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Welcome

Welcome to the user guide for the *Dialog 4422 IP Office* IP telephone that conforms to the SIP standard.

This guide describes the available features of the telephone when it is connected to **MX-ONE™**.

To find out if the telephone is a SIP enabled telephone, see sections “[Settings](#)” on page 71.

The functions and features available with this telephone are designed for easy use in all different telephone handling situations.

The user guide describes the functions and features of the *Dialog 4422 IP Office* as it is programmed at delivery from the factory. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

Some markets use differing codes for some features. In this guide they are described using the most common code.

The latest version of the user guide can be downloaded from: <http://www.aastra.com>

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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 provisions of the R&TTE directive 1999/5/EC.

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



Important User Information

Safety instructions

Save these instructions.



Read these safety instructions before use!

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

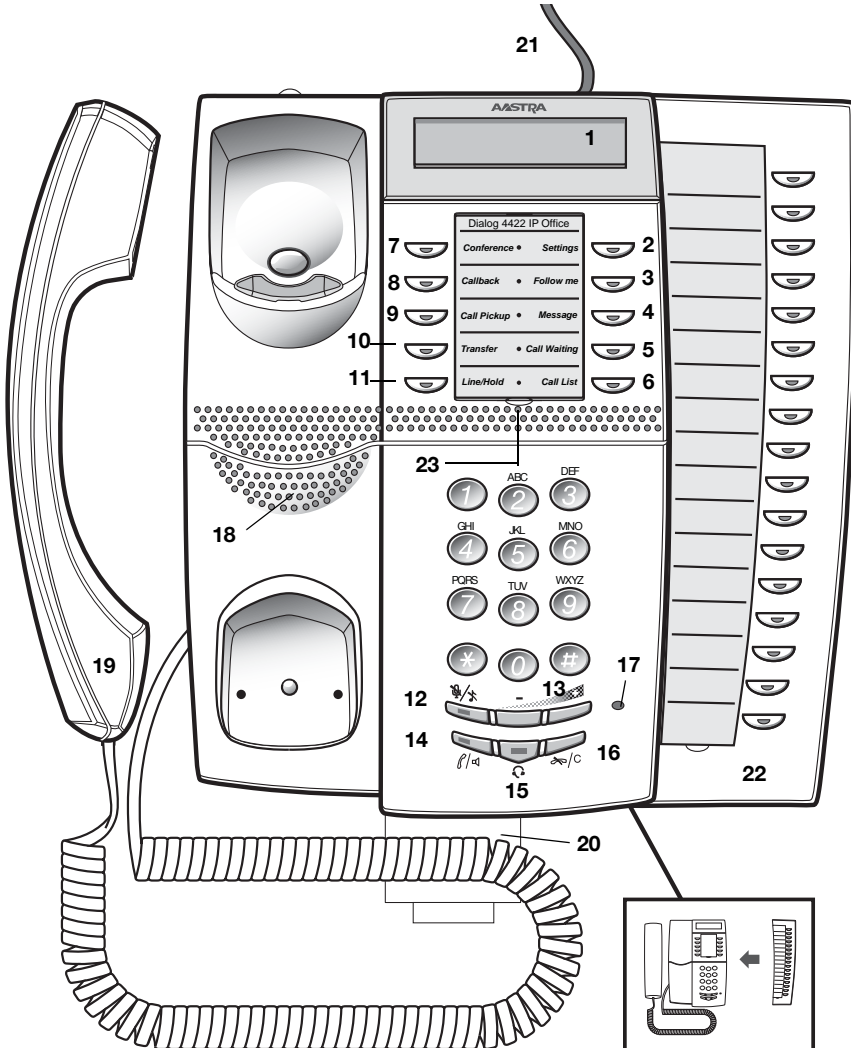
- Follow instructions in the equipment's user guide or other documentation.
- Always install equipment in a location and environment for which it is designed.
- For mains powered telephones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.
- For mains powered telephones: Avoid placing the telephone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.
- Headsets used with this equipment must comply with EN/IEC 60950-1 and for Australia AS/NZS 60950.1-2003.
- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.
- Do not use a telephone (other than cordless type) during an electrical storm.

Disposal of the product



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

Description



- 1 Display**
See section [“Display information”](#) on page 14.
- 2 Settings**
Used to enter or leave setting mode. See sections [“Settings”](#) on page 71 and [“Menu structure \(Settings\)”](#) on page 19. This feature is mandatory and is programmed to this position by default.

Keys 3-11

Preprogrammed keys / Function keys

The keys are programmed with the specified default features (see below). The features can be moved to any other programmable function key by the system administrator.

The features can also be removed from the keys (by your system administrator). In this case you can program frequently used features and phone numbers on the keys.

See section [“Programming of function keys”](#) on page 72.

- 3 Follow-me**
Indicates an activated Follow-me. Also used to deactivate Follow-me. See section [“Call Forwarding”](#) on page 47.
- 4 Message**
Message indication key. When the key lamp is on, it is an indication that you have a new message. See section [“Messages”](#) on page 59.
- 5 Call Waiting**
Activating Call Waiting for a busy extension. See section [“When you receive a busy tone”](#) on page 36.
- 6 Call List**
Used to access the list of outgoing and incoming calls. When the key lamp is flashing, there are unanswered incoming calls. See sections [“Redial calls from the Call List”](#) on page 35 and [“Call List”](#) on page 41.
- 7 Conference**
Establish a conference. See section [“Conference”](#) on page 45.
- 8 Callback**
Indicating/activating Callback. [“When you receive a busy tone”](#) on page 36.

- 9 Call Pickup**
Activating Call Pickup to answer call from another telephone. See section “[Answer calls](#)” on page 29.
- 10 Transfer**
Transfer calls. See section “[Transfer](#)” on page 45
- 11 Line/Hold**
Handle calls. Line/Hold is available both for incoming and outgoing calls.
- 12 Mute**
- Switch the microphone on or off during a call. See section “[Mute](#)” on page 43.
 - Switch off the ring signal in idle mode or when ringing. See sections “[Mute ring signal](#)” on page 81 and “[Silent Ringing](#)” on page 81.
- 13 Volume control keys / Navigation keys**
- Adjust the volume. See section “[Settings](#)” on page 71.
 - Navigate in setting mode. See section “[Settings](#)” on page 71.
 - Navigate the *Call List*. See section “[Redial calls from the Call List](#)” on page 35.
- For a description on how to use the Navigation keys, see section “[Hidden key functions](#)” on page 11.
- 14 Speaker/Call key**
The Speaker/Call key is used for handsfree connection. By pressing and holding it down for 4 seconds, the loudspeaker preset mode is activated.
- Call key. When all details have been entered, this key is used to initiate the call.
 - Activate loudspeaker. See section “[Headset Preset](#)” on page 87.
 - Used as select key in setting mode. See section “[Settings](#)” on page 71.
 - Log on to the system. See section “[Start the Phone – Log On/ Off](#)” on page 20.
- For a description on how to use the Select key and Log on key, see section “[Hidden key functions](#)” on page 11.
- 15 Headset key**
Handle headset calls and activate Headset Preset. See section “[Headset \(optional\)](#)” on page 85.
- 16 Clear key**
- Disconnect calls or exit a feature. Can always be pressed instead of replacing the handset.
 - Exit setting mode. See section “[Settings](#)” on page 71.

c) Log off from the system. See section “[Start the Phone – Log On/Off](#)” on page 20.

