass a blocked extension by using your personal password.

Note: To change your password see Section 12.8 on page 59.

Bypass own extension

1. Press *7 2*
2. Enter your password.
3. Press #  .

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

Bypass another extension

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

1. Press ***7 2***
2. Enter your password.
3. Press *****
4. Enter your extension number

5. Press **#** 

Dial tone. You can make one call from the blocked extension. However, it will be registered as a call which is done from your own extension.

17 Least Cost Routing

17.1 Use Least Cost Routing

Enter the digit(s) for external line access and the desired public number.

The usual way of making an outgoing external call.

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

17.2 Calling Least Cost Routing

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

1. Enter the LCR code.

Please ask your system administrator for the LCR code.

2. Enter the digit(s) for external line access and the desired public number.

The usual way of making an outgoing external call.

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

18 Settings

1. Press **Menu**.
2. Select **Settings**.

18.1 Sound and Alert Settings

18.1.1 Volume Control

You can adjust the volume in the ear piece, of the loudspeaker for handsfree speaking and the volume of the ringer.

Adjust loudspeaker volume for handsfree speaking

Press ▲ or ▼ buttons to adjust the volume during a call.

Adjust ear piece volume

Press ▲ or ▼ buttons to adjust the volume during a call. The phone will now store and keep the new volume level.

To adjust the volume

1. Press **Menu** and navigate to **Settings** .
2. Select **Sound & Alerts** and press **Select** to confirm.
3. Navigate to **Volume** and press **Select** to confirm.
4. Adjust the volume with ▲ or ▼ and click **OK** to confirm.

18.1.2 Ringer Signals

Different signals for internal calls, external calls and callback can be set. By default, there are 14 different signals in the telephone, and 10 additional signals can be downloaded to the handset.

Note: Ask your system administrator on how to download additional signals to your phone.

To set the sound for a ringing type

1. Press **Menu** and navigate to **Settings** .
2. Select **Sound & Alerts** and press **Select** to confirm.

3. Select **Ring signals** and press **Select** to confirm.
4. Select the ringing signal type: Internal, External, or Callback and press **Select** to confirm.
5. Select the desired sound and press **Select** to confirm.

18.1.3 Vibrating Alert

You can select different signals for mail and voice messages. By default, there are 16 different signals in the telephone, and additional signals can be downloaded to the handset.

To set the sound

1. Press **Menu** and navigate to **Settings** .
2. Select the menu item **Sound & Alerts** and press **Select** to confirm.
3. Select the vibrating alert type: **On**, **On if silent** or **Off**.
4. Press **Select** to confirm.

18.1.4 Key Sound

Key sound is the sound you hear each time you press a key. This feature can be enabled and disabled.

1. Press **Menu** and navigate to **Settings** .
2. Select the menu item **Sound & Alerts** and press **Select** to confirm.
3. Select one of the following options:
 - **Silent** for no Key sound.
 - **Click** to have a Key sound with each key press.
 - **Tone** to have a Key sound with each key press.
4. Press **Select** to confirm and save the settings.

18.2 Display Settings

You can modify the contrast of the phone screen:

1. Press **Menu** and navigate to **Settings**.
2. Navigate to **Display** and press **Select**.
3. Select **Contrast** and press **Select**.
4. Use the navigations buttons to change the contract and press **OK** to confirm.

18.3 Time and Date Settings

The time and date information is updated automatically by the system.

Set time format

1. Enter **Settings**.
2. Select the menu item **Time & Date**.
3. Press **Select**.
4. Select **Time format**.

The actual time will be displayed. The selectable time formats are:

- 24 hour
 - 12 hour (AM/PM)
5. Press **Select** to save the setting.

Set date format

1. Enter **Settings**.
2. Navigate to **Time & Date** and press **Select** to confirm.
3. Select **Date format** and press **Select**.

