

Analog Telephone

Analog Push-button Telephones for MX-ONE™ and MD110

User Guide



A/STRA

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Welcome

Welcome to the user guide for any type of analog push-button phone used with MX-ONE™ or MD110.

Some markets use differing codes for some functions. In this guide, all functions are described using the most common code. The markets and their differing code is shown as a side note.

The user guide describes the facilities of the system functions as they are programmed at delivery from the factory. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

The latest version of this user guide can be downloaded from:
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Description

This guide describes how you via any type of analog phone, can use the functions in MD110 or MX-ONE™.

Functions are controlled by use of the keypad (keys 0-9, * and #) and the R key.

Note: *For functions built-in to your phone, see the user guide supplied with your phone.*

Tones and signals

The following different tones and signals are sent from the exchange to your phone.

Tone characteristics

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

Dial tone	
Special dial tone	
Ringing tone or queue tone	 every 4 seconds
Busy tone	
Congestion tone	
Number unobtainable tone	
Call waiting tone	
Intrusion tone	
Conference tone	 every 15 seconds (to all parties)
Verification tone	
Warning tone, expensive route	

Ring signals

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

Internal ring signal



External ring signal



Recall signal
(Callback reminder)



Free Seating (optional)

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



*** 1 1 ***



To log on

Lift the handset.

Dial.

Enter the authorization code and press.

Enter your phone number and press.

Replace the handset to finish the procedure.

The display shows your phone number.

***Note:** An earlier version of the Free Seating function uses another procedure: To log on, dial * 1 0 * extension No. #.*



1 1



To log off

Lift the handset.

Dial.

Replace the handset to finish the procedure.

***Note:** An earlier version of the Free Seating function uses another procedure: To log off, dial # 1 0 #.*

Incoming Calls

A ring signal indicates an incoming internal or external call.



Answer calls

Lift the handset.

On another extension

You can answer a call to another extension from any phone in your office.



Lift the handset and call the ringing extension.

You receive busy tone.

8

Press.

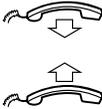
Note: *France, press 4; Sweden, press 6*

Answer a second call

A call waiting tone will inform you, during a conversation, that a second call is waiting on your phone. You have two options.

Option 1:

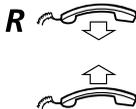
Finish the ongoing call:

**Replace the handset.**

The new call will be signalled on your phone.

Lift the handset to receive the new call.*Option 2:*

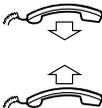
Ask your conversation partner to wait:

**Press and replace the handset.**

The waiting call will be signalled on your phone.

Lift the handset to receive the new call.

After finishing the new call:

**Replace the handset.**

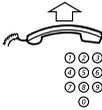
Your first call will be signalled on your phone.

Lift the handset to receive the first call again.

Outgoing Calls

Make calls

How to make internal and external calls.



Lift the handset and dial either:

An extension number to make an internal call.

Or:



The digit or digits to get an external line and the external number.

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



Replace the handset to end the call.

Notes:

You can make your calls faster, using Common Speed Dialing numbers and by programming your own Speed Dialing numbers, see section "[Speed Dialing](#)" on page 18.

If you receive a queue tone when the digit or digits to get an external line are dialed (optional function Least Cost Routing is used in the system), keep waiting.

Once a line becomes free, you will receive a dial tone.

If a warning tone is heard, the selected line is marked "Expensive".

Number presentation restriction

If you do not want your name and number to be displayed to the person you are calling, you can use the following procedure.

Notes:

This function is only available in newer versions of the exchange, and it might be blocked for use on your extension (programmed by your system administrator).

The number presentation restriction is only valid for the ongoing call, i.e. the procedure has to be repeated the next time you want to use it.



*** 4 2 #**



Lift the handset.

Dial and wait for a new dial tone.

Dial the number.

Your name and number is not indicated on the called person's display.

Individual External Line

To make a call on a specific external line:



*** 0 ***



Lift the handset.

Dial.

Dial the individual external line number and press.



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

Last External Number Redial

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



* * *

Lift the handset.