For a description on how to use the Exit key and Log off key, see section “[Hidden key functions](#)” on page 11.

17 Microphone

Used for handsfree conversation.

18 Loudspeaker

19 Handset

Supplied with hearing aid feature as standard.

Please note: *The handset can attract and trap small metal objects in the earcap region.*

20 Pull-out leaf for easy guide (optional)

See section “[Pull-out leaf \(optional\)](#)” on page 88.

21 Power adapter connection

See section “[Start the Phone – Log On/Off](#)” on page 20.

22 Key panel

With 17 programmable keys. One panel can be connected, see section “[Key panel \(optional\)](#)” on page 84. The keys can be used as function keys or Monitoring keys, see section “[Programming of function keys](#)” on page 72.

Use the Designation Card Manager to make and print your own key panel designation cards, see below.

23 Designation card

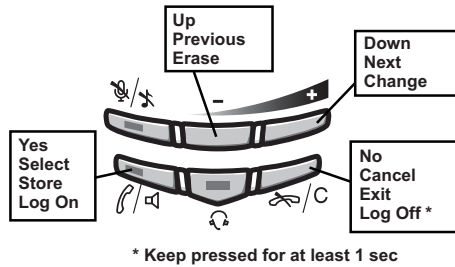
Use the DCM (Designation Card Manager) to make and print your own designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from: <http://www.aastra.com>

For more information, please contact your Aastra Certified Sales Partner.






Hidden key functions

The Volume key, Loudspeaker key and Clear key have some hidden features that are not shown on the keys. Only the standard symbols are shown (Volume, Loudspeaker and C).

The picture below shows which key to press in each situation:



Lamp indications






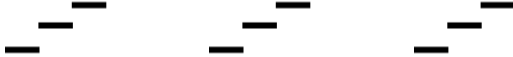





	Extinguished lamp	The feature is not active.
	Steady light	The feature is active or the multiple represented line is busy.
	Slowly flashing lamp	The line (or feature) is put on hold.
	Rapidly flashing lamp	An incoming call.
	Light with short breaks	Ongoing call.

Tones and signals

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

Tone characteristics

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

Dial tone	
Special dial tone	
Ring tone or queue tone	
Busy tone	
Congestion tone	
Number unobtainable tone	
Call waiting tone or verification tone	
Intrusion tone	
Conference tone	
Hold tone	
Connection in progress tone	

Ring signals

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

Internal ring signal



External ring signal



Recall signal
(Callback reminder)



Display information

The display gives you feedback information such as time and date, traffic state and connected phone numbers. The following pages show examples of information displays from different telephone states.

Note: *All names and numbers presented on the displays in this user guide are examples.*

When an information ends with an exclamation mark (!), this means that no further action is possible.

Your phone has a graphical display which has approximately 2 rows with 20 characters each. However the number of rows and characters per row depend on the character size and the font.

You can change the display menu language and the date/time presentation, see section “[Settings](#)” on page 71.

Depending on the traffic state the upper display row shows:

- Time and date
- Traffic state
- Display symbols (except volume level bar)
- Call on hold name or number

Depending on the traffic state the lower display row shows:

- User's name and number
- Calling/Called name and number
- Absence reason
- Volume level bar

During start and log on, when the display shows the *Call List*, or when the phone is in setting mode, the display is adapted to fit each situation.

Display symbols

Traffic status is indicated by the following symbols on the display:



Volume level bar.

Indicates the ring signal volume in idle or ringing mode, or in speech mode, the loudspeaker or earpiece volume. See section “Settings” on page 71.



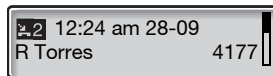
Security.

Indicates that the ongoing call is secure between the A and B party. The media (speech) and the signalling are encrypted.

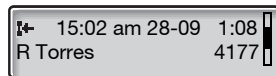
The following symbols can be shown in other display menus.

Examples of the Call List menu:

New missed call



Incoming call



Example of the Date Format menu:



or



New missed call(s).

Indicates new missed and not checked incoming call(s). The number beside the symbol indicates how many times this caller has tried to call you.



or



Missed call(s).

Indicates missed but checked incoming call(s). The number beside the symbol indicates how many times this caller has tried to call you.



Incoming call.

Indicates an answered incoming call.



Outgoing call.

Indicates an outgoing call.



Bar indicator.

Indicates the shown part of the total list and where it is positioned in the total list.

12 09 2008

Selection frame.

Indicates the subject to be called or selected in the list.



Setting indicators.

Filled symbol indicates the current setting in the shown list.

Idle phone (idle mode)

When your phone is in idle mode, the display shows the time and date information on the first row, and your name and extension number on the second row. In the example below, the extension number for *J Smith* is *3232*.

12:24 12 Sep 2008
J Smith 3232

Unanswered phone calls are indicated on the idle phone display.

1 Missed
J Smith 3232

An activated Follow-me is also indicated on the idle phone display.

FollowmeTo 3333
J Smith 3232

Smith (3232) has activated a Follow-me to 3333.

Outgoing call

When you make an outgoing call on your phone, the display shows the traffic information and the dialed name (if available) and number.

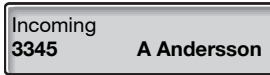


When the dialed number is busy, the display will look like this.