The following options are available:

- DD/MM/YYYY, that is 17/09/2007 (also called Europe)
 - MM/DD/YYYY, that is 9/17/2007 (also called US)
 - YYYY-MM-DD, that is 2007-09-17 (ISO 8601)
 - MMM DD YYYY, that is Sept. 17 2007
 - DD MMM YY, that is 17 Sept 07
 - DD.MM.YYYY, that is 17.09.2007
 - DD-MM-YYYY, that is 17-09-2007
4. Press **Select** to save the setting.

18.4 Change the Menu Language

1. Enter **Settings**.
2. Navigate to ***Language** to change the language.

The available languages are Dansk (Danish), Nederlands (Dutch), English, Soumi (Finnish), Français (French), Deutsch (German), Italiano (Italian), Norska (Norwegian), Português (Portuguese), Español (Spanish), Svenska (Swedish).

3. Navigate to choose the language and press **Select** to save the setting.

Note: If, by mistake, you changed the language, the * before **Language** will allow you to easily find where in the menu to switch languages.

18.5 Change Owner ID

The owner ID is set to identify the telephone.

1. Enter **Settings**.
2. Select **Owner ID**.
3. Enter the identity.
4. Press **OK** to save the setting.

18.6 Connections

Only available systems are displayed. It is possible to switch between the systems if they are configured in the Central Portable Device Manager (CPDM) or the Desk PDM.

1. Enter **Settings**.
2. Select **System**.
3. Select **Change system**.
4. Select **Automatically**, or a specific system.

If the phone is set to **Automatically**, it selects a system according to the priority list, see **Priority** in Section 18.6 on page 80

Subscribe System

The cordless telephone can subscribe up to eight different systems. To subscribe a new system, the **Park** (Portable Access Right Key) and **Ac** (Authentication code) related to the system you are going to log on to are needed.

Contact your system administrator for more information.

The IPEI code is a unique code which has been assigned to the cordless telephone.

1. Enter **System name** and press **Next**.

2. Enter the PARK code.
 3. Enter the AC code and press **Next**.
- The information text **Protection on?** is displayed.
4. Select **Yes/No**, if the new system is to be protected or not.
 5. Press **OK**.

The searching mode starts.

Unsubscribe System

1. Select **Unsubscribe** to delete a system subscription.
2. Select **Delete**.

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

Rename System

If there are different location areas that are using the same System, it is possible to change the name of the system in the telephone for easier location, for example; System A (Herrljunga), System A (Gothenburg).

1. Select **Rename System**.
2. Select the system to rename.
3. Enter the new name.
4. Select **Save**.

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. Select **Priority**.
2. Change the priority by selecting ▲ and ▼.

The priority will be saved when **Back** is selected.

Redirect Calls when placed in Charger

Calls can be redirected to another extension when the cordless telephone is placed in the DC4 charger and the Rack charger. The function is automatically cancelled when the phone is removed from the charger.

1. Enter **Settings**.

2. Select **In charger**.
3. Select **Redirect**.
4. Press **Select** to save the setting.

Detach from system while charging

When the cordless telephone is placed in the charger the phone can be detached from the system but still be switched on and charging.

1. Enter **Settings**.
2. Select **In charger**.
3. Select **Switch off**.
4. Press **Select** to save the setting

Deactivate the charging mode

1. Enter **Settings**.
2. Select **In charger**.
3. Select **No action**.
4. Press **Select** to save the setting.

18.7 Network Settings

Subscribe a New PBX System

The cordless telephone can subscribe up to eight different systems. To subscribe a new system, the **Park** (Portable Access Right Key) and **Ac** (Authentication code) related to the system you are going to log on to are needed.

Contact your system administrator for more information.

The IPEI code is a unique code which has been assigned to the cordless telephone.

1. Enter **System name** and press **Next**.
2. Enter the PARK code.
3. Enter the AC code and press **Next**.

The information text **Protection on?** is displayed.

4. Select **Yes/No**, if the new system is to be protected or not.
5. Press **OK**.

The searching mode starts.