Press to redial the last dialed external number.

Note: *Finland and Sweden, dial * * 0*

When you receive a busy tone

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

Callback

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

6

Press.

Note: *France, Finland and Sweden, press 5*



Replace the handset to finish procedure.

You are called back (recall ring signal) when the ongoing call is finished or the next time a new call is finished. You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back.

The system calls the extension.

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

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

6 Press.

Note: *France, Finland and Sweden, press 5*



Dial the external number and press.



Replace the handset to finish procedure.

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



Lift the handset when you are called back.

The system calls the external number.

Note: *Only one Callback can be activated on a busy external line.*

Cancel any single Callback



Lift the handset.



Dial and enter the extension number.

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



Press and replace the handset.

Cancel all Callbacks



Lift the handset.



Dial.



Replace the handset.

Activate Call Waiting

If you urgently wish to contact a busy extension or external line, you can notify it by a Call Waiting signal.

5 Press.

Note: *France and Finland, press 6; Sweden, press 4*

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

Notes:

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

If Call Waiting is not allowed you will continue to receive a busy tone.

Intrusion on a busy extension

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

4 Press.

Note: *France and Sweden, press 8*

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

Notes:

The warning tone might be disabled for your system.

The Intrusion function might be blocked for use on your extension (programmed by your system administrator).

If Intrusion is not allowed, you will continue to receive a busy tone.

✱ 4 4 ✱



Intrusion on a busy external line

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

Dial and enter the individual external line number.

#



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

4

Press.

Note: *France and Sweden, press 8*

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

Notes:

The warning tone might be disabled for your system.

The Intrusion function might be blocked for use on your extension (programmed by your system administrator).

If Intrusion is not allowed you will continue to receive a busy tone.

Bypass

If this function is allowed from your extension, you can bypass an; *activated Diversion, activated Follow-me* or *activated Absence information* on a specific extension.



✱ 6 0 ✱



Lift the handset.

Dial and enter the extension number.

#

Press and wait for answer.

Speed Dialing

Common Speed Dialing numbers

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



Lift the handset and dial the common Speed Dialing number.

Individual Speed Dialing numbers

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

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

To use:



**** (0–9)**

Lift the handset.

Dial and press the relevant digit.

Note: *Finland, dial ** (1–9); Sweden, dial (0–9) #.*



*** 5 1 * (0 - 9)**

To program and alter individual Speed Dialing numbers:

Lift the handset.

Dial and press the selected digit.

Note: *Finland, dial * 5 1 * (1 - 9).*



Press and dial the phone number.

The digit or digits to get an external line, must be added before external phone numbers.



#

Press and replace the handset.

Note: *The programmed number may consist of a maximum of 20 digits plus *, which indicates the second dial tone from the public network.*



5 1 * (0 - 9)

To erase one programmed number:

Lift the handset.

Dial and press the selected digit.

Note: *Finland, dial # 5 1 * (1 - 9)*



#

Press and replace the handset.



5 1

To erase all programmed numbers:

Lift the handset.

Dial.



Replace the handset.

Authority

Data privacy

Data privacy allows you to make a call without any disturbances, i.e. Intrusion. This function is automatically cancelled when the call is finished.



To order:

Lift the handset.

***41#**

Dial and enter the number.

Do not disturb, DND

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

***27#**

Dial to activate.
Special dial tone.

or

#27#

Dial to deactivate.



Replace the handset to finish activation/deactivation.

Authorization code, common (optional)

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



*** 7 2 ***

To use for a single call:

Lift the handset.

Dial.



#

Enter authorization code and press.

Verification tone.



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



7 3 *

To open an extension for some calls:

Lift the handset.

Dial.



#

Enter authorization code and press.

Verification tone.



*** 7 3 ***

To lock an extension:

Lift the handset.

Dial.



#

Enter authorization code and press.

Verification tone.

Authorization code, individual (optional)

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



*** 7 6 ***

To lock your phone:

Lift the handset.



Dial.

Enter authorization code and press.

Verification tone.