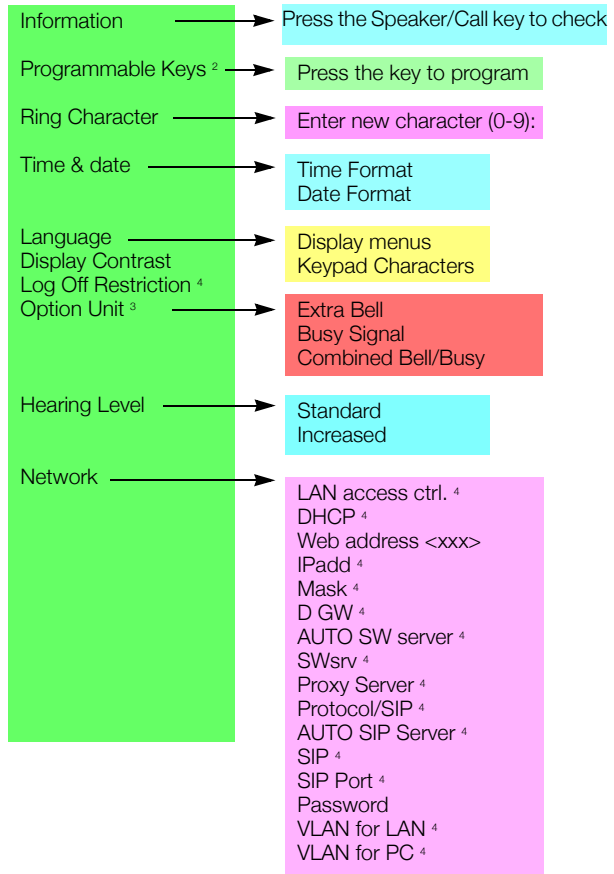
Incoming call

When you receive an incoming call, the display shows the calling party's name (if available) and number. The name and number are flashing. If the number for an external call is not available, the display shows **External** instead of the number.



Menu structure (Settings)

Menu structure for each of the menus that can be selected when the Settings key has been pressed. When you are navigating the menus, a selected menu is marked with a black frame. Use the Speaker key, the Volume keys and the Clear key to navigate in the menus, see section “[Hidden key functions](#)” on page 11.



Explanations

- 1) Only shown if there are no function keys that can be programmed.
- 2) Only shown if there are one or more function keys that can be programmed.
- 3) Only available if option unit is connected.
- 4) Only available to your system administrator.

Start the Phone – Log On/Off

Startup procedure

All the system settings for your IP phone must be set by the system administrator before you can use the phone.

Connect the required cables.

See section “[Installation](#)” on page 98.

***Note:** Depending on the settings in your network and telephone system, the start up procedure may be different from phone to phone. Check the display on your phone and read the required sections in this chapter to continue with the start up procedure.*

When the phone is connected to the network, your phone automatically initiates the startup procedure when connected to the mains.

Notes:

The phone does not work when a power failure occurs. After a power failure the phone will automatically restart. After a power failure the Call List is cleared.

When the telephone is starting up (booting) a connected PC will lose its network connection for about 10 seconds.

LAN access control (network authentication)

Your telephone might require a network authentication to gain access to the network. In this case you must enter a valid user identity and PIN or password.

Note: *The user identity and password used for the network authentication is not the same user identity and password you use to log on. The password is obtained from, and can only be changed by the system administrator.*

LAN access control
Enter user ID:



Enter your user identity.

(The Minus key is used to remove a wrong entry.)



Press.



Enter your PIN or password.

(The Minus key is used to remove a wrong entry.)

Note: *The password can be entered with letters or numbers, see section “[Entering letters and numbers](#)” on page 27.*

The PIN is the same as the Individual Authorization Code. Only digits can be used as PIN. The PIN must be four digits or more.



Press.

If your user identity and password are accepted, the phone continues with the startup procedure.

Note: *If your user identity and password are not accepted, contact your system administrator.*

Continued startup procedure

The display shows:



Use administrator mode
to change IP settings (x)

The **X** indicates a timer counting down from 5 seconds. If no key is pressed during this time, “no change” is selected automatically.

Notes:

You can speed up the procedure by pressing the Speaker key.

The administrator mode is used to change the IP settings in your phone. This mode is reserved for your system administrator.

The display now indicates that the phone is connecting to the server and the software is loading. This takes about 1 minute. After a self test, the phone is ready for use or ready for log on. To log on, see section “[Log on](#)” on page 24.

Update software

If new software has to be loaded into your phone, the display is showing this. When new application software is available, the following display is shown:



The **x** indicates a timer counting down from 60 seconds. If no key is pressed during this time, “Yes” is selected automatically.

Note: *You can speed up the procedure by pressing the Speaker key.*



Press to update the software (=Yes).

The software is loaded from the server. This takes about 60 seconds. The phone is then ready for use or ready for log on. To log on, see section “[Log on](#)” on page 24.

Note: *It is important that you do not disconnect the power to the phone while the new software is being downloaded and saved. If a power failure occurs, the software must be downloaded again.*

If you want to continue to use the previously stored setting:



Press to use the current version of the software (=No).

Log on

If your phone requires a log on, there are three log on options:

- 1 You are allowed to log on and log off the phone. This is the most common option.
- 2 The telephone is always logged on with a default number. You cannot log on or off. This option can be used for phones in conference rooms, receptions and so on.
- 3 The telephone is always logged on, with a default number, as in option 2, but you can log on with your own extension number and get your personal categories. This option can be used in a Free Seating environment. See also section “Free Seating” on page 28.

Option 1

The log on menu is displayed:

User not logged on!
Enter password:

The extension number that was used for the last log on is automatically shown.



If the displayed number is your number:

Press to log on.



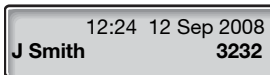
If the displayed number is not yours (the telephone has been logged on by another person):

Dial your extension number.

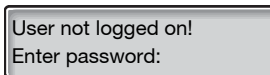
The displayed number is automatically erased when you start dialing. The display shows your entered digits. (The Minus key is used to remove a wrong entry.)

Press to log on.

If a PIN or password is not required, the display shows your name and extension number, and the phone is ready for use.



If a PIN or password is required the display shows:



Notes:

The last setting used (by previous user) remains until changed. The request to enter a password can be changed, contact your system administrator.

The password is obtained from, and can only be changed by the system administrator.

The PIN is the same as the Individual Authorization Code. Only digits can be used as PIN. The PIN must be four digits or more.



Enter your PIN or password.

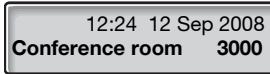
(The Minus key is used to remove a wrong entry.)

Press to log on.

The display shows your name and extension number, and the phone is ready for use.

Option 2

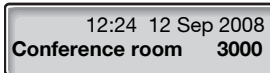
The following idle mode menu is displayed, and the phone is ready for use.



Note: *It is not possible to log off, when a phone has been programmed according to this option.*

Option 3

The phone is logged on with the default number. You can log on with your own extension number and get your personal categories.



Press to log on.

Press and hold the key for at least one second.

The text **Change user?** is displayed.



Press to confirm.

If a PIN or password is not required, the display shows your name and extension number, and the phone is ready for use.



If a PIN or password is required:

Enter your PIN or password.

(The Minus key is used to remove a wrong entry.)

Press to log on.

The display shows your name and extension number, and the phone is ready for use.

Note: *During the night, the phone is automatically logged off, and then logged on again with the default number.*

Entering letters and numbers

You can see the most common letters above each key on the phone. To get the letter A press key 2 once, for B press key 2 twice, to get C press key 2 three times, and so on.

