

DT390 Cordless Phone for MD Evolution 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 phone when it is connected MD Evolution Communication Platform. The phone is designed to be used in a medium demanding environment, such as hospital environment, light industry environment, and office environment.

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

2 Important User Information

WARRANTY

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DECLARATION OF CONFORMITY

Hereby, Aastra Telecom Sweden AB, SE-126 37 Hågersten, 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 1.6W/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 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 Part68 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 maybe 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 arrester for the equipment that requires AC power.

2.1 Safety Instructions

Note: When using your phone 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 phone in temperatures between 0°C to +4 0°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 phone is equipped with Li-Ion 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 allow the metal contacts on the battery to touch another metal object. This could cause short-circuit and damage the battery.
- Do not solder lead wires directly onto the battery.
- Do not allow water to come into contact with the battery, this could short-circuit and damage 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 is 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 Preparing for Use

Before using your phone for the first time, you have to charge and connect the battery, see [Section 17](#).

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

2.4 IPEI and IPDI Code

Your phone has a unique International Portable part Equipment Identity (IPEI) code, and a unique global GAP identity number for the DECT registration (IPDI).

IPEI/IPDI is needed for your system administrator to enable network subscription of your phone. At delivery of your phone, the IPEI and IPDI are the same and both can be used for network subscription. If your phone is replaced with another phone with a procedure called *Easy replacement procedure* the IPDI is exchanged and IPEI and IPDI are no longer the same. In case IPEI and IPDI differ, IPDI shall be used for network subscription.

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

- Enter ***#06#** when phone is in idle mode.
A message box with the text IPEI/IPDI followed by the IPEI number (13 digits) and the IPDI number is shown.

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

2.5 Software Version


To view the phone's software version:

1. Enter ***#34#** in idle mode mode.
2. Select **Software**.


2.6 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.

2.6.1 Operating area

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

2.6.2 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 switch off this beep by pressing . When re-entering the coverage area it can take a couple of minutes before the phone automatically has registered into the system.

3 Description

This section describes the DT390 cordless phone and its display information, menu structure, and tones. A picture of the phone is shown in [Figure 1](#).



Figure 1 Overview of the DT390 Cordless Phone

1. **Soft keys**
Can be pre-programmed or used with GUI.
2. **Off-hook key**
To connect calls, and as a short cut to the Call list.
3. **Voice mail access**
To listen to a voice mail.
4. **Key lock and upper and lower case**
Combined key lock and Upper/Lower Case.
5. **Space**
To add space between text.
6. **Mute key**
Switch audible signals on and off, silencing the ring signal at incoming call, and also to switch the microphone off and on during a call.

- 7. Navigation key**
Navigation key with left, right, up, down, and confirmation (in the middle). It is also possible to program these keys for short cuts, except the middle key.
- 8. On-hook key and power on and off**
Combined button; to end a call, to return to idle mode, and to switch the handset on and off by long press.
- 9. Color display**
The full graphic type display is 112 pixels wide and 115 pixels high. The display has multiple colors and backlighting.
- 10. Headset connector**
The headset connector is for connecting a headset. The connector is protected against dust by using the headset connector cover.
- 11. Indication lamp**
Indicates incoming call, messaging, low battery, and charging.

3.1 Functions and Accessories

Functions are listed in [Table 1](#), and the phone's accessories are listed in [Table 3](#).

Table 1 Functions

Local phonebook (250 entries)
Central phonebook (system dependent)
Company phonebook (requires configuration in WinPDM or CPDM by system administrator)
Vibrator
Voice mail access (requires configuration in WinPDM or CPDM by system administrator)
Headset connector
Microphone on/off during call
Loudspeaking function
Centralized management (System dependent)
Dynamic output power
Downloadable language (requires configuration in WinPDM or CPDM by system administrator)

Table 2 Accessories

Desk PDM
Desk PDM Charger
Rack PDM Charger
Carry Case
Standard Clip
Security (swivel) Clip
Security chain
Headset with microphone on boom
Headset with microphone on cable

- Case** The plastic cover parts are made of durable PC/ABS material.
- Antenna** The antenna is integrated inside the phone.
- Loudspeaker** The cordless phone has a separate loudspeaker for the loudspeaking function. It is placed on the back of the phone.
- Microphone** The microphone is placed on the front bottom of the phone.
- Clips** There are two different belt clip options to the cordless phone; a standard clip and a security (swivel) clip. Use the clip to attach the phone to a belt or similar. See also Section 17.7. It is also possible to use the phone without any clip.
- Battery** The battery is a rechargeable Li-Ion battery, placed under a battery cover. The battery is fully charged after four hours. The battery can be charged separately with a special battery charger.
- Security String** The security string is 800 mm long. The security string is attached directly to the phone.

3.2 Display Information

The icons and text in the display indicate functions and settings available to the user.

The display gives visual feedback on all actions performed, and also textual warnings, see Figure 2. 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.

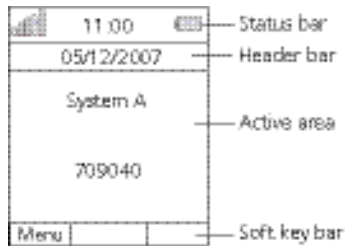


Figure 2 Example of a display configuration in idle mode

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

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

The next rows (Active area) are used for information such as the name of the system to which the cordless phone is connected. A user identity provided from the system, or an Owner ID, can also be displayed if it has been configured in the Settings tab. This is also the area for pop up text, missed calls or to confirm an action.

The bottom row (Soft key bar) is used for soft keys which can be used as short cuts for functions in the phone. 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 Figure 3. In idle mode, the soft keys can be used for specific functions defined by the user of the handset.

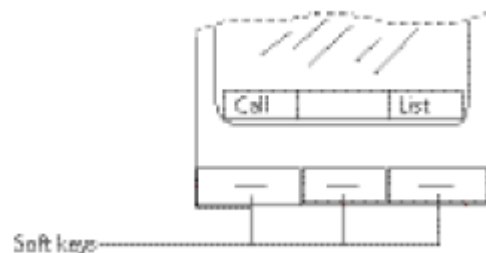


Figure 3 Soft keys

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 Figure 2.
- 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 dialed number or name is displayed.
 - Diverted call.
If the dialed number is diverted, the diversion information is shown. For example, the display shows the dialed number and the number diverted to (preceded by >). When the diverted call is answered, only the number of the answering position is displayed.
- **Incoming call**
 - Normal incoming call.
If available, the number or the name of the caller is displayed.
 - – Diverted call.
A diversion indicator (>) before the number or name 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 System Connection Messages

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









Shown in display	Indicating	Description
System A	System Indication	The phone is in contact with System A. It is also possible for the system to be named something else, for example, MD-E.
No System	Out of coverage	The phone is out of coverage. Go into range, or contact system administrator. ¹⁾
No access	Access Indication	Your phone has contact with a system, calling is not allowed.











No Subscription	System Indication	The phone is not in contact with any system. Please ask your system administrator to log on the phone.
-----------------	-------------------	--

(1) When reentering the coverage area it can take a couple of minutes before the phone automatically has registered into the system.

3.2.2 Display Icons

The display icons are listed and shortly described below.



Icon	Description
	Signal strength Shown in the upper left corner, when the phone is connected to a system. The staples shown in display depends on the signal strength.
	Sound off Shown when the  key is pressed and held.
	Full battery Shown in upper right corner. When the level is low, it is time to charge the battery. See Section 17.
	Low battery Shown when the battery only has 5% of its capacity left. The icon is flashing when the battery capacity is lower than 5%.
	Loudspeaking Displayed in the soft key bar during a call. Pressing this icon will activate the loudspeaking mode.
	Loudspeaking off Displayed when the soft key for Loudspeaking has been pressed. Pressing the soft key when this icon is displayed will deactivate the loudspeaking mode.
	Voice mail message Displayed in the header bar when there are voice mails. The icon remains until voice mail has been listened to.


	Keys locked Indicates a locked keypad.
	Phone locked Indicates a locked phone.
	Headset Indicates that a corded headset is connected to the phone.
	Microphone off Indicates a silenced microphone. It is displayed after a long press on  during a call.
	Outgoing call Added in front of outgoing calls in the call list.
	Incoming call Added in front of all answered calls in the call list.
	Missed call Added in front of missed calls in the call list.
	Locked entry Indicates a company phonebook contact. Names and numbers in the company phonebook cannot be edited or deleted by the user.
	WinPDM/CPDM communication Visible when there is communicating with WinPDM or CPDM through Desk PDM charger.

3.2.3

Menu Tabs

The menu tabs are listed and described below.

	Contacts Contains all names and numbers in the local phonebook. In addition, a Company phonebook with up to 50 0entries can be downloaded to the phone from the WinPDM or CPDM. It is also possible to access a Central phonebook from this menu ⁽¹⁾ .
	Calls Contains call lists, call time, and call services ⁽²⁾ .


	<p>Settings</p> <p>Contains personal phone settings such as changing the ringer volume, selecting language, and so on.</p>
---	---

(1) Company phonebook and central phonebook are system dependent and configured by system administrator.

(2) Call services are configured by the system administrator from the WinPDM or CPDM

3.3 Menu Structure

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

Press Menu to get access to the phone and network functions. To confirm a selection, press Select. Press Back to return to previous menu, and press  to exit the menu structure.

When entering the main menu, the display will look as in Figure 4.

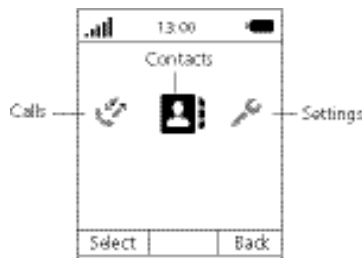


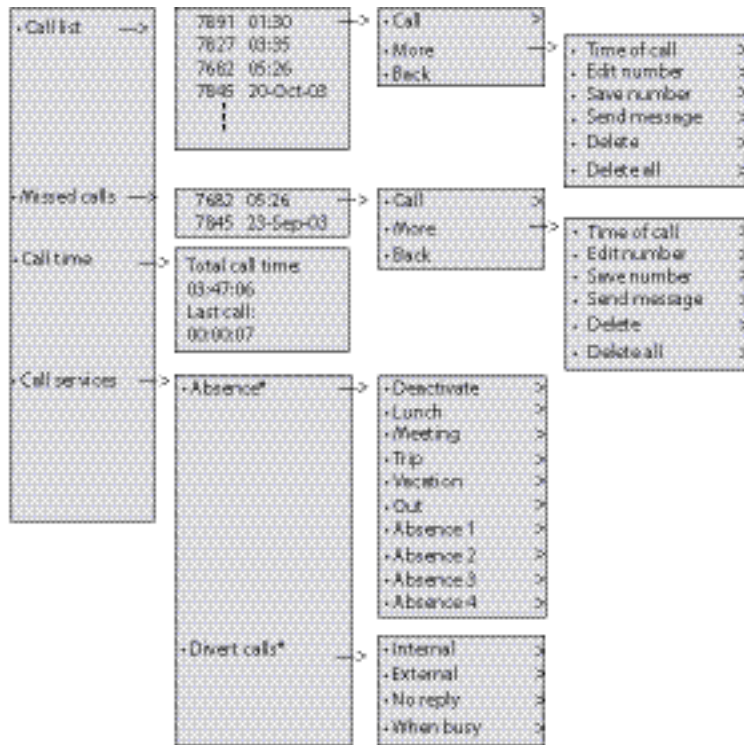
Figure 4 Contacts tab is selected by default when entering the main menu

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

3.3.1

Calls Tab

An overview of the **Calls** tab  is presented in [Figure 5](#).




* Visible if defined in the WinPDM/CPDM

Figure 5 Calls structure

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

3.3.2

Contacts Tab

An overview of the **Contacts** tab  is presented in [Figure 6](#).