Select PBX System

1. Enter **System** in the menu, see Section 18 on page 77.
2. Select **Connections**.
3. Select **Change system**.
4. Select **Automatically** or a specific system.

If the phone is set to **Automatically** it selects a system according the priority list.

Priority for the PBX Systems

The default order of priority is the order of entered subscriptions. This means that the first subscribed PBX system has the highest priority. This list can be edited by the user.

1. Enter **Settings**.
2. Select **Connections**.
3. Select **Priority**.
4. Select from list and change the priority by pressing **▲** or **▼**.
5. Press **Back** to save the setting.









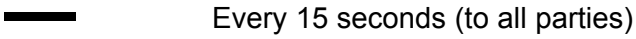

Unsubscribe a PBX System

1. Enter **Settings**.
2. Select **Connections**.
3. Select **Unsubscribe**.
4. Select the system to delete and press **Yes**.

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

19 Audible Signals

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

Dial tone	
Special dial tone	
Ringing tone or queue tone	
Busy tone	
Congestion tone	
Number unobtainable tone	
Call waiting tone	
Intrusion tone	
Conference tone	
Verification tone	
Warning tone, expensive route	

20 Useful Hints

Connections between external lines

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

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

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

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered.**
- **If you are connected to two external lines, cancel one call by pressing “R” and “1”.**

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

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

21 Installation

21.1 Check for completeness


Make sure that all the parts are present. If anything is missing, please contact your system administrator or supplier.

The set contains:

1. Cordless phone
2. Battery
3. Clip
4. Assembly card

Note: It is important to make a note of the IPEI code. The IPEI code may be needed for unblocking the Cordless phone if an incorrect PIN code has been entered three times. See Section 2.3 on page 9 for further details.

21.2 Charging the Battery

The battery requires charging when  in the display indicates low level. To charge the battery:

- Place the phone in the desktop charger or in the rack charger.

The battery is being charged when the indicator on the telephone is steady orange. When the battery is fully charged the indicator will be green. A flashing green indicator means incoming call. A red indicator indicates battery warning. An animated battery icon is shown in the display, indicating charging be starting with its current charge and ending with the full charge. A filled battery icon indicates a fully charged battery.

Note: Only use the prescribed desktop charger for charging.

21.3 Charging Spare Batteries

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

21.4 Replacing the Battery

If the standby time for the cordless telephone becomes too low, replace the battery with a new one. Contact your system administrator or your certified

Aastra Sales partner for information on new batteries. The battery is connected to the cordless telephone in such a way that no miss-contact is possible.

To replace the battery, do the following, also see Figure 10 on page 90:

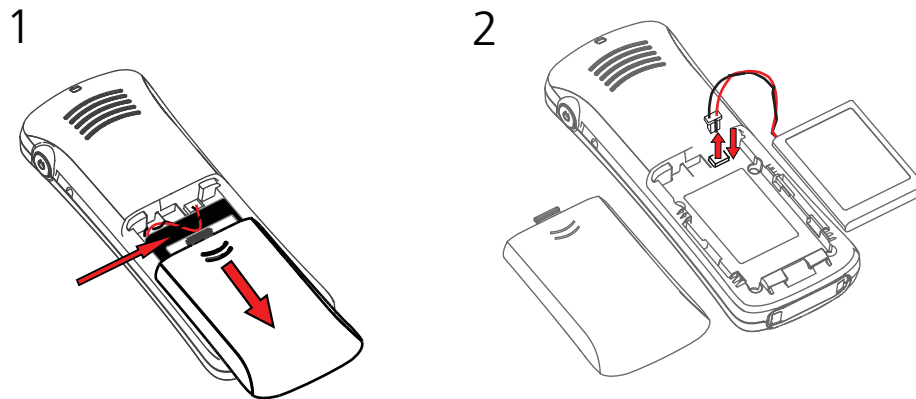


Figure 10 Battery replacement

1. Open the battery compartment and remove the battery.
2. Disconnect the battery cable, and replace with a new battery.

Note: After replacing the battery with a new one, the battery icon can indicate an empty battery even though it is fully charged. Charge the battery for at least one hour to get the correct reading.