Note: *If the word to enter contains a digit, the digit can be created by pressing the digit key for more than 1 second.*

By default, the first character you enter is written in upper case, and the rest of the word is written in lower case. Every new word starts with an upper case character (that is after a space has been entered). However, you can force the phone to enter all characters as upper case only, or lower case only, see below.



Press to switch between upper and lower case.

All entered characters are entered as upper or lower case. This is only valid for the characters A-Z.

Press (-) to correct a wrong entry.

A square is shown around the available characters. If you for example press **9**, the following character options are shown on the display:

wxyz9

Press 9

A new character (w, x, y, z or 9) is selected each time you press the key.



Log off

Press to log off.

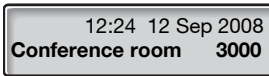
Press and hold the key for at least one second.

The text **Log off?** is displayed.



Press to confirm (within four seconds).

- If your phone has been programmed according to option 1, the log on menu is displayed.
- If your phone has been programmed according to option 3, the following idle mode menu is displayed.



Note: *If your phone has been programmed according to option 2, it is not possible to log off.*

Reset the phone

If your phone does not work properly, you can use the following procedure to reset the phone. This procedure will also clear the *Call List*. After the procedure you must log on again to use the phone.



Press all three keys simultaneously for at least one second to reset the phone.

Free Seating

As you can log on to any IP phone in the network by using your extension number, every IP phone automatically works as a free seating telephone within the network. See also option 3 in section “Log on” on page 24.

Note: *Using the Free Seating feature by entering * 1 1 * Authorization Code * extension No. #, is not applicable.*

Incoming Calls

Answer calls

A ring signal and a flashing lamp indicate an incoming call.

Note: If the feature *Parallel Ringing* is activated, the call will ring on more than one phone, see section "[Parallel Ringing](#)" on page 31.

On Line/Hold

You will receive calls on Line/Hold.



Lift the handset.

Handsfree

Press the flashing Line/Hold key.



Line/Hold



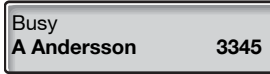
Press to terminate a handsfree call.



On another extension

You can answer a call to another extension:

Lift the handset and call the ringing extension.
Busy tone.



Press.

8

Press.

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

or



Call Pickup

press to pick up call.

Parallel Ringing

Note: *This feature is only available in newer versions of the telephone system.*

The Parallel Ringing feature makes it possible for an incoming call to ring several phones simultaneously and for the call to be answered on any of the phones. The main advantage of this feature is that you do not risk losing any calls.

The feature requires all the phones involved to be defined in a **Parallel Ringing list**, which must be configured and initiated by your system administrator. Because only calls to a main extension will be distributed among the phones in the list, this main extension also needs to be defined.

A call to a specific extension will not be distributed to other phones in the list, and will only ring that specific extension's phone.


Parallel Ringing can be temporarily disabled by the phone user using the feature "Internal Follow-me". See also section "[Internal Follow-me](#)" on page 47.

Note:

If an extension part of a parallel ringing list tries to activate/deactivate one of the features below, the procedure is only performed on the main directory number not on the extensions own number.

- Call diversion for non-generic extension
- Do not disturb
- External Follow-me
- Follow-me
- General Cancellation
- Individual Repeated Distribution or Personal Number
- Message Diversion

To disable Parallel Ringing temporarily

✳ 2 1 ✳  #

Dial, enter the extension number and press.

If you want to disable Parallel Ringing for all phones defined in the list, follow the procedure for disabling the feature from the phone with the main extension number and enter the number of the answering position.

If you want to disable Parallel Ringing for one specific phone in the list only, follow the procedure for disabling the feature from this phone and enter its extension number.

Notes:

*U.K., dial * 2 * Number #.*

The Follow-me key cannot be used to disable Parallel Ringing.



Press.

The Follow-me key lamp is now on.

To restore Parallel Ringing

Follow-me



Press.

The Follow-me key lamp is off.

Notes:

You can also use the following procedure to restore: dial # 2 1 # (U.K. # 2 #) and press the Speaker key.

If you want to restore Parallel Ringing for all phones defined in the list, follow the procedure for restoring the feature from the phone with the main extension number and enter the number of the answering position.

If you want to restore Parallel Ringing for one specific phone in the list only, follow the procedure for restoring the feature from this phone and enter its extension number.

Outgoing Calls

Make calls

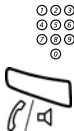
Note: You can dial your calls faster by using common Speed Dialing numbers and by using your own programmed function keys. See section “Speed Dialing” on page 39.

How to make internal and external calls:



Lift the handset and proceed depending on call type:

Internal calls



Dial the extension number.

Press.

External calls

0 Dial the digit or digits to get an external line.

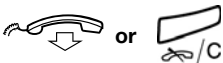
Dial tone.

Note: The particular digit or digits used in your office, for example **0** or **00**.



Dial the external number.

Press.



Replace the handset or press to end the call.



Handsfree

With the handset on hook:

Dial the number.

Press.

You are connected via the loudspeaker and microphone.

Press to terminate a handsfree call.

SOS calls (Emergency calls)



When your phone is logged on

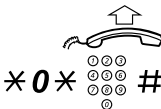
Dial the SOS number.

Press.

Individual External Line

To make a call on a specific external line:

Lift the handset.



*** 0 * #**

Dial, enter the Individual External Line number and press.



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

Last External Number Redial

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



Lift the handset.

Dial to repeat the stored number.

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



Press.

The last external number is automatically redialed.

Redial calls from the Call List

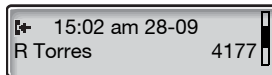
To use the *Call List*, see section “[Call List](#)” on page 41.

Call List



Press to access the Call List.

If you have new missed calls in the *Call List*, the key flashes until you press it. The latest call is shown on the display:



Press (-) or (+) to scroll the numbers in the Call List .



Lift the handset

or



press to call the shown phone number.

Number Presentation Restriction

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

Notes:

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

The Number Presentation Restriction is only valid for the ongoing call, that is the procedure has to be repeated the next time you want to use it.



*** 4 2 #**



Lift the handset.

Dial and wait for a new dial tone.

Dial the number.

Press.

Instead of your name and number, the display on the called phone shows **Anonymous**.

When you receive a busy tone

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

Callback

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

6

Press.

It can take several seconds before the procedure is executed. A confirmation tone is heard.

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

or



Callback

press.



Replace the handset to finish the procedure.

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



Lift the handset when you are called back.

The system calls the extension.

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

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

6

Press.

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



Dial the external number and press.



Press.

Replace the handset to finish the procedure.

When an external line becomes free, you will be called back (recall ring signal). You have to answer within eight seconds, otherwise the Callback service is cancelled. While waiting for the Callback, you can make and receive calls as usual.

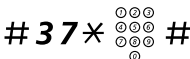


Lift the handset when you are called back.

The system calls the external number.