*** 7 5 ***

To make calls with your authority level when your phone is locked:

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



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



7 6 *

To open your phone:

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



75

To assign your own authority level to another phone:

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



Dial your own extension number and press.

Verification tone.



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



74

To change your individual authorization code:

Lift the handset.

Dial.



Enter old authorization code and press.



Enter new authorization code and press.

Verification tone.

During Calls

Inquiry

You have an ongoing conversation and you would like to make an Inquiry to an internal or external party.

R
⊙⊙⊙
⊙⊙⊙
⊙⊙⊙
⊙

Press.

Dial tone. The first call is put on hold.

Call the third party.

When the other party answers, you can switch between the calls (Refer back), Transfer the call, create a Conference or end one of the calls.

2

Press to return to the first call.

Note: *Sweden, press R*

Refer Back

2

Press to Refer back to the other party.

The party you talk to is put on hold, the other party is connected.

Note: *Sweden, press R*

Transfer

You want to transfer an ongoing call.

R



Press.

Dial tone.

Call the third party.

You can transfer the call before answer or wait for answer.

Replace the handset.

The ongoing call is transferred.

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

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:



Replace the handset to finish the ongoing call.

The waiting call is signalled on your phone.



Lift the handset to answer the new call.

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

Conference

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

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

You have an ongoing conversation and want to establish a phone conference. You will become the conference leader.

R

Press.



Call the third party.

Wait for answer.

3

Press to establish a conference.

Repeat the procedure to include other persons to the conference.



Replace the handset to leave the conference.

On hold

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

R



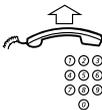
Press and replace the handset.

To resume the call on your own extension:



Lift the handset.

To resume the call on another extension:



Lift the handset.

Call the extension where the call was put on hold.

8

Press.

Note: *France, press 4; Sweden, press 6*

Call Forwarding

Diversion

If you do not want to be disturbed or will be out of the office, you can have all calls to your extension diverted to a preprogrammed answering position. During Diversion you will hear a special dial tone. You can still make calls as usual.

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

Order Direct Diversion from your own extension

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



× 2 1 #

Lift the handset.

Dial.

Note: *U.K., dial × 2 #*



Replace the handset.

Note: *Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section “[Internal Follow-me](#)” on page 30.*



2 1

Cancel Direct Diversion from your own extension

Lift the handset.

Dial.

Note: U.K., dial **# 2 #**



Replace the handset.

Note: Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section "[Internal Follow-me](#)" on page 30.



*** 2 1 1 #**

Diversion when there is no answer

Lift the handset.

Dial to order.

Note: Finland and Norway, dial *** 6 1 #**



Replace the handset.

The incoming call is diverted after 3 signals.

To cancel:



2 1 1

Lift the handset.

Dial to cancel.

Note: Finland and Norway, dial **# 6 1 #**



Replace the handset.



*** 2 1 2 #**

Diversion when caller receives a busy tone

Lift the handset.

Dial to order.

Note: *Finland and Norway, dial * 6 7 #*



Replace the handset.

To cancel:



2 1 2

Lift the handset.

Dial to cancel.

Note: *Finland and Norway, dial # 6 7 #*



Replace the handset.



*** 2 1 8 #**

Diversion to another information service facility

Lift the handset.

Dial to order.



Replace the handset.

To cancel:



2 1 8

Lift the handset.

Dial to cancel.

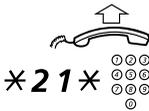


Replace the handset.

Internal Follow-me

All calls to your extension are diverted to another extension of your choice (within the private network). During Follow-me you will hear a special dial tone. You can still make calls as usual.

Order from your own extension



Lift the handset.

Dial and enter the answering position number.

Note: U.K., dial * 2 * No.



Press and replace the handset.

Cancel from your own extension



Lift the handset.

2 1

Dial.

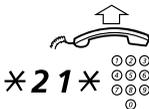
Note: U.K., dial # 2 #



Replace the handset.

Redirect from answering position

If you are in another room, you can still answer your calls by forwarding them to where you are.



Lift the handset.

Dial and enter your own extension number.

Note: U.K., dial * 2 * No.