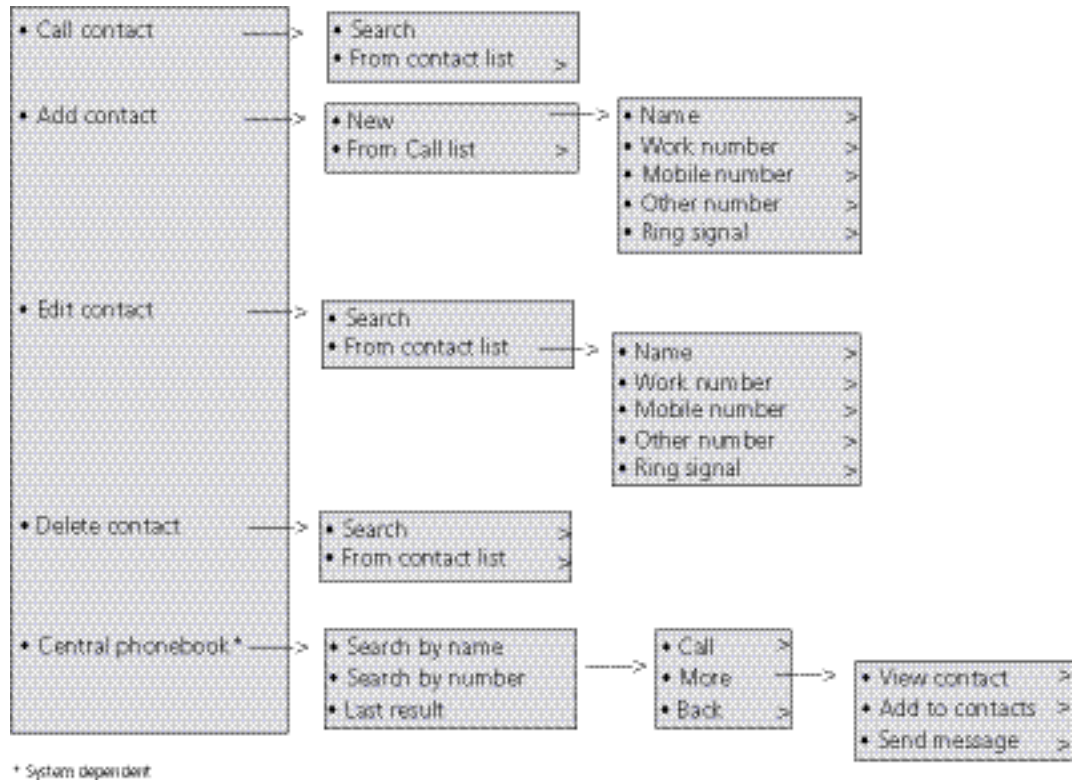



Figure 6 Contacts structure

3.3.3

Settings Tab

An overview of the **Settings** tab  is presented in [Figure 12](#).

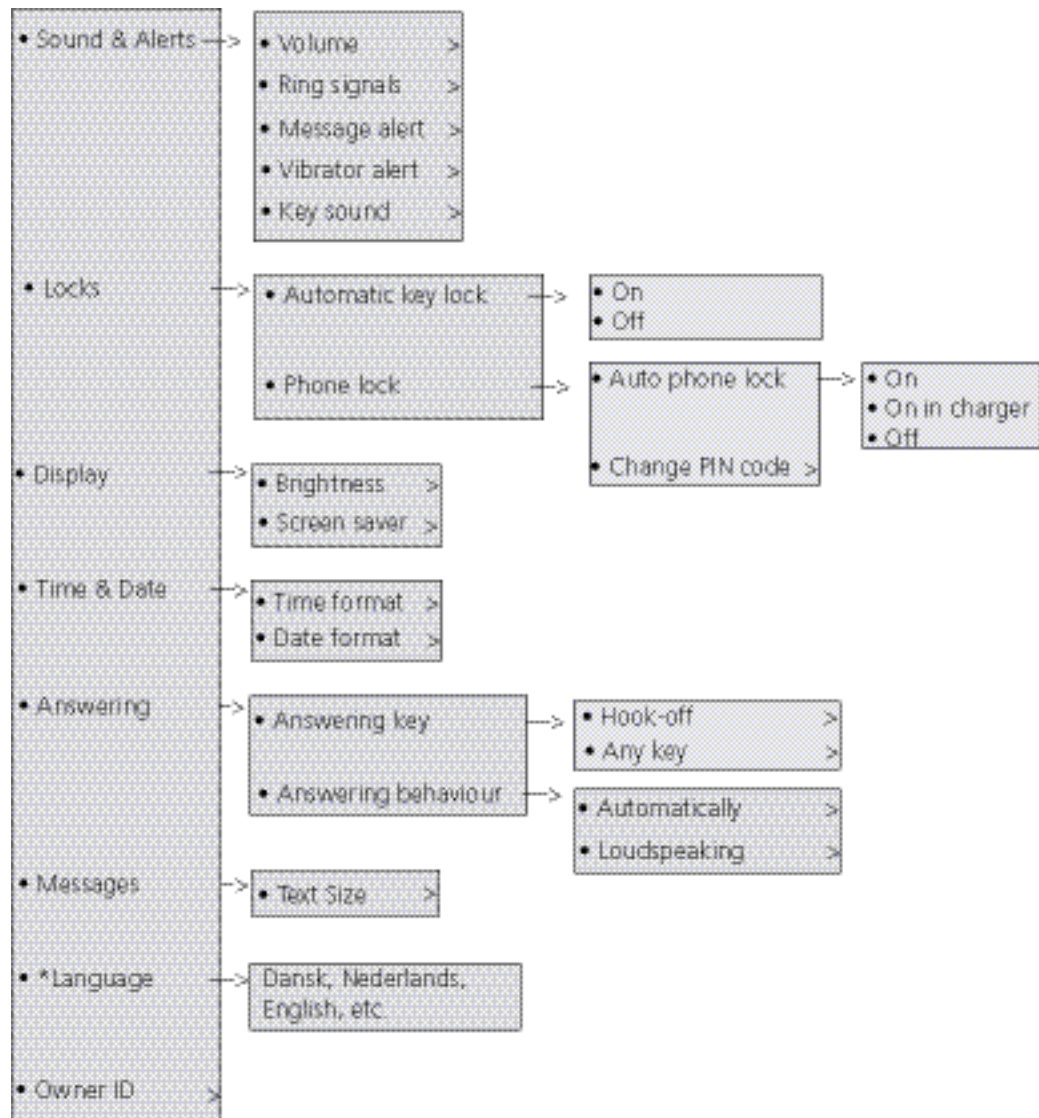


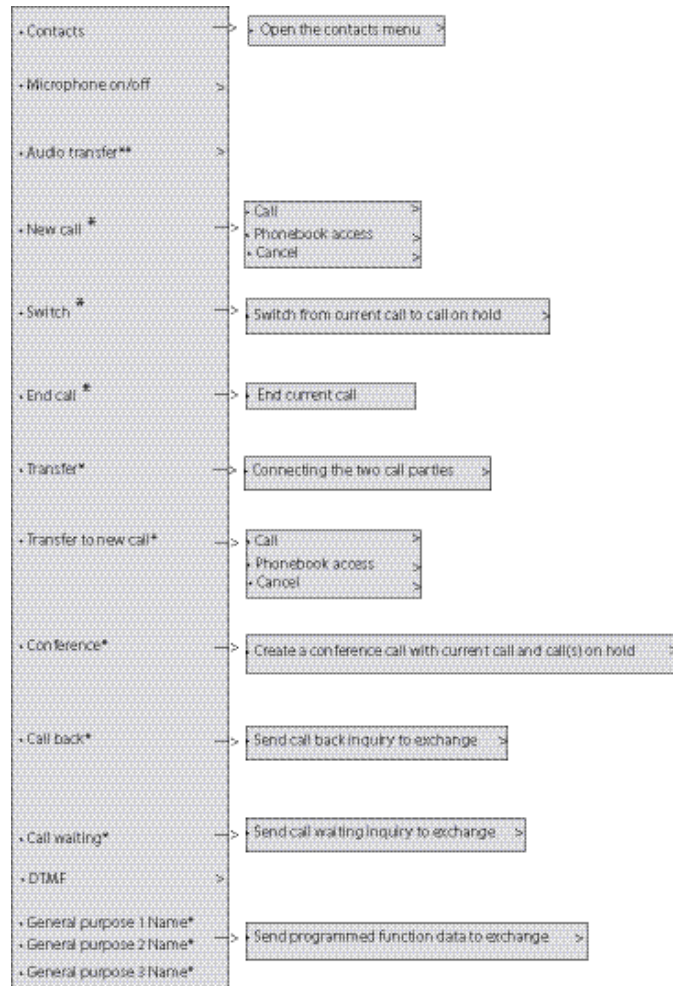
Figure 7 Settings structure

3.3.4

In Call

Functions from the **In call menu**, see overview in [Figure 8](#), are reached during a call from the soft key **More**.

Note: The displayed options when pressing **More** are programmed from the WinPDM or CPDM. Please contact your system administrator.



**Only available when Bluetooth connection is active.

* Visible if defined in the WinPDM/CPDM by system administrator

Figure 13 In call

3.4 Indicators

3.4.1 Phone Indicator

The following indications are used:

Table 3 Cordless Phone Indicator

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

3.4.2 Desk PDM Charger Indicator

The following indications are used:

Table 4 Desk PDM Charger Indicator

Indicator	Description
None	Not connected to power.
Green, fixed	Logged on to CPDM or WinPDM.
Orange, fixed	Not logged on to CPDM or WinPDM.
Orange, flashing (1000 ms on, 1000 ms off)	<ul style="list-style-type: none">• Software download• File transfer during Easy Replacement
Orange, flashing (100 ms on, 800 ms off)	“Change phone” indication during Easy Replacement.
Red, fixed	Software error. Service needed.
Red, flashing (100 ms on, 800 ms off)	Error indication during Easy Replacement. Put back old portable in charger. Charger returns to “Not logged in to CPDM or WinPDM” mode when portable is removed.
Red, flashing (3 long flashes, 800 ms on, 100 ms off)	Parameter error in user parameters. Charger performs a factory reset and restarts.

Red, flashing (800 ms on, 100 ms off)	<ul style="list-style-type: none"> • Parameter error in production parameters. Service needed for charger. • Error during Easy Replacement. Service needed for both portables.
--	--


4 Switching On and Off

In this section, switching on and off the phone 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 phone, do the following:


1. Press and hold 

The phone will vibrate when it is on and the display lights up. A control question will be displayed to confirm switch on.
2. Press Yes.


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

4.2 Switching off

To switch off the phone, do the following:

1. Press and hold 

After a few seconds, a control question is displayed to confirm switch off.
2. Press Yes.
3. The phone is switched off.

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

5 Incoming Calls

A flashing indicator, accompanied by a ring signal and 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 of the caller will be shown if the calling party's phone number is stored in any of the phonebooks. When a headset is connected to the handset, the answering button on the headset can be used to answer the call.


The 25 last received phone numbers are stored in the call list, together with the latest dialed and missed phone numbers, see Section 6.1.1.

5.1 Answering Calls

When receiving a call, do the following to answer:

- Press 

OR

- Press  to answer in loudspeaking mode (handsfree). You are connected to the caller via the loudspeaker.

OR


- Press the answering button on the headset.

Note: Calls can be answered at any time even during programming, or while keying in a number. When the phone is in idle mode, you can change the answering method, see Section 15.6.

Other answering methods; Automatically or Loudspeaking, can be set from the Settings tab, see Section 15. When automatic answering is enabled, an incoming call will be answered automatically after approximately one second.

5.1.1 Call pick-up



To answer a call to a phone in another room:

1. Dial the prefix 13 for the call pick-up service.
You will hear a busy tone.
2. Next, directly dial the directory number that is ringing.
3. Press .

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



5.1.2 Mute ring signal temporarily

If the phone rings at an inconvenient moment:

1. Press  to suppress the ringing.
All alert signals, including the vibrator, will silence for this specific call.
2. Press  to answer the call.


5.1.3 Switch ring signal off

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

- Press and hold  to switch the ring signal on or off. When switched off,  is shown. All alert signals will silence until the ring signal is switched on again. If the vibrator is set to On when silent, it will alert you of new calls, messages and alarms. See Section 15.1.3.


5.2 Reject the call

If you do not want to take the call, when the phone rings:

- Press  to reject the call.
The call is disconnected.

5.3 End the call

To end a call:

- Press .
The display shows the duration of the call. The total time of the call can also be retrieved from the calls tab.

6 Outgoing Calls


This section specifies ways of making outgoing calls, how to restrict your number to not be displayed to the person you are calling, and how to call the last external number dialed.

It is also possible to make a call from the contacts tab from the main menu, see Section 7.

6.1 Calling

There are some different ways of initiating a call, described in the following sections. Called numbers (extension and external numbers) are stored in a call list. External numbers are preceded by the digit(s) for external call access.