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

Cancel any single Callback



Dial, enter the extension number and press.

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



Press.

Cancel all Callbacks

3 7

Dial.



Press.

Activate Call Waiting

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

5

Press.

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

or



press.

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

Note: *The Call Waiting feature might be blocked for use on your extension (programmed by your system administrator). If Call Waiting is not allowed, you will continue to receive a busy tone.*

Intrusion on a busy extension

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

4

Press.

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

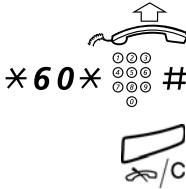
Notes:

France and Sweden, press 8

The warning tone might be disabled for your system. The Intrusion feature might be blocked for use on your extension (programmed by your system administrator). If Intrusion is not allowed, you will continue to receive a busy tone.

Bypass

If this feature is allowed from your extension, you can bypass an activated Diversion, activated Follow-me or activated Absence Information on a specific extension.



Lift the handset.

Dial, enter the extension number and press.

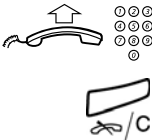
Press.

Wait for answer.

Speed Dialing

Common Speed Dialing Numbers

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



Lift the handset and dial the common Speed Dialing number.

Press.

Dial by a function key

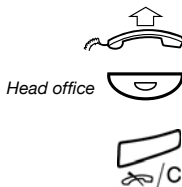
Both features and phone numbers can be programmed on a function key. To program a key, see section “[Programming of function keys](#)” on page 72.

Lift the handset.

Press the function key.

This function key is preprogrammed by you.

Press.



Dial by Contacts

With this feature you can make a call using the contacts stored in your phone.

Notes:

If you want to add, change or delete numbers and names in Contacts, you can do this via the Web interface, see section “[Web Server](#)” on page 91.

It is also possible to add your Microsoft® Outlook® contacts to Contacts in your phone, you can do this via the PC application “My Dialog 4000 Contacts”, see section “[Add Microsoft Outlook Contacts](#)” on page 89.

Example: To find and call Zeb Macahan

In idle mode:

9

Press and hold the key.

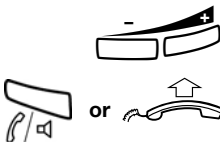
The available names for that key are shown on the display.

Walter Matthau	4178
Werner Smith	4177

9

Press three times to jump to the first name beginning with the letter “Z”.

Zeb Ford	8888
Zeb Macahan	7816



Press (+) to scroll to Zeb Macahan.

Press the Speaker key or lift the handset to make the call.

Note: *To learn more about how to enter characters, see section “[Entering letters and numbers](#)” on page 27.*

Call List

The phone stores a **Call List** with 50 phone numbers that includes missed calls (if supported by the network), incoming calls, outgoing calls and answered calls.

Note: *The list is cleared if a power failure occurs, if another user (extension number) logs on to the same phone or if you reset the phone.*

Call List 

Press to access the Call List.

If you have new missed calls in the **Call List**, this key lamp flashes until you press it. The **Call List** is displayed, see example.



Call List options

Press (-) or (+) to scroll the numbers in the Call List .



Lift the handset to call the phone number shown.

Call List 

Press to exit the Call List.

If you want to delete an entry when you are in the **Call List**:



Press.

The question **Delete item?** appears.

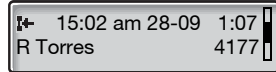
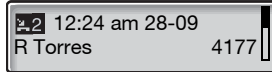


Press to remove the shown entry from the Call List.

Example of the Call List menu:

New missed call

Incoming call



The content of the *Call List* is (from left to right):

- Call symbol. See call symbol types below.
- Time of the call, for example “10:48 am”.
- Date of the call (Day/Month or Month/Day depending on date format setting), for example “28-09”.
- Name of the calling/called person, for example “R Torres”.
- Phone number of the calling/called person, for example “4177”.
- Call duration, for example “1:07”. (= one minute and seven seconds).
- Bar indicator. Indicates the shown part of the total list, and where that part is positioned in the total list.

Call symbol types:



New missed call(s).

Indicates new missed and not checked incoming call(s). The number beside the symbol indicates how many times this caller has tried to call you.



Missed call(s).

Indicates missed but checked incoming call(s). The number beside the symbol indicates how many times this caller has tried to call you.



Incoming call.

Indicates an answered incoming call.



Outgoing call.

Indicates an outgoing call.

During Calls



Handsfree

Press.
Handsfree conversation.



Press to end the call.

From handsfree to handset

If the handset is on hook:



Lift the handset.
Conversation via the handset.

If the handset is off hook:



Press.
Conversation via the handset.



Mute

Press to switch the microphone on or off.
When the lamp is on, the person on the line cannot hear what is being said near to your phone.

Hold

You can temporarily put the ongoing call on hold.



Press the Line/Hold key.

The key lamp flashes slowly and the display shows the call on hold.

Note: *If you replace the handset, the call is terminated.*



Press to resume the call.

Inquiry

You have a voice connection and want to make an Inquiry to an internal or external party.



Press.

The first call is put on hold (Line/Hold flashes slowly).



Call the third party.



Press.

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



Press to end the Inquiry call.

The third party is disconnected.



Press to return to the first call.

Suffix Dialing (Dialing During Speech)

You want to communicate and control a voice mail system or, for example, retrieve information through your telephone about your bank account.

9

Press to activate.

Transfer

You have an ongoing call and you want to transfer the call to another extension.



Line/Hold

Press.



Call the third party.



Press.



Transfer

Press

or



Clear

press before or after answer.

The ongoing call is transferred.

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

Conference

With this procedure you can include up to seven parties in a conference. Only the conference leader (the person initiating the conference) can admit participants. The conference tone will be heard every 15 seconds during the conference. The tone is also heard each time a participant enters or leaves the conference.

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

You have an ongoing conversation (Line/Hold) and want to establish a phone conference. You will become the conference leader.



Line/Hold

Press.



Call the third party.

Wait for answer.

3 Press

or



press to establish a conference.

Repeat the procedure to add more conference members.



Replace the handset to leave the conference.

Note: *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 are only two parties left.*


Call Forwarding

Internal Follow-me

All calls to your extension are diverted to another extension of your choice (within the private network). The Follow-me lamp indicates that you have activated Follow-me. During Follow-me, your phone can still be used for outgoing calls and you will hear a special dial tone when you lift the handset.

Order from your own extension

Note: The Follow-me key is only used as an indicator that Follow-me is activated. Follow-me cannot be activated by pressing this key.

* 2 1 *  #

Dial, enter the answering position number and press.

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



Press.

Cancel from your own extension

Follow-me 

Press.


The Follow-me key lamp is off.

Note: You can also use the following procedure to cancel: dial # 2 1 # (U.K. # 2 #) and press the Speaker key and the Clear key.