To avoid fatigue of the phone's battery connector, use the charger instead of repeatedly replacing an empty battery with a new one.

21.5 Chargers

21.5.1 Desktop Charger

There are two desktop chargers available, one basic and one advanced, see Figure 11 on page 91.

Basic Charging only

Advanced Charging, software download, and synchronizing of parameters.

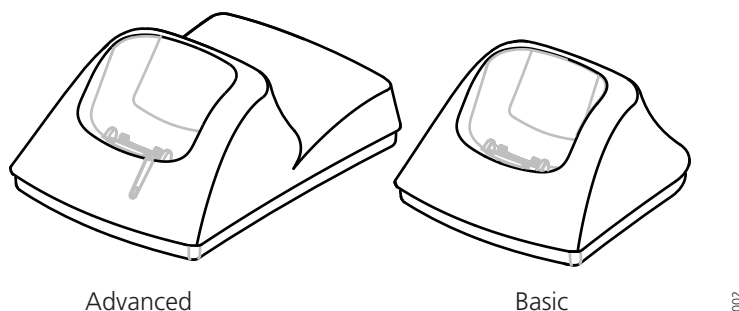


Figure 11 Desktop chargers

The charger is delivered with a plug-in power supply and is connected into an ordinary wall socket.

Note: Only use the charger within the temperature range of 5 - 40° C.

Advanced charger

To use the advanced desktop charger for software download and synchronizing parameters, the charger must be connected to a PC with Portable Device Manager (PDM) software installed. For a description of PDM, see Section 21.8 on page 93.

The charger is connected to a PC through the USB or one of the network connectors, see Figure 12 on page 91. When connecting the charger with a PC through one of the network connectors the charger acts as a switch, which makes it possible to connect the other connector to the LAN.



Figure 12 Network and USB connectors

Note: Network and USB connectors are used to connect the desktop charger to a PC running the PDM (not for charging).

21.5.2 Rack Charger

Note: See also the separate Installation Guide, supplied together with your phone.

The charging rack is used for charging handsets, to communicate with the system, and for software download. The built in power supply can charge up to six cordless telephones.

21.5.3 Battery Pack Charger

The battery charger is used for charging up to six spare batteries.

21.5.4 Power adapters

The article number is:

- 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 U.K.
- Art.No.DC4: 130161 Power supply unit AC/5V DC/2A

21.6 Headset

A headset is recommended if you frequently use the phone, and/or want to have both hands free. The headset come in two version:

- With microphone integrated in the cable
- With microphone on the boom

21.7 Belt Clip

The clip on the back of the phone helps you fasten it to a belt or similar.

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

21.7.1 Attaching Hinge-type Clip

Attach the hinge clip as described in Figure 13 on page 92.

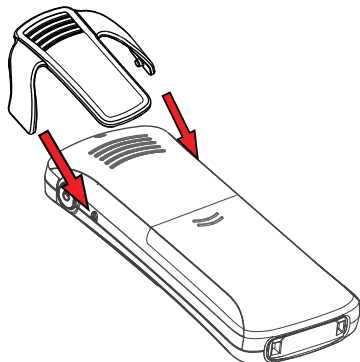


Figure 13 Click on the clip

21.7.2 Attaching Swivel-type Clip

Attach the swivel clip as described in Figure 14 on page 93.

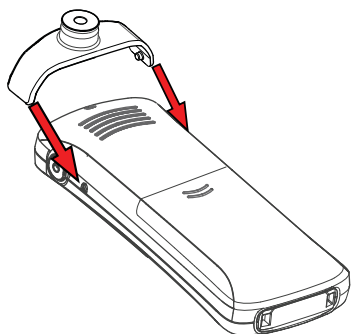


Figure 14 Click on the clip

21.8 Portable Device Manager

It is possible to upgrade software and synchronize parameters in your DT390 cordless phone with the Portable Device Manager (PDM) software. PDM exists as a Windows version (Desk PDM) and as a System version (CPDM), and is most often used by system administrators only. Desk PDM can be used together with the advanced desktop charger. The advanced desktop charger is connected to the PC with PDM software through the network or USB connectors at the back of the charger, see Figure 15 on page 93.