To call a number that is not stored in the call list, do the following:

1. Enter the number and press  or Call.
The number is shown on the display while dialing.
2. If needed, press Clear to erase and edit the number.
Use the navigation key to step and add or delete a digit in the middle of a number.

6.1.1 Dialing a Number from the Call List

The 25 last received, dialed and missed phone numbers are stored in the call list. If Clock and Date function is set, it is possible to see the time for the calls made or received that day. The following day, the time stamp is changed to a date stamp. For more information on time and date settings, see Section 15.3.

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

1. Press .
2. Step with the navigation keys in the call list and select a number to dial. If a number occurs more than once, the last time stamp, together with the total number of occurrences, is shown.
3. Press  or Call.
The number can be edited before the call is started, to do this:
 - a. Press More.
 - b. Select Edit number, and press Select.
 - c. Change the number and press  or Call.

Note: If a number occurs more than once, the last time stamp together with the total number of occurrences, is shown.

6.1.1.1 Delete a number from the Call list

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

1. Press Menu, select Calls, and press Select.
2. Select Call list, and press Select.


3. Select a number and press More.
4. Select Delete, and press Select to remove the selected number. Select Delete all, and press Select to remove all numbers in the call list.
5. Press Yes to confirm.
The name and number are deleted.

6.1.2 Dialing from Contacts

See Section 7 for instructions on how to make a call to one of your contacts or to a contact in the company or central phonebook,

6.1.3 Loudspeaking (Handsfree)

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

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

6.2 End the call

To end a call, do the following:


- Press .

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

6.3 Last External Number Re-dial

When initiating an external call, the system automatically stores the number dialed, whether the call was successful or unsuccessful.


To re-dial the last external number dialed:

- Press 11 and .

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

6.4 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. External numbers are stored centrally in your MD Evolution Communication Platform. Common abbreviated numbers can be dialled from every extension that has the authority to do so. Usually, you will have access to a general list of abbreviated numbers valid for all users in your facility. Additionally, based on your user rights, you may also have access to a personal list of 20 abbreviated numbers that are either personal, or shared among a restricted group of users. All of these abbreviated numbers are managed by your system administrator or possibly your facility's attendants. Contact them as needed. To contact an external party using abbreviated numbers:

3. Enter the abbreviated number.
4. Press  to make a call.
The call is then established just as if you had manually dialled the external party's number

Note: A personal abbreviated number accepts values from 00 to 19. An abbreviated number on the general list is usually from 200 to xxx. An abbreviated number is generally complete. It may also be incomplete, in which case you will need to complete the number by dialling the rest manually. This may, for example, allow you to access a series of numbers using just one abbreviated number.

6.5 When You Receive a Busy Tone

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

- Automatic aallback
- Intrusion on a busy extension



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

6.5.1 Automatic Callback

During an outbound call, the soft key More is displayed, leading to the In call menu.

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

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

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

Note: If Callback is not programmed and shown in when pressing More, you can press 1 to initiate callback.

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

6.5.2 Intrusion on a busy extension

Note: The warning tone might be disabled for your system, and 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.


To intrude on a busy extension, do the following:

1. Press 3.
Intrusion tone is heard and a three-party call is established. When the called extension replaces the handset and you keep off hook, the called extension will be recalled automatically.

6.6 Call with Temporary Protection

When you place a call that you find particularly important, you can choose to activate phonic protection. This protection, available on a call by call basis, prevents any phonic intervention during your communication. This service also protects you from any intrusion or offer that could take place during your conversation, most specifically from an attendant. These services are then refused in light of your conversation in progress.

Do the following:




1. Dial the prefix 74 to access to the temporary call protection service.
2. Dial the desired number.
You may do so according to any of the methods available for dialling an internal or external number.
3. Press  to make the call.

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

6.7 Call in Substitution or with Signature

You can also place an external call in substitution or with signature. This concerns the exceptional use of a third party set, to place an external call, just as if you were using your own extension. The main advantage of this feature is that the call is charged to your own extension. Another advantage is that on the substituted third party set, you have all of your extension's customary services, most especially dialling discriminations relating to various external numbers applicable for your extension. This service is valid on a call-by-call basis. It is automatically cancelled at the end of each call processed using this service.

Do the following:

1. Dial the prefix 75, to access to the call in substitution service.
2. Dial your own extension number. This is necessary in order to sign on to the third party set.
3. Press .
4. Dial your user password.
By default, your user password is "1234", however you may have modified it. See section PASSWORD PROGRAMMING.
5. Press  in order to terminate access to this service.
You may now proceed with placing your external call in substitution from the previous extension.
6. Dial the desired external number.
You may do so according to one of the methods on this extension for dialling an external number. Your call is then established normally.
7. Press  to make the call.

6.8 Toll Restriction and Least Cost Routing

Usually, you have access rights to the public network and all private networks to which your facility is connected. You also usually have the authorization to dial any type of external number, most particularly a public number.

In terms of the facility programming dictated by your system administrator, there may be certain external numbers that are discriminated.

Most particularly, this may apply to numbers for service provided by the public network, or certain international destinations. An attempt to dial these numbers would be automatically refused.

Moreover, your facility will also most often be equipped with a Least Cost Routing (LCR) service for external calls, especially if your facility is connected to private networks or different public network operators.


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

Note: The numbers dialled using abbreviated dialling are never subjected to any type of discrimination. If you have a specific need or question concerning discriminated numbers, you may ask your system administrator or facility attendants that the numbers in questions be added to the list of abbreviated dialling numbers.

7 Contacts

The phone is equipped with the following phonebooks:


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

Company phonebook The company phonebook with up to 1000 entries can be downloaded to the phone. The names and numbers in this phonebook cannot be edited or deleted by the user. The phonebook lists all names in alphabetical order. The names from the local phonebook and the company phonebook appear in the same list, but the company names are indicated by  in front of the name. Maximum name and number length: 24 characters in name and 24 digits in a number (1 number per name).

Central phonebook When accessing the central phonebook, the user sends a request to a messaging server with the first characters entered, and the messaging server returns a list of names that matches the search. Maximum name and number length: 40 characters in name and 20 digits in number.


7.1 Dialing one of your Contacts

To dial one of your contacts, do the following:

1. Press Menu, select Contacts and press Select.
2. Select Call contact, and press Select.
A name list is shown.
3. Select the a contact from the list, or search a name or number by enter characters in the Search field, and press  or Call.

7.2 Dialing a Contact from Company Phonebook

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

1. Press Menu, select Contacts, and press Select.
2. Select Call contact, and press Select.
The local and company phonebook appear in the same list, but names from the company phonebook are indicated by  in front of the name.
3. Select a contact from the list, or search a name or number by entering characters in the Search field, and press Call.


7.3 Dialing a Contact from the Central Phonebook (Optional)

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

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


7.3.1 Search by Number

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

1. Press Menu, select Contacts, and press Select.
2. Select Central phonebook, and press Select.
3. Select Search by number, and press Select.
4. Enter the first digit in the number and press Search.
A message box Searching is displayed.
5. Mark the number to call from the result list and press Call or  to make the call.

7.3.2 Search by Name

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

1. Press Menu, select Contacts, and press Select.
2. Select Central phonebook, and press Select.
3. Select Search by name, and press Select.
4. Enter the first or last name and press Search.
A message box saying Searching is displayed.
5. Press Call or .

7.3.3 Add a Contact from the Central Phonebook Search

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

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

7.3.4 View last Search Result

To view the last search result:

1. Press Menu, select Contacts, and press Select.
2. Select Central phonebook, and press Select.
3. Select Last Result, and press Select.

7.4 Add a Name and a Number

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

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

If New is chosen:

- a. Press Add, enter the name, and press OK.

- b. Mark Name, Work number, Mobile number, or Other number, and press Add.
- c. Enter number and press OK.
- d. Press Save.

If From call list is chosen:

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

7.5 Change a Name and a Number

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

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

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

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

7.6 Delete a Name and a Number from your Contacts

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

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

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

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

OR

- Enter the first character(s) in the name and press Search.

3. Press Delete and select Yes to delete the entry.



8 Write Text and Numbers


This section explains how to write text and numbers, useful when adding a new entry in the phonebook, and when sending text messages

For example, to add Smith in the phonebook, do the following:

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

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

- Press left or right to move the cursor within the chosen row .
- Press  to switch between upper and lower case (in text input mode).
- Press 0 to enter a space.

Note: In number input mode, if a pause is required in the number, it is added by making a long press on . The pause is indicated with P in the number. In number input mode, enter + for international calls by pressing 0 twice.

- Press Clear to correct a wrong entry.

8.1 Special characters

Use the keypad to enter letters and characters. Press a key once for the first letter or character, twice for the second, three times for the third, and so on. The most common letters are printed above each key on the phone. All the available letters and characters are shown in Figure 9.

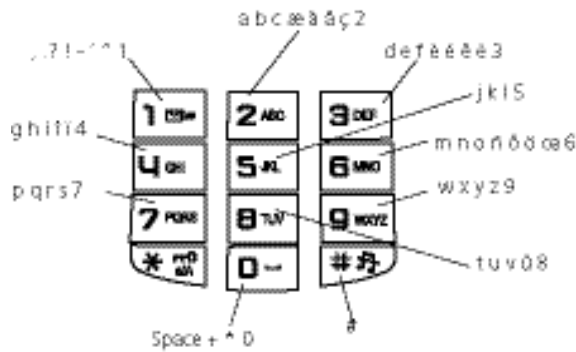



Figure 9 Available characters

Note: Depending on the selected menu language, other characters can be available. This means that the character order can differ from the figure above.

9 During Calls

The MD Evolution 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.


9.1 Volume Control

Adjust the speech volume with the up and down arrows on . The phone stores and keeps the new volume level.

9.2 Loudspeaking (Handsfree)


This function is useful in situations when you need to have a conversation over the phone while having your hands free for other tasks (handsfree). To activate loudspeaking during a call, do the following:

- Press .

You are connected to the caller via the loudspeaker and microphone and  is shown in the display.


9.3 Mute Microphone

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

1. Press More, select Microphone on/off, and press Select.
2.  is displayed.
This means that the other part in an ongoing call with you will not hear you.

To switch the microphone back on, do the following:

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

It is also possible to switch on and off the microphone during a call by pressing and holding .

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.

9.4 Open Contacts During Call

It is possible to open Contacts, and to search for a contact in the local, company and central phonebook during a call.

Do the following:

1. Press More.
2. Select Contacts, and press Select.
 - a. Select Call contact and press Select to select a contact in the local or company phonebook.

OR

- b. Select Central Phonebook and press Select to search for a contact in the central phonebook.

Note: It is only possible to search for, view and edit a contact when following the above procedure during a call. For information on how to initiate a call to another contact during an ongoing call, see Section 9.5.


9.5 Inquiry

An inquiry is made when having an ongoing conversation and wanting to make an inquiry to an internal or external party.


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

To make an inquiry, do the following:

1. Press More during the call.

2. Select New call and press Select.
3. Do one of the following:
 - Enter the third party's phone number and press .

OR

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

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

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

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

9.5.1 End Inquiry Call

When wanting to end the inquiry call, do the following:

1. Press More during the call.
2. Select End call and press Select.
The third party is disconnected, and you are connected to the first party.

Note: If End call is not shown when pressing More, press R, dial number and press 1 to return to the first call.

9.5.2 Refer back

When having made an inquiry to another party, and wanting to switch between the calls, do the following:


1. Press More, select Switch and press Select.

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


9.6 Transfer

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

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

1. Press More, select New call and press Select.
2. Dial the third party and press .
You can dial the number, or use the phonebook or the call list to make the call.
3. Before or after answer, press More, select Transfer, and press Select.
The ongoing call is transferred.

Note: If Transfer does not show when pressing More, you can also do the following to transfer a call:

Press R, dial the third party, and press  before or after answer.

9.6.1 Transfer to a busy extension

It is possible to 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.

9.6.2 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.

During an ongoing conversation you want to make an inquiry to an internal or external party.


9.7 Blind Transfer

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

To transfer a call to a number that can not be retrieved, do the following:


1. Press More , select Transf. to new and press Select.
2. Dial the third party, and press .

Note: If Transf. to new does not show when pressing More, you can also do the following to transfer a call:

Press R, dial the third party, and press  before the third party answers.