Redirect from answering position


If you move from one answering position to another answering position, you can redirect Follow-me from that new position.

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

*** 2 1 * *** 

Dial, enter your own extension number and press.

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




Enter the answering position number.

Press to redirect.

Calls are diverted to the new answering position.

Cancel from answering position

2 1 * * 

Dial, enter your own extension number and press.

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



Press.

External Follow-me

If external Follow-me is allowed, you can have all calls to your extension diverted to an external number of your choice. The Follow-me lamp indicates that you have activated Follow-me. During Follow-me, your phone can still be used for outgoing calls and you will hear a special dial tone when you lift the handset.

Order

Note: The Follow-me key is only used as an indicator that Follow-me is activated. Follow-me cannot be activated by pressing this key.

***22#**



Dial.

Enter the digit or digits to get an external line.



Enter the external number and press.



Press.

Cancel

Follow-me

Press.

The Follow-me key lamp is off.

Note: You can also use the following procedure to cancel: dial **#22#** and press the Speaker key and the Clear key.

Personal Number

With this feature you can be reached on your normal office phone number even if you are out of the office, at home, and so on.

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

A search profile can be designed to fit the situation (in the office, traveling, at home, and so on). Both internal or external phone numbers can be used in a profile.

Your search profile is programmed or modified by your system administrator. See section [“To design and order your search profiles”](#) on page 53.

When the feature is activated, incoming calls are transferred to your selected phones or back-up services in the order that you choose. If an answering position in the profile is busy, the call can be transferred to another predefined position in the profile (Voice Mail or a colleague).

You can handle the profiles from your own office phone. How to do this is described here (an operator can also assist you).

You can also use any of the Personal Assistant applications, if available. Contact your system administrator for more information.

When out of the office, the feature Direct Inward System Access (DISA) can be used, if available in your system. How to use DISA is described in this section.

To activate or change to another profile from your office phone

*** 1 0 ***

(1 - 5) #



Dial.

Enter the search profile digit and press.

Press.

The display shows the chosen search profile digit.

Note: When another party is included in the activated profile, for instance a colleague or an operator, always remember to inform them about your absence. If Voice Mail is included in the activated profile, always update your greeting with Absence Information.

To cancel from your office phone

1 0



Dial.

Press.

To activate or change to another profile from an external phone

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



*** 7 5 ***

Call the DISA feature at your office.

Dial tone.

Dial.



#

Enter the Authorization Code and press.



Press.



#

Dial your own extension number and press.

Dial tone.

*** 1 0 ***

Dial.



Dial your own extension number and press.

(1 - 5)

Press the search profile digit.



Press and replace the handset.

Note: When another party is included in the activated profile, for instance a colleague or an operator, always remember to inform them about your absence. If Voice Mail is included in the activated profile, always update your greeting with Absence Information.

To cancel from an external phone

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



Call the DISA feature at your office.

Dial tone.

*** 7 5 ***

Dial.



Dial the Authorization Code and press.



Dial your own extension number and press.

Dial tone.

1 0 *

Dial.



Dial your own extension number and press.



Replace the handset.

To design and order your search profiles

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

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

Important notes when designing your search profiles:

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

Example:

How to fill in your setting form for search profiles:

Profile 1

In office

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

* Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, and so on.

Profile 2

At home

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

Setting form for search profiles

Name:

Department:

Telephone No:

Account:

Profile 1

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

* Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, and so on.

Profile 2

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

Profile 3

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

Profile 4

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

Profile 5

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

Absence Information (optional)

Absence Information is used to inform callers why you are absent and when you will return. If you are authorized, you can also enter Absence Information for another extension from your extension. During Absence Information, your phone can still be used for outgoing calls and you will hear a special dial tone when you lift the handset.

Order

Example: Back on September 15 (=0915).

*** 2 3 ***
(0 - 9)

Dial.

Enter the absence code.

Note: *The absence codes consist of one digit. The absence code assigned to each digit depends on the connected telephone system. Contact your system administrator regarding the available absence codes.*

*** 0 9 1 5 #**

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

Notes:

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



Press.

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

2 3



Cancel

Dial.

Press.

The programmed information is erased.

Messages

Manual Message Waiting (MMW)

If the called extension does not answer you can initiate a message waiting indication on that extension (if this feature is allowed). If there is a message waiting, the Message key lamp is on and you will hear a special dial tone after lifting the handset.

Message 

Answer

Press.

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

Note: *After the call you have to cancel the message manually, see below.*

Cancel MMW at your own extension

3 1



Dial.

Press.

*** 3 1 * #**



Order MMW to another extension

In idle mode:

Dial, enter the extension number and press.

Press.

The Message Waiting key lights up on the called extension.

3 1 *



Cancel MMW to another extension

Dial, enter the extension number and press.

Press.



Message Waiting (optional)

If your phone is assigned this feature and if it is diverted to an interception computer, the Message key lamp is on when there are messages stored for you in the computer. The messages will be printed out on a printer connected to the computer.

Message 

To print out messages

Press.

The display shows the identity of the computer and the number of messages stored for you.

If you find that the notification of Message Waiting is intrusive or you want to shut off the notification:

9 1 # *

Dial.

Acknowledgement tone.

Voice Mail (optional)

This 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 then leave a message in your mailbox. When back in your office you can enter your mailbox and listen to the messages received.

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

If you use the Personal Number feature, it is recommended to program Voice Mail as the last answering position for all search profiles.

When you enter your mailbox, you will hear recorded instructions on how to handle listening, recording, storing and deleting messages, and how to change your security code.

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

To activate and deactivate your mailbox

For all incoming calls:

See section “[Internal Follow-me](#)” on page 47. Use the number to the Voice Mail system as the “answering position number”.

To access your mailbox

From your office phone:



Dial the number to the Voice Mail system.

Note: When the Message key lamp is on (= a new message is received), you can also press this key.

If you are asked to enter your security code:



Enter your security code.

Code at delivery = your extension number.

From another phone:



Dial the number to the Voice Mail system.

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

#

Press.



Dial your mailbox number.

(normally your office extension number)



Enter your security code (if required).

To access someone else's mailbox



Dial the number to the Voice Mail system.

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

#

Press.



Dial the mailbox number.

(Normally the office extension number of the person served).