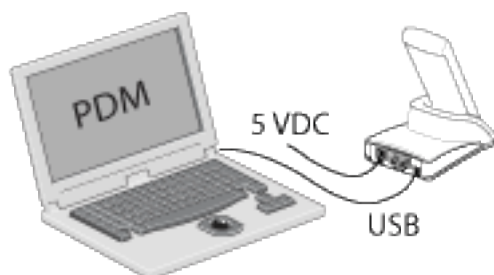


Figure 15

For more information on PDM or upgrading of your cordless phone, contact your system administrator.

22 Reference

This section describes the terminology used on the display, the phone communication signals, guidelines, technical specifications, spare parts and accessories.

22.1 Terminology

The list below explains the terms which may appear on the display.

Term	Meaning
DTMF	Dual Tone Multi Frequency or touch tone, for dialling.
IPEI	International Portable part Equipment Identity, unique identity assigned to your Cordless phone by the manufacturer.
PIN	Personal Identification Number for security.

22.2 Phone Signals

The Cordless phone signals certain events audibly and visually as described below

Signal	Meaning
Red warning light	Incoming call.
	Message waiting.
	Battery almost empty.
	Cordless phone out of range or not connected

The Cordless phone also generates audible ringing signals, alarm signals and warning tones, and key clicks

Sound	Meaning
Ringing signal	Incoming call.
	4 short beeps every 30 seconds: battery almost empty. 4 short beeps every 2 minutes: Cordless phone out of range or not connected.
Key click	You hear this each time you press a key (when selected).
Warning tone	You pressed a key which has no function.

22.3 Maintenance

Consider these suggestions and guidelines to keep your phone in good shape and working properly.

Note: The phone does not contain user serviceable parts. If your phone requires service, you should return it to the supplier or retailer from whom it was bought.

Intrinsic safety

Do not use the phone and charger in conditions where there is a danger of electrically ignited explosions.

Battery disposal

Defective batteries must be returned to a collection point for chemical waste disposal.

Treatment

Do not expose the phone and charger to direct sunlight for long periods. Keep the phone and charger away from excessive heat and moisture.'

Cleaning

Clean your phone with a soft cloth moistened with water only. The use of soap and other cleaning products can discolor and damage the phone. Clean the battery contacts using ethanol or isopropyl alcohol.

22.4 Technical Specifications

DECT GAP/CAP

The Cordless phone has the unique advantages of DECT GAP/CAP (Digital Enhanced Cordless Telecommunications Generic Access Profile/CTM 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 telephones. DECT GAP/CAP enables interoperability with other manufacturers' products.

Cordless phone

Table 1

<i>Physical</i>	
Dimension (l × w × d):	133 × 53 × 24 mm
Weight:	115 g (battery and clip included)
Material:	Case: PC-ABS, Key pad: Silicon, Clip: PC
Colour:	Grey

Display (w × h):	28 x 35 mm, FSTN B/W
Clip:	Hinge type (standard) or swivel type
<i>Battery and charging</i>	
Type:	600 mAh (Li-Ion)
Speech time:	16h during optimal condition
Stand-by time:	180h during optimal condition
Charge time:	< 4 h
Discharge/charge cycles:	>=65% capacity left after 500 full charge/discharge cycles.
<i>Connectors</i>	
Multi-purpose connector:	For battery charging, software download, and configuration
Headset connector:	Standard 2.5mm
<i>User interface</i>	
Display (w × h):	112 x 115 pixels, with white LED back-light.
Indicator:	LED on top/front for visual indication of incoming call. The LED may also be used for visual indication of normal function.
Vibrator:	Incoming call
Keypad:	<ul style="list-style-type: none"> • Soft keys • Off -hook • On-hook and Power On/Off on the same key • Four way navigation key • Numerical keys
<i>Audio</i>	
Ring signal:	Adjustable in 8 steps
Earpiece:	Adjustable in 8 steps of 3dB each
Maximum sound pressure level:	88 dBA at 10 cm
Loudspeaker:	Duplex loud speaking function
<i>Settings</i>	
Languages:	11 (Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Portuguese, Spanish, Swedish).
<i>Central Phonebook</i>	