9.8 Call Parking and Retrieving

An ongoing call can temporarily be put on hold. Calls put on hold can be resumed to your own or on another phone. To put a call on hold, do the following:

1. Press R.
Wait for dial tone.
2. Press 10 to access the call parking service.
3. Dial the identification code for the call you wish to park.
This call identification code will be requested later when you retrieve the parked call. This code is unrestricted, and may consist of 1 or 2 digits, according to your facility's configuration (usually 2 digits)
4. Press  to end the service

9.8.1 Resume a Call

To retrieve a parked call from your extension on a similar idle extension:

1. Press 10 to access to the call parking service.
2. Dial the 1 or 2 digit identification code for the parked call.
3. Press  to return to your conversation.

Note: When an external call is either placed on hold or is parked, the party is then connected to on-hold music, usually provided by your facility. The parked call retrieving service may be activated by dialling the following, from any extension, using the same sequence: 10 <identification code>. Your calls may also be subject to parking by a third party set.


9.9 Conference

With the conference function, up to seven parties can be included in a conference. Only the conference leader (that is, the person initiating the conference) can admit participants. During the conference a tone will be heard every 15 seconds. 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.

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

When having an ongoing conversation and wanting to establish a phone conference, do the following:

1. Press More, mark New Call, and press Select.
This will put the first call on hold.

2. Dial the number, and press .

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

3. Press More, mark Conference and press Select.
4. Repeat the procedure to add more conference members.

Note: If Conference does not show when pressing More, you can also do the following to establish a conference:

Press R, dial the number to include, and press 3.

9.10 Dialing During a Connected Call

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

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

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

1. Press More, select DTMF, and press Select.
2. Enter the required digits.
Entered digits are transferred as DTMF signals.

Note: If DTMF does not show when pressing More, press * and enter the required digits.

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

9.11 Conversation Recording

If your telephone system is equipped with Integrated Voice Mail and you have a Mailbox, the conversation recording service allows you to record any telephone conversation so that you can listen to it again from your Mailbox. The recorded conversation is processed just as any voice message in your mailbox.

9.11.1 Start Recording

To start recording a conversation, do the following:

Note: Inform the person you are talking to that you are going to record the conversation.

- Press #, assigned to the conversation recording service.
Your conversation recording is started; recording time is not limited. According to the configuration of your telephone system, an intrusion tone may periodically sound, reminding the user that the conversation is still being recorded.

Note: Recording a conversation without your caller's prior consent may be illegal, as may be sending this recording to a third party.

The initiator has to request the caller's consent prior to beginning the recording, at the conclusion of the recording, and for any subsequent use of the recording. Compliance with the law is the exclusive responsibility of the user; any violation may be subject to legal action. Neither the manufacturer nor the distributor may be held responsible for any abusive use of this function by the user, or by any other damage that may result.

You may stop the current recording and then re-start it by re-starting the entire procedure. This service is available for a single call in progress, as well as a broker's call, in which case you may record each portion of the conversation with one or all of your calling parties.

9.11.2 Stop Recording

To stop recording:

2. Press # again.

9.12 Non-IP Hand-Over Service

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

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

To activate this service during an ongoing call established over your company's IP network:

1. Press 7 to access to the Non-IP hand-over service.
Your call on the IP network is switched over to the non-IP network immediately, without interrupting your call.

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

10 Call Forwarding Services

Your extension also offers you various call forwarding services that enable you to direct incoming calls to another internal or external destination, whenever you are absent and/or busy, travelling, or when you simply would rather not be disturbed. The following different types of services are available:

- Call forward on no-answer condition:
Your calling parties will be redirected to the predefined call forward recipient, whenever you do not answer their calls, typically after a 20-second delay.
- Call forward on busy condition:
Your calling parties are immediately redirected to the predefined call forward recipient whenever your extension is busy.
- Call forward on no-answer and busy conditions:
Your calling parties are redirected to the predefined call forward recipient in both cases.
- Immediate call forward:
All incoming calls are immediately redirected to the predefined call forward recipient. Typically, this could be your secretary's internal number, or your external mobile phone number when you are travelling.
- Do not disturb call forward:
Your extension is unavailable, and no call forwarding services were activated. Your internal party's calls are immediately disconnected, and your Do not disturb status is displayed on extensions that feature a display screen. Calls from your external parties are immediately redirected to your facility's attendants.
- Call forward on mini-message:
Your extension is unavailable, and no call forwarding services were activated. Your internal and external parties receive an Absent message that you have prerecorded.

The number to which a call forward may be directed could be an internal party's individual extension, a hunt group, another user's personal group, or even the access number for an integrated voice mail system that your facility may use. (See Section 12.1).

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

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

You may define all of the types of call forwards listed above, on your own. This is referred to as a variable call forward that takes precedence over a possible fixed call forward.

In any case, only one call forward applies at any given moment. Defining a new variable call forward automatically cancels any definition that previously existed. A variable call forward is defined on a case by case basis before you leave your extension. If you forget to define the call forward, you may ask the attendants to remotely define it for you. You may also define your call forward from an internal extension other than your DT390 that will be the recipient of your call forwards. This is the Follow me service.

Note:


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

10.1 Diversion from Call Services Menu

All calls, calls when busy or calls at no answer can be diverted to other phone numbers.


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

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

1. Press Menu, mark Calls, and press Select.
2. Step to Call services, and press Select.
3. Select Divert calls and press Select.
4. Select Internal or External, and press Select.
5. Select Activate and press Select.
6. Enter the number to divert your calls to and press OK.
Wait for the call timer to start in the display.
7. Press  to finish the procedure.

10.1.1 Cancel Diversion

To stop diversion, do the following:

1. Press Menu, select Calls, and press Select.
2. Step to Call services, and press Select.
3. Select Divert calls and press Select.
4. Select Internal or External, and press Select.
5. Select Deactivate.
Wait for the call timer to start in the display.
6. Press  to finish the procedure.

10.2 Variable Call Forwarding

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

When your extension is idle:


1. Dial the prefix that corresponds to the desired type of call forward (see list below).


- 61 (to activate an immediate call forward).
 - 62 (to activate a call forward on no-answer condition).
 - 63 (to activate a call forward on busy condition).
 - 69 (to activate a call forward on no-answer condition and busy condition).
 - 64 (to activate a do not disturb call forwarding).
2. Only for the first four cases:

Dial the internal or external number that will be the recipient of your call forwards. As previously indicated, the recipient's number may contain up to 18 digits, including the network access prefix. An external number may be one that is accessible through abbreviated dialling.

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



3. For every case:

Press  to confirm.
Wait for the Service Acceptance Tone.

4. Press  to finish the procedure.
Your extension returns to idle status.

The variable call forward that you have just defined is effective immediately.

10.3 Call Forwarding Cancellation

1. Dial 6 0 for Call Forward Cancellation.
2. Press .
Wait for the Service Acceptance Tone.
3. Press  to finish the procedure.

10.4 Call Forwarding on Mini-Messages

An alternative to all other available variable call forwarding services (referred to above), you may also redirect your extension to a mini-messaging or call forward on absence service.

Mini-Messages are predefined messages, they are usable for your incoming calls in case of No Answer or Busy conditions to inform the callers. This does not consist of a call forward in its truest sense your incoming calls are not redirected. Rather, the absence message that you selected when defining the call forward will be automatically transmitted to all internal and external parties who are trying to reach you, in the form of an ISDN mini-message, as long as that party's phone is compatible with the service. His/her call will be disconnected once the message has been played.

By default, the messages available for each circumstance are the following messages, identified by the corresponding number.

	Predefined Text	Completing Information
0	HAS CALLED YOU BACK	
1	WILL CALL YOU BACK	
2	WOULD LIKE TO SEE YOU	
3	IN A MEETING UP TO	HH:MM (hour, minute)
4	ABSENT UNTIL	MM-DD (month, day)
5	IN CASE OF EMERGENCY CALL	NNNN (phone number)
6	PLEASE CALL BACK IN A FEW MINUTES	
8	BUSY - RETURN TIME	HH:MM
9	ABSENT - RETURN DATE	MM-DD



Note: The table lists the Mini-Messages provided by MD Evolution system. The number and contents of the Mini-Messages can be modified by the system administrator.

Please ask your system administrator for the available Mini-Messages.

Some of the predefined messages include time information to be completed. 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 when you will be back.

To define a call forward on absence on your extension, from your idle extension:

1. Dial 6 1 * #
2. Dial the number of the Mini-Message.
If needed, enter the numerical information (such as the hour and minutes, date and time, or telephone number) to complete the message.

3. Press *
4. Press .
Wait for the Service Acceptance Tone.
5. Press  to finish the procedure.

Internal callers will 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 absent information.

An internal party who attempts to contact you from an extension capable of receiving mini-messages will immediately receive your absence message.

This may also be the case for an external ISDN party that is compatible with the mini-messaging service, assuming that he/she is in fact an ISDN network user, and that he/she also uses an ISDN terminal that is compatible with the mini-messaging service. This also assumes that your extension is not specifically and permanently protected against the use of this call forward on absence service for external parties. In the opposite case, a call issued from an incompatible external party will be redirected to your facility's attendants, who will see your message that is automatically displayed on their extension, and will be able to accurately inform your external calling parties.

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

Example 1 Mini-Message sending: "IN A MEETING UP TO 16:30"

1. Press 6 1 ↵
2. Press * ↵
3. Press # ↵
4. 3 Enter the Mini-Message number ↵
5. 1 6 3 0 Enter hours and minutes ↵
6. Press * ↵
7. Press Yes to confirm ↵
8. Wait for the Service Acceptance Tone ↵
9. Press No to finish the procedure ↵

10.5 Follow-Me Service

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




As the case may dictate, you may also remotely define your call forward recipient from his/her internal extension. This is the Follow me service.

The call forward remotely defined is always an immediate call forward.

If your DT390 phone is not available, you can still answer your calls by forwarding them from another DT390 phone. The call forwarding can be done to the phone (only internal position) from which you activate the "Follow-me" service or to an other phone (internal or external position)..

Activating Follow-Me from the DT390 phone the calls are forwarded to

This is activated as described below, from an idle, remote extension, which will be your call forward recipient:

1. Dial 6 5 assigned to the Follow me service.
2. Dial your own extension number, and press .
3. Enter your user password.
By default, your user password is 1234, however you may have modified it. (See Section 14.5).
4. Press  to activate the service.
The third party set confirms your service programming and/or plays the service acceptance tone.
5. Wait for the Service Acceptance Tone.
The third party set confirms your service programming and/or plays the service acceptance tone.
6. Press  to finish the procedure.

In the opposite case, a call issued from an incompatible external party will be redirected to your facility's attendants, who will see your message that is automatically displayed on their extension, and will be able to accurately inform your external calling parties.


You may then cancel this call forward from your extension, in the same way as you would a variable call forward activated directly from your own extension.

You may also cancel it from the receiving extension according to the previously described procedure, or by dialling 6 6 that is assigned to cancelling the Follow me service, which should always be followed by your own extension number and user password.



You may also repeat the procedure from a new recipient extension, in which case, your calls would follow you as you move from office to office.

This is activated as described below, from an idle, remote extension, which will be your call forward recipient:

Deactivating Follow-Me service from the DT390 it was activated

1. Dial 6 6, assigned to cancel the Follow me service.
2. Dial your own extension number, and press .
3. Enter your user password.




Note: In terms of the rights assigned to your extension and each recipient extension, it is possible that access to the follow me service is restricted. Therefore, you always have the option of requesting that a facility attendant define a remote call forward for your account.

4. Press .
Wait for dial tone.
5. Wait for the Service Acceptance Tone.
6. Press  to finish the procedure.

Activating Follow-Me from a DT390 phone the calls are not forwarded to

1. Dial 6 5 *
2. Dial your number and press *.
3. Dial the new number to where incoming calls should be diverted.
To dial only in case of an external position. Needed only for an external position to mark the end of the Directory number.

Note: An external number is composed of the external access 0 followed by the actual external Directory number.

4. Press .
5. Enter a password.
6. Press  to activate the service.
The third party set confirms your service programming and/or plays the service acceptance tone.
7. Wait for the Service Acceptance Tone.
8. Press  to finish the procedure.


11 Absence Information

Absence information is used to inform callers why you are absent and when you return. During absence information, your phone can still be used for outgoing calls.