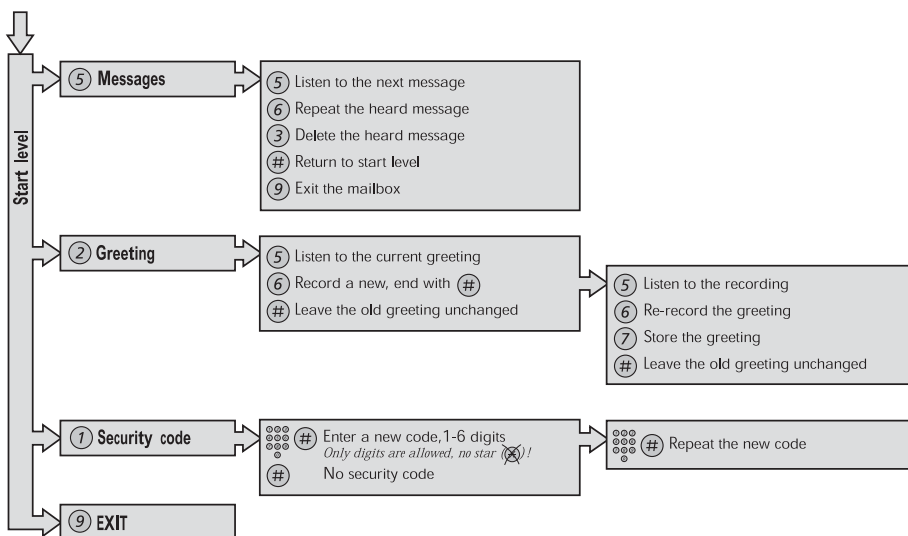
Enter the security code of the other person (if required).

To handle the mailbox

Recorded information on the line tells you the number of new and stored messages. If you have too many messages stored, you will first be asked to delete saved messages.

Recorded instructions ask you to press different digits in order to listen to caller's messages, record your own greetings, change your password or exit your mailbox, and so on.

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



Group Features

Group Call-pick-up

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

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



*** 8 #**

Lift the handset.

Press

or



Call Pickup

press to answer.

Notes:

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

*Finland and Sweden, press * 0 #.*




Press.

Group Hunting

An internal Group Hunting number is a common directory number for a group of extensions. Calls to the group will be indicated at a free extension in the group.

When you leave the group temporarily, you make your phone unavailable for incoming calls.

*** 2 1 *  #**



To leave the group temporarily

Dial, enter your own extension number and press.

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

Press.

To re-enter the group

2 1

Dial.

Note: U.K., dial # 2 #

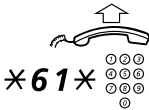


Press.

Other Useful Features

Account Code (optional)

This feature is used to charge a call to an account number or to prevent unauthorized calls from your phone. The Account Code can have 1 to 15 digits.



Lift the handset.

Dial, enter the Account Code and press.

Note: *Finland and Norway, dial *71* Code #.*



Press.

Dial tone



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

General Deactivation

The following features can be simultaneously cancelled:

- Callback (all Callbacks are cancelled)
- Internal and External Follow-me
- Manual Message Waiting/Absence Information

0 0 1



Order

Dial.

Press.

Emergency mode

In the event of an emergency the operator can set the telephone system into Emergency mode, during which only preprogrammed extensions are permitted to make calls. If your extension is not assigned with this category and you try to make a call, you will not receive a dial tone.

Night Service

When the telephone system is in Night Service mode, all your incoming calls to the operator are transferred to a selected extension or group of extensions. The telephone system has two different Night Service modes:

Common Night Service

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

Individual Night Service

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

Malicious Call Tracing

When a malicious call is received a signal can be sent to the switched telephone network (PSTN) before a call is disconnected. If the calling subscriber clears the call, the external line can be held for a limited period of time to invoke the malicious call tracing (MCT).

Order



Line/Hold

×39#

Put the call on hold by pressing.

Dial.

If the request is successful, an acknowledge tone is heard. If the request fails, a reject tone is heard.

DISA = Direct Inward System Access (optional)

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

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

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

There are different procedures depending on the type of Authorization Code, or when an Account Code is used.

With common Authorization Code



Call the DISA feature at your office.

Dial tone.

*** 7 2 ***

Dial.



#

Dial the Authorization Code and press.



Press.

Dial tone.



Dial the external number.



With individual Authorization Code

Call the DISA feature at your office.

Dial tone.

*** 7 5 ***

Dial.



Dial the Authorization Code and press.



Press.
Dial tone.



Dial your own extension number and press.
Dial tone.



Dial the external number.

Settings

Checking the protocol

There are two User Guides for the Dialog 4422 telephone; one intended for the SIP protocol based telephone, and one for H.323 protocol based telephone. In order to know which User Guide to use, you need to check which protocol is used in your telephone.

To check the used protocol:

Press the Settings key.

Select the Information menu. The used protocol and the software version is shown on the display.

Press the C key to return to previous menu.

Programming of function keys

All function keys, except for the Line/Hold key, can be used for programming.

Note: *To be able to program a function key yourself, the system administrator must remove at least one of the default features assigned to the function keys. By removing these preprogrammed features, the keys become available for programming.*

Frequently used features (* X X #) and phone numbers can be programmed on the function keys for easy access. When you want to use the feature or phone number, just press the key. Certain features must be preprogrammed by your system administrator.

Note: *To be able to program a function key, the phone normally has to be logged on to the telephone system (this is set by your system administrator).*

Program/change a feature or verify a programmed feature

Settings



Press.

The **Function Keys** menu or the **Programmable Keys** menu is framed.

Notes:

*The **Function Keys** menu is only shown if there are no function keys that can be programmed.*

*The **Programmable Keys** menu is only shown if there are one or more function keys that can be programmed.*

**Press.**

One of the following displays is shown.

Programmable Keys
Press the key to program

or

Function Keys
Press the key to check

**Press the function key to program or check.**

If the key is already programmed, the number or feature will be displayed.

Note: If you only want to verify the programmed feature, press the Clear key two times to return to the main menu.

**Enter phone number or a procedure.****Notes:**

A procedure can be, for example the ordering of Follow-me, (* 2 1 * Number #).

If you want to delete a character, press the Minus key, and then enter the character again.

You can continue programming another function key (repeat from "Press the function key to program").

If you want to erase the number assigned to a key; do not enter a new number, just press the Speaker key.

**Press to save.****Press to return to the previous menu,**

or

Settings

**Press to return to idle mode.**

Remove the transparent cover and write the feature name or phone number beside the key.

Note: Use the DCM (Designation Card Manager) to make and print your own designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from:
<http://www.aastra.com>

For more information, please contact your Aastra Certified Sales Partner.

Language

You can change the display menu language for your phone. Available languages are listed when the language menu is selected. The phone must be logged on when changing the language.

Note: *If the chosen language is not supported by your telephone system, text sent from the system will continue to be in English. Only text displayed from the phone itself will be in the chosen language.*

Change display menu language (default=English)



Press.



Press.

Repeat until the **Language** menu is framed.



Press.

Display menus is framed.



Press.

The current language is framed and marked (English is default).



Press until the desired language is framed.

Note: *The Clear key can be used to leave the menu without saving the changes.*



Press to store the framed language.

The display language is changed. The acknowledgement tone is heard.



Press to return to the previous menu,

or



press to return to idle mode.