Maximum name and number length:	40 characters in a name and 20 digits in a number.
<i>Local Phonebook</i>	
Storage of contacts:	<ul style="list-style-type: none"> • 48 character name • 24 digit work number • 24 digit mobile phone number • 24 digit other numbers
<i>Telephony</i>	
Indication:	14 ring signals, flashing LED and vibrator.
Answer call options:	Button press or auto answer.
Call list storage capacity:	25 received, dialled and missed calls with time stamp.
<i>Radio</i>	
Automatic DECT protocol detection:	Automatic detection and configuration for US DECT and EU DECT at first registration.
Frequency range:	<ul style="list-style-type: none"> • 1880-1900 MHz (EU) • 1920-1930 MHz (U.S.) • 1910-1930 MHz (L.A.)
Modulation:	GFSK
Channel spacing:	1.728 MHz
Antenna:	Integral
Sensitivity:	-93 dBm
Radiated power:	EU: +25 dBm EIRP US: +22 dBm EIRP
<i>Environmental</i>	
Operating temperature:	0°C to +40°C
Storage temperature ⁽¹⁾ :	-20°C to +60°C
Enclosure protection:	IP40, IEC EN60529
Immunity to electromagnetic fields:	3 V/m EN61000-4-3
Immunity to ESD:	4 kV contact discharge and 8 kV air discharge (EN61000-4-2)
Free fall test, standard product:	IEC 60068-2-32, procedure 1, dropped 12 times from 1 metre. Aastra approves 12 drops from 1.5 metre.

<i>Compliance to European regulations and standards</i>	
EU directives:	1999/5/EC (R &TTE)
Product marking:	CE
DECT Radio:	EN 301 406, TBR22
SAR (Specific Absorption Rate):	EN50360 and EN62209-1, 0.075 W/kg (10 gram)
Safety:	EN60950-1
EMC:	EN301489- 6, EN 301 489-1
<i>Compliance to US regulations and standards</i>	
Product marking:	FCC ID: BXZDH3 US: 9FVW4NANDH3 HAC
SAR (Specific Absorption Rate):	FCC/OET Bulletin 65 Supplement C and IEEE Std. 1528 / ANSI/IEEE Std. C95.1 Normal operation 0.043 W/kg (1 gram) Body worn operation 0.037 W/kg (1 gram)
Safety:	UL 60950-1
EMC/Radio:	FCC Part 15 D
Hearing aid:	47 CFR Part 68, Subpart D and TIA-968-A
<i>Compliance to Canadian regulations and standards</i>	
Product marking:	IC:3724B-DH3
SAR (Specific Absorption Rate):	IEEE Std C95.3 Normal operation 0.043 W/kg (1 gram) Body worn operation 0.037 W/kg (1 gram)
Safety:	CSA 60950-1
EMC/Radio:	RSS 213, ICES-03
Hearing aid:	CS-03
<i>Compliance to Australian regulations and standards</i>	
Product marking (AUS):	△
Radio:	EN301 406
EMC:	EN301 489-1 and EN301 489-6

SAR (Specific Absorption Rate):	EN50360 and EN62209-1, 0.075 W/kg (10 gram)
DECT:	AS/ACIF S004, TS028
Safety:	AS/NZS 60950

(1) Storing Li-Ion batteries at high temperature dramatically reduces their capacity. For example, storage at maximum temperature reduces capacity of 20% within a month.