Note: The absence handling function is reached from the Calls tab (Call services) and requires that the corresponding code has been downloaded to your phone with WinPDM or CPDM. Please contact your system administrator.


11.1 Order

To order absence information, do the following:

1. Press Menu, select Calls, and press Select.
2. Select Call services, and press Select.
3. Select Absence and press Select.
The available absence reasons are displayed.
4. Select an absence reason, and press Select.
If requested, enter date (MMDD) or time (HHMM), and press OK.
5. The phone calls up the system, wait for the call timer to start in the display, and press  to finish the procedure.
The display now shows the selected reason, and the time or date of return.

11.2 Cancel


To cancel absence information, do the following:

1. Press Menu, select Calls, and press Select.
2. Select Call services, and press Select.
3. Select Absence and press Select.
4. Select Deactivate and press Select.
The phone calls up the system. Wait for the call timer to start in the display.
5. Press  to finish the procedure.
The programmed information is erased.

12 Voice Mail Services

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.

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 the icon  in the status bar and a dialog window. The icon is displayed in the status bar until the voice mail message has been deleted.

12.1 Listen to Voice Mail

A new voice mail is indicated by a popup message, a sound, and an icon in the idle screen.

To check your voice mails, do the following:

- Press Call from the popup message.

OR

- Press and hold 1, when in idle mode.
In case the following message pops up: Voice mail number not defined, the voice mail number needs to be configured to the voice mail button. Contact your system administrator.

Note: You might be asked for your password before you can enter your mailbox. In this case, enter your password. The password is 1234 by default, but it is possible to change, see Section 14.5.

12.2 Voice Mailbox Messages External Notification

You can program your extension to automatically notify you at an external number whenever a new voice message is left in your mailbox. This number can for example be your cell phone when you are out of the office. When a new message is left in your mailbox, a call is automatically initiated to each external number that you have defined.

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

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

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

12.3 Voice Mailbox External Access

Normally, it is also possible for you to access your voice mail from a DTMF analogue extension or a GSM mobile phone that supports DTMF end-to-end dialling mode on an external network.

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

Access is gained as follows:

1. Dial the DID number for your company's automated attendant (AA). Usually, the internal number for the automated attendant is 885. This is associated with DID numbers relating to your facility. Contact your system administrator for more information.
2. You are connected to the automated attendant's voice menu.
3. Press *.
Your call is transferred to voice mail.

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

4. You are connected to the voice mail system and are prompted to dial the mailbox number you wish to access.
5. Dial your extension number (which is also your mailbox number). As with internal consultation, a system message prompts you to enter your user password.
6. Enter your user password.
By default, your user password is 1 2 3 4, however you may have modified it. (See Section 14.5).
7. You are now connected to your mailbox's consultation menu.

Note:

- Interaction with the voice mail system or automated attendant is carried out through the exchange of DTMF codes. For an internal call, the transition to DTMF end-to-end dialling is automatic. It is also the default from an external analogue DTMF extension. From a GSM mobile phone, transition to DTMF end-to-end dialling may necessitate a specific operation, depending on the GSM mobile phone involved.

- The above method is also applicable for consulting your voice mail from a third party set within your facility. Initiate by dialling the internal number - for example 885 - for the automated attendant.
- An alternative solution for accessing your mailbox from outside your facility is dialling your DID number. If your extension is successfully connected to the voice mail system, the rest of the procedure is identical to the one described above.

12.4 Voice Mailbox Modes

Your individual mailbox may be managed according to one of the following three operating modes:

Answering mode	Your mailbox plays an absence message that you can manage yourself. Calling parties who are directed to your mailbox will hear your message, but they are not able to leave a message for you.
Recording mode	Your mailbox plays a greeting that you can manage yourself. Calling parties who are directed to your mailbox will hear your message, and they can leave a voice message for you.
Personal assistant mode	Your mailbox plays a greeting that you can manage yourself. Calling parties who are directed to your mailbox can either leave a voice message or be redirected to your assistant, to another extension you previously designated, or to your facility's attendants.

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

12.5 Call Forwarding to Voice Mailbox

Call forward on no-answer condition

Calling parties are re-directed to your mailbox, whenever you do not answer, typically after a 20-second delay.

Call forward on busy condition

Calling parties are immediately re-directed to your mailbox whenever your extension is busy.

Call forward on no-answer and busy conditions

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

Immediate call forward

All calls are immediately re-directed to your mailbox. This may consist of a fixed call forward on no-answer condition, on busy condition, or a call forward on no-answer and busy conditions that was defined by your system administrator. This is applied by default whenever you do not define a variable call forward for your calls. This is often the case when a facility uses as an integrated voice mail service, which - by default - receives your calls encountering a no-answer or busy condition.

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

The operating modes for these different services are identical to the other call forwarding services - See Section 10.

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

For Call Forwarding to your Voice Mailbox when your extension is idle:

1. Dial the prefix that corresponds to the desired type of call forward.

Usually, you will dial one of the following:


6 1 To activate an immediate call forward.

6 2 To activate a call forward on no-answer condition.

6 3 To activate a call forward on busy condition

6 9 To activate a call forward on no-answer condition and busy condition.

2. Dial 8 8 4
This is the default access number for a system's integrated voice mail system. If you need more information, contact your system administrator.

3. Press  to activate the service.
Wait for the service acceptance tone.

4. Press  to finish the procedure.

12.6 Voice Mailbox Greeting Messages

When call forward to your mailbox has been programmed, parties directed to your mailbox will first receive the following greeting message:

Welcome in the called extension mailbox. If the call forward is on busy condition, it is preceded by the following system message: The requested extension is busy.

You may personalize this greeting as you wish. Until you have personalized the greeting, the system will offer you this option whenever you consult your mailbox.

A new system message then prompts the party to leave a voice message after the beep (except in cases of where the mailbox is set to answering mode only).

The standard configuration allows a voice message to last up to 30 minutes, with up to a total of 100 messages that may be saved in your mailbox, depending on the voice mail system's capacity.

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

12.7 Voice Mailbox Managing

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

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

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

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

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

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

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

- Press 3 to listen to the next message. Initially, you will hear the oldest new message, and then each following message, in the chronological order described above.


- Press 1 to listen to the previous message.
You then will hear the messages in the opposite chronological order of the one described above.
- Press 2 to listen to the previously selected message.
The message is repeated from the beginning.
- Press 4 to rewind within the current message.
The message is rewinded to the point 10 seconds prior to the current point.
- Press 5 to listen to pause or restart the current message.
Pressing the pause code the first time will suspend the play of the message at the current point. Pressing the same code a second time restarts the message from this same point; play will be automatically restarted after a 15-second pause.
- Press 6 to listen to fast-forward within the current message
The message is fast-forwarded to the point 10 seconds past to the current point. You may also request the date and time stamping for the message to which you are currently listening. To do so:
- Press 7 to obtain the date and time stamping for the current message. Depending on whether the message was left on that same day or a previous day, the day/month (DDMM) and hour/minute (HHMM) data concerning when your message was left are transmitted vocally on your extension (according to one of the forms described below), and then your current message is restarted.
 - Message received at HHMM today.
 - Message received at HHMM on DDMM.

When having listened to your messages in whole or in part, you can individually erase each message, or request that your entire mailbox be erased. Do the following:

- Press 8 to erase the current message.
This can be carried out immediately following the message, or while it is being played.
- Press 8 # to erase all of the messages in your mailbox. This pertains to both new and archived messages in your mailbox, even if the former have not been heard. In either case, a system message will prompt you to confirm erasing the current message or all of your mailbox messages.

At any time, you may exit the voice mail system. Do the following:

- Press 9
Pressing the pause code the first time will suspend the play of the message at the current point. Pressing the same code a second time restarts the message from this same point; play will be automatically restarted after a 15-second pause.

Press  to end this service.

Your extension returns to idle status. The non-consulted messages remain classified as new messages, while consulted messages are automatically archived. The icon indicating new messages will still be displayed on your extension if any non-consulted voice messages remain. On the other hand, if you have consulted all of your mailbox messages, your extension is automatically un-notified.

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

12.8 Automatic Call-Back from Voice Mailbox Message

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

To callback while listening to a message:

- Press 0.
The person who left the message is called automatically and the call is established as if you had manually dialed the internal or external party's number.

12.9 Additional personal assistant services

If your mailbox is set to personal assistant mode, you offer your calling parties the option of leaving voice messages that you may subsequently process as previously described. Callers also have the option of being directed to the personal assistant you designated, for example your secretary's extension or your facility's attendants. To do this, after your greeting is played, the system message is played and prompts each caller to leave a voice message after a beep, and also offers them the following alternative options:

- Dial 0 to be connected to your personal assistant.
The call is directly connected to the designated internal extension, or by default - if you had not defined it - to the attendants.
- Dial 9 to be connected to the attendants.
The call is directly routed to the attendants. If neither of the two preceding codes is dialed within a 3-second delay, the call is directed to your mailbox, by default

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

12.10 Voice Mailbox Personalization Services

No matter if consulting your voice mailbox from your own extension, from a third party set, or from an external network the services offered to you for personalizing your mailbox are always the same.

To enter the personalization menu from the mailbox consultation menu:

- Dial *.
You will hear the personalization menu for your mailbox.

This menu presents the services available for personalizing your mailbox. You can listen to the whole menu or interrupt it at any time by dialling a service code.

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

The services available for personalizing your mailbox are as follows:

- Dial 1 to manage your greeting message.
This applies no matter what operating mode your mailbox is set to, and allows you to manage the first message that callers who are directed to your mailbox will hear. A new menu is played, which prompts you to:
 - Dial 1 to listen to the greeting that is currently saved.
 - Dial 2 to record your new greeting.
The maximum length for a greeting is 3 minutes. You may end the recording by dialling any code, or by remaining silent for 8 seconds.
 - Dial 3 to erase the greeting that is currently saved.
It is then replaced by the default greeting proposed by the voice mail system, until you record a new one.
 - Dial 9 to return to the main mailbox personalization menu.
- Dial 5 to manage your answering message.
This especially applies if your mailbox is managed in answering mode. If that is the case, this command enables you to manage the message that is typically an absence message played after your greeting message for callers directed to your mailbox. A new menu is then played, offering you the same services as for recording your greeting message, as described above.
- Dial 6 to manage your personal assistant service.
This especially applies if your mailbox is managed in personal assistant mode. A new menu is played, which prompts you to:

- Dial 1 to hear the number currently saved for your personal assistant.
This information is played back for you through voice synthesis, one digit at a time.
- Dial 2 < # to save your personal assistant's number.
It may consist of an internal or external number, containing up to 18 digits, including the external network access prefix.
- Dial 4 to erase the number currently saved for your personal assistant. It is then replaced by a number for a facility attendant.
- Dial 9 to return to the main mailbox personalization menu.
- Dial 2 to manage a possible external notification for messages left in your mailbox. This especially applies if your mailbox is managed in recording or personal assistant mode. A new menu is played, which prompts you to:
 - Dial 1 to hear the number currently saved for external notification.
This information is played back for you through voice synthesis, one digit at a time.
 - Dial 2 # to save your external notification recipient number.
It may contain up to 18 digits, including the network access prefix.
 - Dial 3 to activate or deactivate the external notification service. If the service was initially inactive, it will be activated, and vice versa. Deactivating the service has no impact on the recipient number for the service that is reputed and remains programmed.
 - Dial 4 to erase the number currently saved for external notification.
 - Dial 9 to return to the main mailbox personalization menu.
- Dial 4 to manage your user password
Your user password is the same as the one to access your mailbox and activate or deactivate certain services from your extension. (See Section 14.5. By default, it is set to 1234. You may replace it with any other 4-digit code.
- Dial 3 to protect your extension from calls sent from an automated attendant (AA). If the service was initially inactive, it will be activated, and vice versa.

This is only applicable if your facility is equipped with an automated attendant that enables the general directing of calls to be managed in lieu of your facility's attendants. In this case, you may usually be contacted through this automated attendant. This service is to prevent any calls from being presented on your extension by the automated attendant. An internal or external calling party trying to contact you through the automated attendant is then automatically directed to your mailbox.

When the personalization of your mailbox is completed:

- Dial 9 to end personalization.
You will be returned to your mailbox consultation menu.

Note: Each time something new is programmed, the system will provide confirmation. If a service is activated or deactivated, the confirmation clearly states that The service is activated or The service is deactivated. It is very important that you modify your password, to ensure the confidentiality of your mailbox. If you forget your password, you can request that it be re-initialized, either by a system attendant, or by the system administrator.