Press and enter the Diversion number.



Press and replace the handset.

Calls are diverted to the answering position.

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



Cancel from answering position

Lift the handset.

Dial and enter your own extension number.

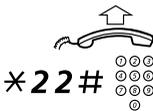
Note: U.K., dial # 2 * No.



Press and replace the handset.

External Follow-me

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



Order

Lift the handset.

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



Press and replace the handset.



Cancel

Lift the handset.

Dial.

Replace the handset.

Personal Number (optional)

With this function you can be reached on your normal office phone number even if you are in another room, out of the office or at home, etc.

Depending on the functionality of your office exchange, you can have either one individual single search profile or you can choose between five individual search profiles (optional).

A search profile can be designed to fit the situation, i.e. in the office, traveling, at home, etc. Both internal or external phone numbers can be used in a profile.

At your request, the search profiles are programmed or modified by your system administrator. See section "[To design and order your search profiles](#)" on page 34.

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

To activate or change to another profile from your office phone



*** 1 0 ***

(1 – 5)

Lift the handset.

Dial.

Press the search profile digit.



Press and replace the handset.

Note: *When another party is included in the activated profile, a colleague or an operator, etc., always remember to inform about your absence. If voice mail is included in the activated profile, always update your greeting with absence information.*



To cancel from your office phone

Lift the handset.

Dial.

Replace the handset.

To activate or change to another profile from an external phone

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



Call the DISA function at your office.

Dial tone.

* 7 5 *

Dial.



Enter the authorization code and press.



Dial your own extension number and press.

Dial tone.

* 1 0 *

Dial.



Dial your own extension number and press.

(1 - 5)

Press the search profile digit.



Press and replace the handset.

Note: When another party is included in the activated profile, a colleague or an operator, etc., always remember to inform about your absence. If voice mail is included in the activated profile, always update your greeting with absence information.

To cancel from an external phone

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



*** 7 5 ***

Call the DISA function at your office.

Dial tone.

Dial.



Dial the authorization code and press.



Dial your own extension number and press.

Dial tone.

1 0 *

Dial.



Dial your own extension number and press.



Replace the handset.

To design and order your search profiles

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

Note: *If a profile handling application is connected to your system, you can edit profiles via your Intranet. See separate instructions for the application.*

Important notes when designing your search profiles:

- Avoid ring times longer than 45 seconds for your profiles.
Usually the caller hangs up after 3-6 ring signals. If you need a longer ring time, the maximum time is 60 sec.
- Consider the time you need to react and answer on each answering position in your profile.
You might need up to 15 seconds to react and answer a call on a desk or cordless phone and 20–25 seconds for a mobile phone.
- There must be an answering position at the end of every profile (Voice mail or operator/secretary).
If not, calls might end up unanswered.
- Consider what should happen while you are busy on a phone.
The available options are:
 - *Diversion to voice mail*
 - *Diversion to the operator*
- If an answering machine, a fax or other answering device is used as an early answering position, it might interrupt the searching.
Disconnect the answering device, or design the ring times so they do not affect the searching.
- If your system admits just one single personal profile, design the profile only with your 2–3 most frequently used positions.
If you add more numbers, there is a risk that the caller hangs up before a latter position is called.
- If your system admits 1–5 personal profiles, design the different profiles to fit your most frequently used positions.
Make sure you use as few answering positions as possible for each profile. Profile examples:
 - *In office*
 - *At home*
 - *Traveling*
 - *Absent/not reachable*

Example:

How to fill in your setting form for search profiles:

Profile 1

In office

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1	Desk	1234	10
2	Cordless	5234	15
3	Voice mail		

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

Profile 2

At home

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1	External	222222	20
2	Mobile	0706666666	25
3	Voice mail		

Setting form for search profiles

Name:

Department:

Telephone No:

Account:

Profile 1

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

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

Profile 2

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 3

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 4

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 5

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Absence Information (optional)

The absence information is used to inform callers why you are absent and when you return. If you are authorized, you can also enter absence information for another extension from your own extension.

Order

Example: Back on September 15 (=0915).