22.5 Spare parts and Accessories



Use only approved spare parts and accessories. The operation of non-approved parts cannot be guaranteed and may even cause damage. Contact your supplier for more information.

- Leather case
- Headset with microphone on cable, DTX 9016
- Swivel type clip
- Headset with microphone on boom, DTX-9017
- Hinge type Clip
- Central Portable Device Manager (CPDM) or the Desk PDM
- Security chain
- Desktop Charger Basic
- Desktop charger Advanced
- Charging Rack

23 Troubleshooting

This section contains information on how to solve common operational problems, and warnings you may receive. Go through the following lists if you encounter any problems. If this checklist does not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

Table 2 Troubleshooting

<i>Fault</i>	<i>Probable cause</i>	<i>Action or comment</i>
No display	The battery level is low or the phone is defective.	Charge the battery or contact system administrator.
No ringing	The Ringer off icon is on or the phone is defective.	Press the  key and the  key or contact system administrator.
“Connect battery” is displayed	Battery not properly fit or defect	Check battery or contact system administrator.
Signal strength icon off	Out of system coverage area or the phone is defective.	Enter coverage area or contact system administrator.
Low battery icon on	Battery capacity equal to 10%	Charge battery.
Low battery icon flashes	Battery capacity equal to or lower than 5%	Charge battery.
4 short beeps every 2 minutes	Out of coverage area or not connected	Enter coverage area or contact system administrator.
“Phonebook Full” is displayed	Phonebook full, you cannot add names or numbers	Delete a name and a number.
“Enter XXX” is displayed (where XXX=IPEI or PIN)	IPEI code or PIN code	Enter required IPEI code or PIN code.
“No access” is displayed	Network in range, but no access rights	Select another network or resubscribe.

"NO NETWORK" is displayed	Cannot connect to selected network or out of range	Select another network, subscribe, get back within range or contact system administrator.
"No system" is displayed. The telephone 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).	The telephone is out of coverage or telephone is defective.	Stop the beep with the Silent off key and go into range, or contact system administrator. (When re-entering the coverage area it can take a couple of minutes before the telephone automatically has registered into the system).
SERVICE NEEDED Parameters corrupt	The telephone is defective.	Select reset option on the middle soft key if available or if no reset option is available or fault does not resolve the telephone needs repair. Note: Display message only shown in English.
"PIN Blocked Unblock?" is displayed	Phone blocked, wrong PIN code entered three times	See Section 2.3 on page 9
Phonebook is not available at the moment	The phonebook does not respond, not available at the moment.	Try again later. If fault persists, contact your system administrator to do a factory reset.
Voice mail number not defined	There is no Voice mail number defined in the telephone.	Define a Voice mail number via PDM.
No headset found	Headset is turned off	Turn on headset.
	Headset is turned off	Charge headset.
	Headset is out of range	Move headset closer to phone.
	Headset is not in pairing mode	Turn headset into pairing/ discoverable mode (see headset manual for details).

Pairing fails	Headset is not in pairing/ discoverable mode	Turn headset into pairing/ discoverable mode (see headset manual for details).
	Incorrect PIN entered	Try again and enter correct PIN (see headset manual for details).
Connecting fails/Failed to connect headset	Headset is not turned on	Turn on headset.
	Headset is out of range	Move headset closer to phone.
	Link key in headset has been deleted	Repeat pairing procedure.
	Headset is already connected to another phone	Disconnect headset from the other phone.
	Too close to a WLAN area and headset is not supporting Bluetooth standard v1.2	Shut down WLAN equipment.
Headset can not connect to phone (see headset manual for details on how to connect)	Phone is not turned on	Turn on phone.
	Phone is out of range	Move phone closer to headset.
	Bluetooth module is disabled	Enable Bluetooth chip in Bluetooth menu.
	Another headset is already connected to the phone.	Disconnect the connected headset.
	Link key is missing in either headset or phone.	Repeat pairing procedure.
	Too close to a WLAN area and headset is not supporting Bluetooth standard v1.2	Shut down WLAN equipment.