12.11 Voice Mailbox for Hunt Group

If you are part of a hunt group with the purpose of distributing calls, a common mailbox may be associated with the group.

This common mailbox may then receive calls from parties requesting the group when their calls remain unanswered from the group member allocated to each call, or when their calls encounter a congested or closed hunt group status.

Callers may then leave a voice message that is, in this case, distributed and notified to each member of the hunt group, in usual fashion.

You may consult this voice message from your individual mailbox. This is carried out in the same way as you would access a message destined for you personally, with the same processing services available. There is no distinction in your mailbox between individual messages and group messages.

A voice message left for a group is automatically un-notified on your extension, as soon as you consult it, just as it would for an individual message.


The only particularity is that a global denotification of a common message of this type will only take place after each member of the hunt group has consulted it.

12.12 Voice Mailbox for Mailing List

Independent of any hunt group notion, you or your internal calling parties may be assigned to a common mailbox for a mailing list in addition to your (their) individual mailbox. This enables a user to initiate a voluntary distribution of a voice message to the members associated with the common mailbox for a mailing list. For example, a common mailbox associated with a department would enable the department manager, any other member of the department, or even a third party to voluntarily distribute a voice message to all department members, to, for example, call a meeting.

Access to this type of common mailbox for a mailing list is gained through the automated attendant usually implemented and associated with a system's integrated voice mail system, even when an automated attendant's functions are not effectively used.

Access is gained by doing the following:

1. Dial the number for your company's automated attendant (AA). Usually, the internal number for the automated attendant is 885. If you need more information, contact your system administrator.
2. Press .
Wait for the Service Acceptance Tone.
3. You are connected to the automated attendant's voice menu.
4. Dial 8 to transfer your call to the voice mail.
8 is the code used to access the area for leaving voice mail through the automated attendant.
5. Dial the number for the common mailbox for a mailing list you wish to access.

Always beginning with a 0, the number for a common mailbox varies from 0002 to 0999. You can then leave your message before ending your call. As with a message addressed to a hunt group, this message will then be distributed and notification will be sent to all of the members associated with the common mailbox for a mailing list. Each member can then consult it through their individual mailbox. This is carried out in the same way as for an individual message, with the same processing services available. There is no distinction in your mailbox between individual messages and mailing list messages.

A mailing list voice message is automatically un-notified on each extension, as soon as each member consults it, just as with an individual message. Once again, the only particularity is that a global denotification of a mailing list message of this type will only take place after each member of the common mailbox has consulted it.

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

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

12.13 Voice Mailbox for Attendants

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

This common mailbox is also accessible voluntarily. Its number is 0001.

This common mailbox is distinct due to the fact that when a voice message is left, all of the attendants' extensions are notified; however, when one of them consults the message, all of the extensions are globally un-notified.

12.14 Integrated Web Server and Unified Messaging

According to the configuration of your telephone facility, there can be a possibility that you have access to three PC applications that offer user-friendly management of your integrated voice mail services. These applications are presented in the following list:

- **Integrated Web Server.** This application opens the integrated voice messaging system for your telephone installation within your company's IT network. In practice, this enables you to consult the messages left in your mailbox directly from your Multimedia desktop PC. The characteristics for each voice mail left are displayed in real time. You can also listen to each voice message using your Multimedia PC sound card, and then erase the voice message after you've listened to it. You also have access to all of your mailbox's personalization services directly from your desktop PC, including its general operating mode. All of this is carried out completely interactively with the integrated voice mail system.

Note: Access to your Integrated Web Server is controlled by entering your extension number and user password.

- **Unified Messaging.** The purpose of this applicaiton is to merge your facility's integrated voice mail system with the E-mail system that is usually present within your company's IT network. In practice, this application provides an E-mail notification to your desktop PC each time a voice message is left in your mailbox, in addition to the usual notification methods on your telephone extension. With this application, you can listen to a voice message through your Multimedia desktop PC sound card. You may also use your PC to control your telephone extension to process each voice message, or even to return a call to someone who left you a voice message. You also have access to all of the methods available for personalizing your use of Unified Messaging. It is also possible for you to manage the voice message E-mail notification address, which on occasion could be a laptop remotely connected through the Internet.
- **Click Dialling.** This application can offer you access to the internal and external directories for your company, through your desktop PC. With just one click of the mouse, you can place calls to anyone.

To perform Click Dialling from the web server, do the following:

1. Select Information.
2. Select Address Book.
3. Select a name.
4. Click to distant: your DECT terminal is ringing.
5. Press to make the call.

Note: Click dialling is not supported when using the phone in an IP DECT system.

Note: Whenever necessary, contact your system administrator for more information concerning the availability of one or all of these applications for your telephone facility.

13 Group Services

Most of the time, you will be working as a team - within a department, for example. Your extension offers you different additional services designed specifically for working as a team. First of all, it provides the option of supervising your colleagues' extensions, thus ensuring comprehensive call coverage. You may also call a colleague or intercept calls for each other. Secondly, your extension may also be part of a hunt group - within your department or another department - that calling parties may call whenever they need to, not just to contact you personally, but to contact someone within your department.

Your extension provides a simplified call pick-up service within a hunt group. It also offers you the option of managing your own participation in this service within the group. This is also referred to as the In/Out status management within a group.

If you have been designated as the supervisor of a hunt group, you have the ability to open and close the hunt group according to your department's business hours.

Finally, while it's not really a group service, you also have access to a personal group, which is designed for grouping various extensions that may be assigned to you – for example, your DT390 extension, and another phone. It could be your Mobile Extension (See Section 13.6). Different services are then provided for you to process your calls as efficiently as possible within a personal group.

13.1 Hunt Groups

Your extension may be part of a hunt group for which the purpose is to distribute calls among the members of your department or other group. A call received on your hunt group number is automatically directed to an extension within the group that is free, for example your own, according to predefined distribution criteria. Generally, this criteria is established to ensure even distribution of calls between the various members of the group.

The presentation of an incoming call for your group is therefore carried out just as it would for an individual call presented on your extension.

As a result, you have access to all the same processing services as you would for your personal calls.

If you do not answer your hunt group call within a typical 30-second timeframe, it may be presented to a different extension in your group that is free. The call may also be directed to a third party set or other overflow group, such as your facility's attendants.

Depending on the definition for each hunt group, the call may also be re-directed to a dissuasion message.

If all of your hunt group's members are busy, a call that is presented, as the case dictates, may be directed to a third party set or other overflow group, such as your facility's attendants. Alternatively, depending on the definition of each group, the call may be placed in a call waiting queue to await a member of the group to be free, or directed to a dissuasion message. This extension, overflow group or dissuasion message may also be solicited when your group is closed. In practice, you may be part of several hunt groups. One hunt group is then established as your primary group, while the others are considered to be secondary.

Your primary group has a processing priority feature. Therefore, when there are several different calls presented on the various groups of which you are a part, those for your primary group will take precedence.

The calls presented on your secondary groups are also automatically managed by the system, but without any particular priority.

Note: It is your system administrator's job to define how each hunt group will operate. It is also the system administrator's responsibility to define to which hunt group(s) you will be assigned, and which one will be your primary group.

Your facility may contain up to 16 hunt groups.

13.2 Call Pick-up in Hunt Group

When you belong to one or several hunt group(s), you have access to the same call processing services for calls bound for these groups as you would for managing your personal calls. Your extension also offers a simplified call pick-up service within each hunt group, which enables you to answer any call that is ringing on an extension that belongs to one of your groups, without having to move to that extension or dial its extension number.

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

OR

Dial the appropriate prefix to pick up a call presented on any of your secondary groups

2. Press .


You are now directly connected to the party calling the other extension.

Note: The simplified call pick-up described above applies only if the call that is picked up is for the group involved, or a personal call for a member of the involved group. If several calls are ringing within the same group, the oldest call will be automatically selected. If several calls are ringing within different secondary groups, the call that is picked up will be automatically selected by the system. Your extension may also be subject to call pickup from third party sets that belong to the same group as you. The call pick-up access prefix within secondary groups differs from one facility to another.

13.3 Standby status in Hunt Group


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

To manage your group standby status, from an idle extension, do the following:

1. Dial 6 8 to proceed to standby within your primary group.
2. Press .
Wait for the Service Acceptance Tone.

If your extension was active within your primary group, it will now be on standby. On the other hand, if your extension was on standby, it will now be active within your primary group.

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



3. Press  to finish the procedure.
Your extension returns to idle status.

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

13.4 Hunt Group Opening and Closing

You may be designated as a supervisor for one or several hunt groups, regardless of whether or not you are a member of it (them). This is established by a right that is assigned specifically to you by your system administrator. In relation to this (these) hunt group(s) for which you are in charge, it is your responsibility to open and close traffic for each one, according to its members' business hours.

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

1. Dial the prefix to open/close hunt groups.
This varies from one facility to another.
2. Dial the internal number for the involved hunt group.
3. Press .
Wait for the Service Acceptance Tone.
4. Press  to end this service.

If the hunt group was previously open to traffic, it then progresses to a closed status, and will no longer accept calls. Calls to this group will then be directed to an overflow extension or group, or a dissuasion message that may be pre-defined in terms of each group's configuration. On the other hand, if the hunt group was previously closed to traffic, it then progresses to an open status, and will now accept calls.

Note: Only a supervisor may manage this open or closed group status.

13.5 Personal Group Services

While it is not really a group service, you also have access to a personal group, which is designed for grouping various extensions that may be assigned to you (up to 5 extensions).

The specific services offered to you are as follows:

- You can be contacted through just one number, common to your entire personal group.
- When you place a call to any party, you are identified by your personal group number, no matter what extension you use to place your call.
- An incoming call is presented on all of your personal group's extensions, allowing you to answer it on any of them. If all extensions in your personal group are free, they will all ring simultaneously. If you have an ongoing call on any given extension, the call is presented to you on that extension in the usual way (call waiting tone, and so on.) On each of the other extensions - when it is possible - the call will be presented with silent ringing, and the usual call information will be displayed on the screen.
- You have the option of carrying out a simplified call transfer between extensions within your personal group (other than from your DT390 extension). To do so, simply place your current call on hold and hang up. The call is then represented on all of your personal group extensions; therefore you may pick it up on any of them.

Note: It is your system administrator's responsibility to define your personal group.

13.6 Mobile Extension Service

If you frequently travel outside the office, you will generally have a GSM mobile phone in addition to your DT390 extension. Once again, without truly being a group service, the Mobile Extension service may be of use to you. Its purpose is to allow external users of GSM mobile phones most particularly to access your company's network, and thus be able to use the system as if they were internal users. In practice, a Mobile Extension terminal is managed in the same way as a dummy internal user associated with the external GSM mobile number.

To process these calls, the GSM mobile telephone connects to a specific DID number for the facility, which accesses the Mobile Extension server. By connecting through the public ISDN network, the GSM mobile telephone is then automatically authenticated by its external calling number. By default, authentication can be carried out by manually dialling the dummy internal number associated as well as the corresponding user's password. Once authenticated, the GSM mobile telephone user may call any internal or external number, just as if he/she were dialling from the internal dummy extension. The user's identity that is transmitted to the called parties is the information for the internal dummy extension.

The mobile GSM telephone user may, in the same way, gain access to all telephone services to which the internal dummy extension has authorization to access. The GSM mobile telephone may also be directly called through the number associated with the internal dummy extension. This may be used in conjunction with a personal group. However, the GSM mobile telephone will still retain its regular number.

Note: The Mobile Extension service is also totally applicable to your residential extension connected to the public ISDN network. Whenever necessary, contact your system administrator for more information concerning the availability of this specific service for your telephone facility.

14 Other Useful Features

Depending either on the rights assigned to your extension or on your facility's configuration, your extension also offers or may offer other different services with the purpose of improving your productivity, or making it even more enjoyable to use your telephone.



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

14.1 Appointment Reminder

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


14.1.1 Activate Reminder Service

To activate reminder service, do the following:

1. Dial 7 1.
2. Enter the hour (00-23) and minutes (00-59) for your appointment reminder.
3. Press .
Wait for the Service Acceptance Tone.
4. Press  to finish the procedure.
Your extension returns to idle status.

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

At the set time for your reminder, your extension will automatically ring.