Lift the handset.

*** 2 3 ***

Dial.

(0 - 9)

Enter the absence code.

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

*** 0 9 1 5**

Press and enter the date (MMDD) or time (HHMM) of your return.

Notes:

If no return time or date is needed, this step can be skipped.

The order in which the date is stated is system dependent.



Press and replace the handset.



2 3

**Cancel****Lift the handset.****Dial.****Replace the handset.**

The programmed information is erased.



* 2 3 0 *



(0 - 9)

* 0 9 1 5

**Order for another extension****Lift the handset.****Dial.****Dial the extension number and press.****Enter the absence code.****Press and enter the date or time of the other person's return.****Press and replace the handset.**

2 3 0 *

**Cancel for another extension****Lift the handset.****Dial.****Dial the extension number and press.****Replace the handset.**

Note: If the special dial tone is received, the authorization code for the other extension is required. Add the code and press # before replacing the handset.

Messages

Manual Message Waiting (MMW)

If the called extension does not answer, you can send a message waiting signal to that extension (if this feature is allowed).



Answer

Lift the handset.

A call is initiated to the extension that requested Message Waiting.



3 1



Cancel MMW at your own extension

Lift the handset.

Dial.

Replace the handset.



*** 3 1 ***

Order MMW to another extension

Lift the handset.

Dial.



Dial the extension number.



Press and replace the handset.



3 1 *



Cancel MMW to another extension

Lift the handset.

Dial.

Dial the extension number.

Press and replace the handset.

Voice mail (optional)

This integrated function allows you to leave a voice message to the caller when you are unable to answer calls, e.g. when out of office, in a meeting, etc. The caller can then leave a message in your mailbox. When back in office, you can enter your mailbox and listen to the messages received.

You can choose to divert all incoming calls to your mailbox, or calls when there is no answer, or calls when your phone is busy.

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.

To activate and deactivate your mailbox

For all incoming calls:

See “[Diversion](#)” on page 27 (function code 21). Use the number to the voice mail system as the “answering position”.

When incoming calls get no answer:

See “[Diversion](#)” on page 27 when there is no answer (function code 211).

When incoming calls get a busy tone:

See “[Diversion](#)” on page 27 when caller receives a busy tone (function code 212).

To enter your mailbox

From your office phone:



Lift the handset.



Dial the number to the voice mail system.

If you are asked to enter your security code:



Enter your security code.

Code at delivery = your extension number.

Follow the recorded instructions.

From another phone:



Lift the handset.



Dial the number to the voice mail system.

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

#

Press.



Dial your mailbox number.

(normally your office extension number)



Enter your security code (if required).

Follow the recorded instructions.



To enter someone else's mailbox

Lift the handset.



Dial the number to the voice mail system.

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

#



Press.

Dial the mailbox number.

(normally the office extension number of the other person)



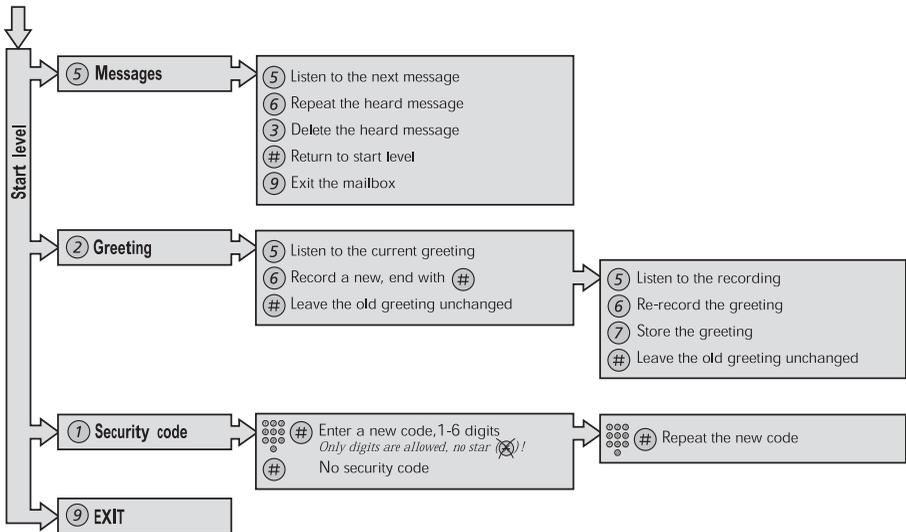
Enter the security code of the other person (if required).