Contact your system administrator if one of these error messages is displayed:

- System List Error
- Buzzer Data Error

- User Data Error
- User Phonebook Error
- Error xx (where xx = any number)

24 Glossary

Table 3

Ac	Authentication code.
Abbreviated number	Short number. Initiating a call to a pre-programmed number by dialling a code or pressing a key.
Conference	If you have an ongoing conversation you can include other persons and establish a telephone conference.
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 telephones. DECT/GAP enables interoperability with other manufacturers' products.
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 dialling.
Exchange	Switch. Your telephone switching system.
Extension number	All telephones 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 telephone systems.
Idle mode	The state your phone is in when nothing is activated.
IP call	Internal call sent through an internal data network (LAN or WAN).
IPEI Code	International Portable part Equipment Identity, a unique identity assigned to your phone by the manufacturer.

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.
Li-Ion battery	A battery made from Lithium ions. Li-Ion batteries are light-weight and have a very high energy density. This makes them ideal for use in portable equipment, such as cordless phones.
Park	Portable Access Right Key, unique identity assigned to your network.
PBX	Private Branch Exchange. Your telephone switching system (for example BusinessPhone Platform).
PIN Code	Personal Identification Number for security.
Speed dialling number	Abbreviated number or short number, used for making frequently used numbers faster to dial.
SW	Here you can see which version of the phone software you have.
Tandem configuration	The tandem configuration is a unit consisting of two phones using the same directory number.
Third party	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external.

25 Telephony Function Codes

This section describes the country specific function codes that are relevant for the DT390 phone used in the BusinessPhone environment.

Service codes are activated with * *service code #*, and deactivated with # *service code #*.

Table 4 Standard and Alternative Codes

Function	Standard	Alternative
Alternation on Inquiry	N/A	Sweden: R
Conference	3	
Intrusion	8	Austria: 4 Belgium: 4 Brazil: 4 Denmark: 4 Germany: 4
Call Waiting Indication	4	Austria: 5 Belgium: 5 Brazil: 5 Denmark: 5 Germany: 5 France: 6 New Zealand: 6
Call Back	5	Austria: 6 Belgium: 6 Brazil: 6 Denmark: 6 Germany: 6
Common Parking or Individual Call Pick-up	6	Austria: 8 Belgium: 8 Brazil: 8 Denmark: 8 Germany: 8 France: 4 New Zealand: 4
Service Codes		
General Deactivation	001	North America: 0
Choice of Language	08	
Ordering or Cancellation of Active List (Personal Number)	10	
Follow Me	21	

External Follow Me	22	North America: 23
Ordering or Cancellation of Interception Message	23	North America: 24
Print Interception Message	26	Sweden: N/A
Manual Message Waiting	31	
Cancellation of Message Waiting	31	North America: 56
Automatic Call Back, Cancellation	37	North America: 6
Malicious Call Tracing	39	
Calling Line Identification Restriction Per Call	42	
By-pass of Diversion	60	North America: 1
Account Code Predialing	61	Finland: 71 Norway: 71
Authorization Code Predialing	72	Germany: 75 The Netherlands: 75 North America: 6 Sweden: 75
Lock/Unlock Common Authorization Code	73	North America: 71
Change Individual Authorization Code	74	
Dial With Individual Authorization Code	75	Germany: 72 The Netherlands: 72 Sweden: 72
Lock/Unlock Individual Authorization Code	76	
Customer Identity Storage	77	
Answer on Group Call Pick-up, and Answer on Night Time Connection (* and # in the service code can be excluded)	8	Finland: 0 North America: 59 Sweden: 0
Ordering of Night Time Connection	84	North America: 8
Repetition of the Last External Number Dialed	***	Finland: **0 Sweden: **0
Conference		
Maximum number of parties when external lines are connected	8	

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