5. Press  to answer the call in the usual manner.
A confirmation voice message is then heard. By default it is: It's time for your appointment.

Note: You have 30 seconds to answer the appointment reminder. After this timeframe, the reminder will be automatically cancelled. If your line is busy when the appointment reminder comes through, it is presented to you just as a normal call would be, or if that is not possible, it is automatically cancelled.

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

14.1.2 Verify a Reminder Service



To verify a reminder service, do the following:

1. Dial 7 1 8.
2. Enter the hour (00-23) and minutes (00-59) for your appointment.
3. Press .

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

14.1.3 Cancel Reminder Service

To cancel reminder service, do the following:

1. Dial 719.
2. Press .
Wait for the Service Acceptance Tone.
3. Press  to finish the procedure.
All settings are cancelled.

14.2 Calls Re-routing to Attendants Protection

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

If you do not respond to an external call, after a typical delay of 30 seconds, the call is directed (or returned) to your facility's attendants for processing. Following the specific rights assigned to your extension, you may have access to protection against your external calls being directed to your facility's attendants.

This protection may be manifested by:

- **Restricted protection on no-answer condition** : external calls presented on your extension when its status is free will then ring continuously, without a time limit, until you answer it, or the caller ends the call.
- **Restricted protection on busy condition**: external calls presented on your extension when its status is busy will remained on camp-on, without a time limit, until you answer it, or the caller ends the call.
- **Extended protection**: this combines the two previous cases.

In all cases, this protection against the re-direction of your calls to the automated attendant is never dependant upon any action on your part.

14.3 Secret of identity

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

According to the specific right assigned to your extension, it is possible that your identity not be divulged to your external ISDN network calling parties.

This is therefore systematically valid for all of your outgoing ISDN network calls, without any specific action on your part.


Your identity is divulged, however, for your internal calls, and you still receive the information concerning your external incoming calling parties.

14.4 Account codes

When a call is placed on the public ISDN network, the network transmits the charges for the current call, which are then accounted to a charge counter associated with your extension.

According to your working mode, you may wish to impute the cost of your external calls to different accounts. Your telephone system can do this through account codes that you simply enter when placing outgoing external calls.

To establish an outgoing external call using an account code:

1. Dial the network access prefix adapted to this service.
Generally, this consists of a network access prefix that is reserved for placing outgoing external calls that are subject to account codes. Ask your system administrator for this prefix
2. Dial the account code to which your external call should be imputed.
Account code formats are a fixed length. All account codes are typically 4 digits, however they may reach up to 15 digits in length. Generally, they end with # which acts as a separator. In all cases, account codes are defined by your system administrator.
3. Dial the desired external phone number.
4. Press .

Your outgoing external call is then transmitted over the public network, just as an external call without an account code would be.

Thus, the call detailed record will not only contain the date, time, number called, length, and cost of the call, but also the account code that you entered. This then can be used to invoice your clients.

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

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

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

14.5 Password Programming


You will be prompted to enter your user password when accessing certain services, most particularly


- When placing a call in substitution or with signature from your extension or a third party set.
- When activating/deactivating a call forward from your extension or a third party set (follow me service).
- When consulting or personalizing your mailbox within your facility's integrated voice mail system, when applicable.

By default, your user password is 1234.

Note: It is strongly recommended that you change it to any other 4 digit code including the * or # key - to ensure that use of the mentioned services is as secure as possible, and to preserve the confidentiality of your mailbox, when applicable.

To change password, do the following from your idle extension:

1. Dial the 7 9 assigned to the user password management service.
2. Enter your current user password.
3. Enter your new user password.
4. Press .
Wait for the Service Acceptance Tone.

5. Press  to finish the procedure.
Your extension returns to idle status.

Note: If you forget your password, you can request it be re-initialized, either by a facility attendant, or by the system administrator. It will then be reset to 1234 until you change it once again.

14.6 Secondary Attendant Services

Besides the services that are accessible or that may be assigned to a DT390 extension, additional services are also available for the system's attendants.

Within this context, the following services are offered:

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

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

Attendants also have access to the following services:

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

14.7 General Call Acceptance

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


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

According to the rights assigned to your extension, you may also have access to the general calls acceptance service. This is generally the case. When necessary, this allows you to assist the attendants by answering calls when their lines are congested or when they are temporarily absent.


When you activate this general calls acceptance service on your extension, not only will you receive your personal calls, but also your facility's general calls.

These will be presented to you in the same way as usual, with the external calling party's information displayed on your screen. You may then process each call just as you would one of your personal calls.

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

1. Dial 6 7, assigned to the general calls acceptance service.
2. Press .
Wait for the Service Acceptance Tone.

If your extension was inactive in relation to the general calls acceptance service, it now becomes active. The opposite is also true, if your general calls acceptance status was previously active, it will become inactive. Your extension will then only receive your personal calls.

3. Press  to end the management of this service.
Your extension returns to idle status.

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

14.8 Door Phone Service

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

According to a right assigned to your extension, you may be allowed to answer calls from a door phone. This is generally the case. The general calls acceptance service previously described, also manages your ability to assist the attendants by accepting or declining door phone calls. A door phone call is presented exactly as any other incoming call would be.

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


14.9 Call Pick-up for General Ringing Call

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

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

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

To do so, from an idle extension:

1. Dial 1 5 to pick up a call ringing on the common bell.
2. Press .
Wait for the Service Acceptance Tone.

You are now directly connected to the party who placed the general call.

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

14.10 Other Secondary Attendant Services

As indicated, your facility's attendants may establish you as the target for any of the following services:

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

When the attendant activates a call intrusion, you may find yourself in a 3-person conference call with your first caller and the attendant. Usually, a warning tone is heard at a regular frequency during this conference call to remind the parties that they are still under call intrusion status. The attendant may then speak to you, but not privately.

- **Do not disturb override service:** When your extension has a Do not disturb status, (see Section 10), this service also enables the attendants to override the Do not disturb status in order to present an urgent call for you.


When the Do not disturb status is overridden by the attendant, his/her call is presented just as a normal call would be, and which you may answer normally.

Note: Certain extensions (such as yours) may possibly be equipped with permanent protection against call intrusion.

Depending on the configuration for your facility defined by your system administrator, these services may be used from specific extensions that are duly authorized, without any warning tones being emitted. This refers to the Silent call monitoring service.

14.11 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 Settings

Your phone is equipped with many options to set and adjust behaviors to satisfy your personal needs. These settings are available in the Settings tab, which is reached from the main menu.

15.1 Sound and Alert

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

15.1.1 Adjusting Ringer Volume

To adjust ringer volume, do the following:

1. Press Menu, select Settings, and press Select.
2. Select Sound & Alerts, and press Select.
3. Select Volume, and press Select.

4. Step with ► to increase the volume and ◀ to decrease it.
5. Press OK to save the settings.

15.1.2 Different Ring Signals for Internal Call, External Call and Call Back

To set different ring signals for different calls, do the following:

1. Press Menu, select Settings and press Select.
2. Select Sound & Alerts, and press Select.
3. Select Ring Signals, and press Select.
Different signals for internal calls, external calls and call back can be set.
4. Select Internal call, External call or Callback, and press Select.
5. Select a ring signal, press Select, and press Back to save the setting.

15.1.3 Switching Vibrator On and Off

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

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

15.1.4 Key Sound

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

1. Press Menu, select Settings, and press Select.
2. Mark Sounds & Alerts, and press Select.
3. Mark Key sound, and press Select.
4. Choose between Click, Tone or Silent.
It is possible to listen to the key sound by pressing Play
5. Press Select.

6. Press Back to save the setting.

15.2 Display

Display settings concern brightness and screen saver settings.

15.2.1 Contrast

To set brightness, do the following:

1. Press Menu, select Settings, and press Select.
2. Select Display and press Select.
3. Select Contrast, and press Select.
4. Step with ► or ◀ to adjust the contrast.
5. Press OK to save the setting.

15.3 Time and Date

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

15.3.1 Setting Time Format

To set the time, do the following:

1. Press Menu, select Settings, and press Select.
2. Select Time & Date, and press Select.
3. Select Time format, and press Select.
The actual time is displayed. The formats to select from are the following:
 - 12:00 (AM/PM)
 - 24:00
4. Press Back to save the settings.

15.3.2 Setting Date Format

To set the date, do the following:

1. Press Menu, select Settings, and press Select.
2. Select Time & Date, and press Select.


3. Select Date format, and press Select.
The formats to select from are the following:
 - DD/MM/YYYY. (That is, 17/09/2009 (also called Europe)).
 - MM/DD/YYYY. (That is, 09/17/2009 (also called US)).
 - YYYY-MM-DD. (That is, 2009-09-17 (ISO 8601)).
 - MMM DD YYYY. (That is, Sept 17 2009).
 - DD MMM YY. (That is, 17 Sept 09).
 - DD.MM.YYYY. (That is, 17.09.2009).
 - DD-MM-YYYY. (That is, 17-09-2009).
4. Press Back to save the setting.

15.4 Phone Locks

There are two different phone locks:

- Key lock; to prevent keys to be pressed by mistake.
- Phone lock; to protect the phone from unauthorized use.
When the phone lock function is activated, a PIN code must be entered at power on.

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

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

15.4.2 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:

1. Press .
2. Press Lock.
The  indicates that the keypad is locked.

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

15.4.2.1 Unlock


To unlock the keypad, do the following:

1. Press .
2. Press Yes.

15.4.3 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, see Section 15.4.4.

To activate the phone lock, do the following:

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

Note: If configured in the WinPDM or CPDM, it is also possible to make an emergency call while the phone is locked.

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

15.4.4 Deactivating Phone Lock

To deactivate the Phone lock function, do the following:

1. Press Menu, select Settings, and press Select.
2. Mark Locks and press Select.
3. Mark Phone lock and press Select.
4. Mark Auto phone lock and press Select.
5. Select Off, and press Select.
6. Enter PIN code, press OK.
7. Press Back to save the setting.

15.4.5 Changing PIN Code

To change PIN code, do the following:

1. Press Menu, select Settings, and press Settings.
2. Select Locks and press Select.
3. Select Phone lock and press Select.
4. Select Change PIN code and press Select.
5. Enter old PIN code (default is 0000) and press OK.
6. Enter new PIN code.
7. Confirm the new PIN code and press Save.
The following message is displayed: New PIN code saved.

15.5 Changing Owner ID

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


1. Press Menu, select Settings, and press Select.
2. Mark Owner ID, and press Select.

3. Enter a name and press Save to save the setting.


15.6 Changing Answering Method

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

You can also change the answering behavior to:

- Use Loudspeaking function directly when  is pressed.
- Automatically connect incoming call in Loudspeaker, without pressing any key.

15.6.1 Normal Answering

The answering behavior is by default set to . It can be set to any key by doing the following:

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

15.6.2 Automatic Answer

Note: The automatically answer mode is only relevant when a headset is connected.

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

1. Press Menu, select Settings, and press Select.
2. Mark Answering, and press Select.
3. Mark Answer behaviour, and press Select.
4. Mark Automatically and press Change to activate the automatic mode.
5. Press Back to save the setting.
All incoming calls will be connected automatically when this behavior is selected.

To remove the setting, press Change.

Note: You can also set the answering behavior to automatically connect incoming call in loudspeaker, see Section 15.6.3.

15.6.3 Automatic Loudspeaker

To set the phone to automatically answer with loudspeaker, when pressing



do the following:

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

To automatically connect incoming call in Loudspeaker, without pressing any key, do the following:

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

15.7 Changing the Menu Language

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

Note: It is possible to download one additional language to the phone, contact your system administrator.

To switch menu language, do the following:

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

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

16 Connections

Your DT390 cordless phone supports GAP standard. This makes it possible to log on to any GAP compatible system with your phone. Only available systems are displayed.

16.1 System

16.1.1 Select System

To select a system, do the following:

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

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

16.1.1.1 Priority

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

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

16.1.2 Subscribe to a New System

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

1. Press Menu, select Settings, and press Select.
2. Select Systems, and press Select.
3. Select Subscribe, and press Select.
4. Enter the system name and press Next.
5. Enter the PARK code.
6. Enter the AC code and press Next.
Protection on? is displayed.
7. Select Yes, if the new system is to be protected, or No if the new system is not to be protected.