Follow the recorded instructions.

To handle the mailbox

Recorded information on the line tells you the number of new and stored messages. If you have too many messages stored, you will first be asked to delete saved messages. Recorded instructions ask you to press different digits in order to listen to callers' messages, record your own greetings, change your password or exit your mailbox, etc.

The following diagram gives an overview of the mailbox system and the digits to be used.



Group Features

Group Call-pick-up

People working in a team can have their phones programmed by their system administrator to form Call-pick-up groups.

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

**8**

Lift the handset.

Press to answer.

Notes:

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

*Finland and Sweden, press **0***

Common bell group

Calls are signalled on a common bell.

**8**

Lift the handset.

Press to answer.

Note: *Finland and Sweden, press **0***

Group Hunting

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



Lift the handset.

Dial and enter your own extension number.

*Note: U.K., dial *2*No.*



Press and replace the handset.

To re-enter the group



Lift the handset.

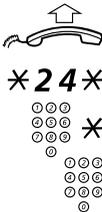
Dial.

Note: U.K., dial #2#



Replace the handset.

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



Lift the handset.

Dial.

Dial the number of the group to be diverted and press.

Dial the extension number of the new answering position.



Press and replace the handset.

To cancel the Diversion:



Lift the handset.

Dial.

Dial the number of the group that has been diverted.



Press and replace the handset.

Other Useful Features



*** 6 1 ***

Lift the handset.

Dial.

Note: *Finland and Norway, dial * 7 1 **



Dial the account code and press.

Dial tone.



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

Ongoing external call

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



*** 6 1 ***

Press and replace the handset to put the call on hold.

Dial.

Note: *Finland and Norway, dial * 7 1 **



Dial the account code and press.

Dial tone.

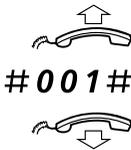


Lift the handset to resume the call put on hold.

General Deactivation

The following features can be simultaneously cancelled:

- Callback (all Callbacks are cancelled).
- Diversion/Internal and External Follow-me.
- Manual Message Waiting/Message Diversion.
- Do not disturb.



Order

Lift the handset.

Dial.

Replace the handset.

Night Service

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

Common Night Service

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

Individual Night Service

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

Universal Night Service

All incoming calls to the operator are transferred to a universal signalling device, e.g. the common bell. Answer the call as described in section “[Common bell group](#)” on page 45.

Hot line

Ask your system administrator if you require this function.

Delayed Hot line

When the handset of the delayed Hot line phone is lifted, a Call Duration is started. If no digit is pressed before time out, a call is automatically generated to a specific extension or external line. If a digit is pressed before Time out the phone works as an ordinary phone.

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

Direct Hot line

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

Alarm extension

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

Emergency mode

In the event of an emergency, the operator can set the exchange into Emergency mode, during which only preprogrammed extensions are permitted to make calls.

Data communication

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

DISA = Direct Inward System Access (optional)

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

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

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

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

With common authorization code



* 7 2 *

Call the DISA function at your office.

Dial tone.

Dial.



#

Dial the authorization code and press.

Dial tone.



Dial the external number.



With individual authorization code

Call the DISA function at your office.

Dial tone.

75

Dial.



Dial the authorization code and press.



Dial your own extension number and press.

Dial tone.



Dial the external number.

Glossary

<i>Exchange</i>	Switch. Your telephone switching system, for example MD110 and MX-ONE™.
<i>Idle mode</i>	The state your phone is in when nothing is activated; not calling, not ringing, not diverted etc.
<i>Least Cost Routing</i>	A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance).
<i>Speed Dialing number</i>	Abbreviated number or short number, used for making frequently used numbers faster to dial.
<i>Third party</i>	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external.

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