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

8. Press OK.
A searching mode starts.

16.1.3 Unsubscribe System

To unsubscribe from a system, do the following:

1. Press Menu, select Settings, and press Select.
2. Navigate to System, and press Select.
3. Select Unsubscribe, and press Select.
4. Select system to unsubscribe, and press Select.
A control question whether to unsubscribe or not is asked, press Yes to confirm.


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

16.1.4 Rename System

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

To rename a system, do the following:

1. Press Menu, select Settings, and press Select.

2. Mark System, and press Select.
3. Select Rename System, and press Select.
4. Select a system from the list, and press Edit.
5. Enter the new name.
6. Press Save.
7. Press  to exit the menu.

16.2 In Charger

While charging, calls can be redirected to another extension. Also while placed in the charger, the phone can be switched off. This is described in the following sections.

16.2.1 Redirecting Calls and Messages when Placed in Charger

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

1. Press Menu, select Settings, and press Select.
2. Mark In charger, and press Select.
3. Mark Redirect, and press Select.
4. Press Back to save the setting.

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

16.2.2 Switch off while Charging

When the cordless phone is placed in the charger it can be switched off while it is charging. When it is removed from the charger it will switch on again. To detach the phone while charging, do the following:

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

16.2.3 Deactivate the charging mode

To deactivate the charging mode, do the following:

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

17 Audible Signals

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

Internal Dial tone Heard each time the handset is picked up from your extension (excluding all activated special services)

330 Hz, Continuous

Ringback tone Heard when you call an extension that is free.

424 Hz, 1.5 sec. On / 3.5 sec. Off

Call on-hold or Call camp-on tone Heard when you call an extension that is busy and your call has been placed on automatic camp-on, or when your call is placed onhold by a third party set.

424 H, 2 consecutive beeps, repeated every 5 seconds.

Busy tone Heard when you call an extension that is busy, but automatic camp-on is not possible for your call, or when a service request on your extension is refused.

424 Hz, 0.5 sec. On / 0.5 sec. Off

Call Waiting Presentation tone Heard when you receive a new call, when your extension is already busy.

Only 1 ring signal, not repeated

Intrusion or Call Offer tone Heard when a third party - typically an attendant - intervenes during your current call.

424 Hz, 2 consecutive beeps, repeated every 1.4 seconds.


Service Acceptance tone Heard when a request for service is accepted on your extension. Multi-toned melody, continuous

Appointment Reminder notification Heard following your response to an appointment reminder, this announcement indicates the nature of this automatic system call. See Section 14. Message: It's time for your appointment.

18 Installation

In this section, battery and chargers and other equipments for the cordless phone are described.

18.1 Charging the Battery

The battery requires charging when  in the display indicates low level. The battery is fully charged within four hours. The battery can be charged separately with a special battery charger.

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 phone is steady orange. When the battery is fully charged the indicator will be green. A flashing green indicator means incoming call or message. 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 chargers for charging.

18.2 Replacing the Battery

If the standby time for the cordless phone 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 phone in such a way that no miss-contact is possible.

To replace the battery, do the following (also described in Figure 10):

1. Open the battery lid and remove the battery.
2. Disconnect the battery cable, and replace with a new battery.
3. Make sure the battery cable cannot be trapped while closing the battery lid.
4. Close the lid.

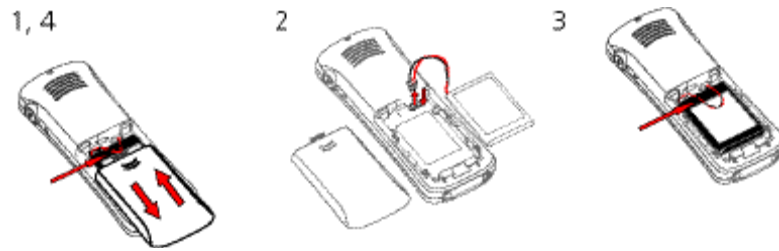


Figure 10 Battery replacement

Note: Do not disconnect the battery unless it needs to be replaced.

18.3 Desk Charger

The desk charger is used only for charging. The charger is delivered with a plug-in power supply and is connected into an ordinary wall socket.



Figure 11 Desk Charger

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

18.4 Desk PDM Charger

The Desk PDM charger is used for charging, but can also be used for software download, and synchronizing of parameters. The charger is delivered with a plug-in power supply and is connected into an ordinary wall socket.



Figure 12 Desk PDM Charger

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

Using the Desk PDM charger for software download and synchronizing parameters is most often done by system administrators, and requires that the charger is connected either to the LAN and CPDM or to a PC with the WinPDM software application installed. For a short description of CPDM and WinPDM, see Section 17.8.

The charger is connected to a PC through the USB or one of the network connectors, see Figure 13. 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 13 Network and USB Connectors

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

18.5 Rack PDM Charger

The charging rack is used for charging several phones, to synchronize parameters, and for software download. The built in power supply can charge up to six cordless phones.

18.6 Headset

A headset is recommended if you frequently use the phone or want to have both hands free. The headset comes in three versions; with microphone integrated in the cable, microphone on a boom, and . hearing protection. Connect the headset to the headset connector marked .

18.7 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.

18.7.1 Attaching Standard Clip

Attach the standard clip as described in Figure 14.

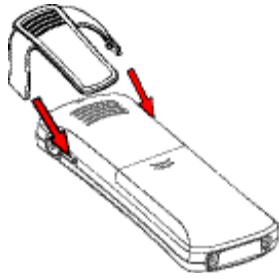


Figure 14 Click on the clip

18.7.2 Attaching Security (Swivel) Clip

Attach the security (swivel) clip as described in Figure 15.

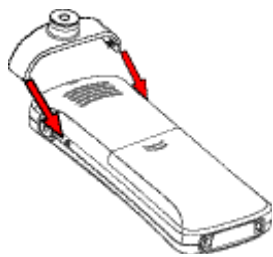


Figure 15 Click on the clip

18.8 WinPDM and CPDM

Software and parameters in your DT390 cordless phone can be upgraded by using the WinPDM or the CPDM. This is most often only done by system administrators. The following are examples of additional features that can be downloaded or configured through PDM:

- Call services
- Company phonebook
- Downloadable language

WinPDM is used together with the Desk PDM charger. The Desk PDM charger is connected to the PC with WinPDM software through the network or USB connectors at the back of the charger, see Figure 16.

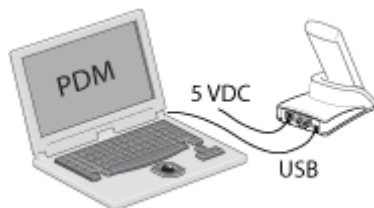


Figure 16 Desk PDM Charger connected to a PC through USB Connector

For more information on WinPDM and CPDM or upgrading of your cordless phone, contact your system administrator.

19 Useful Hints

This section gives details about external calls.

Connections between external lines

With your MD Evolution 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 MD Evolution 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, and so on.), connections on external lines can last a long time, and this 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.

20 Troubleshooting

This section contains information on how to solve common operational problems, see Table 5, and warnings, see Table 6, you may receive. Go through the following lists if you encounter any problems. If the checklists do not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

Table 5 Operational problems

Fault	Probable cause	Action
No display	The battery level is low or the phone is defective.	Charge the battery or contact system administrator.

No ringing	The mute icon is shown in the display, or ringer volume set to silent, or the phone is defective.	Long press on the Mute key, or increase volume, 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.
Call is switched off after 2 seconds	The phone is defective.	Contact system administrator.

Table 6 Error warning messages

Display shows	Probable cause	Action or comment
Enter PIN	The phone's lock is activated.	Enter the required PIN code. If PIN code lost, contact your system administrator.
No access	The network is in range, but no access rights.	Switch phone off and then switch it on again or contact system administrator.
No system The phone beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled, the vibrator also follows the beeps).	The phone is out of coverage or phone is defective.	Stop the beep with the Sound off key and go into range, or contact system administrator. (When reentering the coverage area it can take a couple of minutes before the phone automatically has registered into the system.)
SERVICE NEEDED Parameters corrupt	The phone 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 phone needs repair. This display message only shown in English
SERVICE NEEDED Invalid IPDI	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the telephone for service. This display message only shown in English

Battery low, charge now	The battery level is low.	Charge the battery.
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.
Voice mail number not defined	There is no Voice mail number defined in the phone.	Define a Voice mail number via WinPDM or CPDM. Contact system administrator.

21 Glossary

AC	Authentication code.
Abbreviated number	Short number. Initiate a call to a preprogrammed number by dialing a code or by pressing a key.
Conference	If you have an ongoing conversation you can include other persons and establish a phone conference.
CPDM	Centralized Portable Device Manager: A system version with more features than the WinPDM. It runs on a ELISE2 hardware and is manageable from a PC with network communication.
DECT/GAP	Digital Enhanced Cordless Telecommunication/ Generic Access Profile. This means that no one can eavesdrop on your calls and that the quality of speech is as good as that of conventional fixed phones. DECT/GAP enables interoperability with other manufacturers' products.
Desk charger	A charger for the DT390 cordless phone.
Desk PDM charger	A charger that also can be connected to WinPDM or CPDM for configuration and upgrading of the DT390 cordless phone.
Directory number	Number with 1-8 digits which is assigned to an extension or external line or as a common abbreviated number.
DTMF tone	Dual Tone Multi Frequency or touch tone, for dialing.
Exchange	Switch. Your phone switching system.
Extension number	All phones connected to the PBX have a unique internal number (up to 8 digits). You can see your number on the display.
GAP	Generic Access Profile, a standard for cordless phone systems. Idle mode The state your phone is in when nothing is activated; not calling, not ringing, not diverted and so on.

IP call	Internal call sent through an internal data network (LAN or WAN).
IPEI	International Portable part Equipment Identity, unique identity assigned to your phone by the manufacturer.
IPDI	The unique global GAP identity number for the DECT registration. IPDI is exchanged between handsets during Easy replacement procedure.
ISDN	Integrated Services Digital Network. Provides your system with supplementary services from the public net.
Least Cost Routing	A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance).
PARK	Portable Access Right Key, unique identity assigned to your network.
PBX	Private Branch Exchange. Your phone switching system (for example, MD-E).
PIN	Personal Identification Number for security.
Rack PDM charger	A rack charger that also can be connected to WinPDM or CPDM for configuration and upgrading of the DT390 cordless phones.
SW	Here you can see which version of the phone software you have.
Third party	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external.
WinPDM	A software application for managing the cordless phone. Used to download software, set up parameters, templates and so on.

22 MD Evolution Standard Services Prefixes

The following table lists the MD Evolution Standard Services Prefixes.

Table 7 Standard Services Prefixes

Prefix Description	Austria	EBN	Italy	Norway	UK	US	Standard
Abbreviated Numbers	6	6*	6	#2	**6	6	2
Appointment Reminder Activate	*32		*32#	#71		*32	71
Appointment Reminder Verify	*328		*32#8	#718		*328	718
Appointment Reminder Cancel	*329		*32#9	#719		*329	719
Call Forward Immediate	*21	*21*	*21#	#61	*21*	*2*	61
Call Forward No- Answer	*22	*211	*22#	#62	*211	*21	62
Call Forward Busy	*23	*212	*23#	#63	*212	*22	63
Call Forward No-Answer and Busy	*26		*26#	#69		*26	69
Call Forward Do Not Disturb	*24	*27	*24#	#64	*27	**24	64
Call Forward Cancel	#21	#21#	#21#	#60	#21#	#21	60
Follow-Me Activate	*25	*5*	*25#	#65	*5*	**25	65
Follow-Me Cancel	#25		#25#	#66		#25	66
Call Parking	*10		*10#	#10		**10	10
Call Pick-Up General Ringing	*88	*88	*73*	#15	*88	*88	15
Call Pick-Up Hunt Group	2		2	#14		2	14
Call Pick-Up Individual	*8*	*8*	*8*	#13	*8*	*8*	13
Call Substitution	*75	*75*	*75*	#75	*75*	*75	75

Call Temporary Protection	*74		*74#	#74		*74	74
General Call Acceptance Status	*9#	*9#	*9#	#67	*9#	*9#	67
Access Locking	*72	*76*	*72#	#78	*76*	*72	78
Access Unlocking #	#72	#76#	#72#	#78	#76#	#72	78
Password Programming	*73	*74*	*72	#79	*74*	*73	79
Redial Last External Number	**	***	***	#11	***	**	11
Standby Status in Hunt Group	*91		*91#	#68		*91	68