Date presentation

The date is updated automatically from the telephone system. You can only change the way the date (format) is presented on the display. The date can be shown in eight ways:

<i>Format</i>	<i>Example</i>
• DD MM YYYY	22 02 2008
• DD MMM YYYY	22 Feb 2008
• WW DD MMM YYYY	Fr 22 Feb 2008
• YYMMDD	080222
• YYYY-MM-DD	2008-02-22
• MM/DD/YYYY	02/22/2008
• DD-MM-YYYY	22-02-2008
• WW DD-MM-YYYY	Fr 22-02-2008

To change the date presentation:

Settings 



Press.



Press.

Repeat until the **Time & date** menu is framed.



Press.

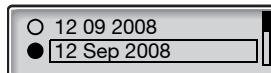
Press.

Repeat until the **Date Format** menu is framed.



Press.

The current date presentation is framed and marked:



Press until the desired date format is framed.

Note: *The Clear key can be used to leave the menu without saving the changes.*



Press to store the framed date format.

The date format is changed.



Press to return to the previous menu,

or

Settings 

press to return to idle mode.

Time presentation

The time is updated automatically from the telephone system. You can only change the way the time (format) is presented on the display. The time can be shown in 24 or 12 hour clock mode.

To change the time presentation:



Press.



Press.

Repeat until the **Time & date** menu is framed.



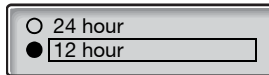
Press.

The **Time Format** menu is framed.



Press.

The current time presentation is framed and marked:



Press to change between the 12 hour and 24 hour mode.

Note: *The Clear key can be used to leave the menu without saving the changes.*



Press to store the framed time format.

The time format is changed.



Press to return to the previous menu,

or



press to return to idle mode.



Programming of ring signal tone character

There are 10 different programmable ring signal tone characters on your phone, each corresponding to a digit between 0 and 9.

Settings 



Press.

Press.

Repeat until the **Ring Character** menu is framed.

Press.

The current tone character is displayed:

Current ring character: 5
Enter new character (0-9):

(0-9)

Press a digit to select a new character.

The phone rings with the chosen character.

Note: *The Clear key can be used to leave the menu without saving the changes.*



Press to store the selected character.

Press to return to the previous menu,

or

Settings 

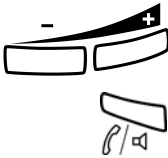
press to return to idle mode.

Display contrast

The display contrast can be changed.

Change the contrast on the display

Settings 



Press.

Press.

Repeat until the **Display Contrast** menu is framed.

Press.

The display shows:



Press to decrease or increase the contrast.

Note: *The Clear key can be used to leave the menu without saving the changes.*

Press to store the contrast level.

Press to return to the previous menu,

or

press to return to idle mode.

Settings 

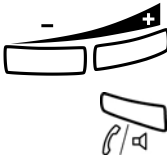


Option unit

If your phone is equipped with an option unit, you can use this menu to select the function of the option unit.

Change the function of the option unit

Settings 



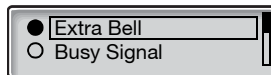
Press.

Press.

Repeat until the **Option Unit** menu is framed.

Press.

The display shows:



Press to change between the features Extra Bell, Busy Signal and Combined Bell/Busy.

- **Extra Bell:** The extra bell is activated in parallel with the ring signal. A free on second call does not activate the extra bell feature.
- **Busy Signal:** The busy signal is activated when your phone is busy (during calls). The feature can be used to control for example a Do-not-disturb lamp at the door.
- **Combined Bell/Busy:** Activated in parallel with the ring signals and steady active when your phone is busy (during calls). A free on second call does not activate the extra bell feature.

Note: The Clear key can be used to leave the menu without saving the changes.



Press to store the selected feature.

Press to return to the previous menu,

or

press to return to idle mode.

Settings 

Handset and loudspeaker volume

Use the Volume keys to adjust the volume of the handset or loudspeaker during a call. Adjust the handset listening volume when the handset is off hook. Adjust the loudspeaker volume when dial tone is heard via the loudspeaker, or during a monitor call.



Press to adjust the volume.

The handset and loudspeaker volume level is stored.

Hearing level settings

It is possible to get an increased hearing level of +6 dB in the handset and headset.

Settings 



Press.

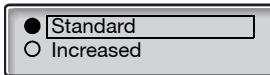
Press.

Repeat until the **Hearing Level** menu is framed.



Press.

The current hearing level is framed and marked.



Press to change between the values Standard and Increased.

Note: *The Clear key can be used to leave the menu without saving the changes.*



Press to store the framed hearing level.



Press to return to the previous menu,

or

Settings 

press to return to idle mode.



Ring signal volume

Use the Volume keys to adjust the ring signal volume when the phone is in idle mode or ringing. Adjusted volume is stored.

Press to adjust the volume.

Note: *The volume will return to the default level in case of a power failure.*



Mute ring signal

You can suppress the ring signal for an incoming call.

Press to suppress the ring signal.

The ring signal is switched off for the current call, and your phone is automatically set to Silent Ringing.

Silent Ringing

If you do not want to be disturbed by the ring signal but still want to be able to answer an incoming call, you can switch off the ring signal. Incoming calls are only indicated by a flashing line lamp and display information.



When the phone is in idle mode, or when ringing:

Press to switch off the ring signal.

The Mute key lamp is switched on to indicate Silent Ringing. The ring signal will automatically be switched on the next time you lift the handset or press any key.

Change ring signal for the Line/Hold key

The Line/Hold key is programmed by your system administrator, however you can change the type of ring signal from your phone.

Change the type of ring signal

Settings 



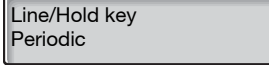
Press.

The **Function Keys** menu or the **Programmable Keys** menu is framed.

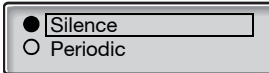
Press.

Press the Line/Hold key.

The Line/Hold key is shown together with the current type of ring signal for the key.



Press (+) to change.



Press to change between the ring signals.

- Silence.
- Periodic (repetitive) ring signal.
- Delayed periodic ring signal.
- One muted ring signal. Only one ring signal with a low level.
- One muted delayed ring signal.

Note: *The Clear key can be used to leave the menu without saving the changes.*



Press to store the framed ring signal.



Press to return to the previous menu,

or

Settings 

press to return to idle mode.

Network settings

In the **Network** menu you can check all the network settings. These settings can only be changed by your system administrator.

Accessories

Key panel (optional)

In newer versions of the telephone system, your phone can be equipped with one additional key panel. The key panel offers 17 additional keys for storing of your most frequently used telephone numbers and features. If you do not know which version of the telephone system you are using, ask your system administrator. To install the key panel, see section "Installation" on page 98.

Note: *The key panel must be of type DBY 419 01.*

Use the DCM (Designation Card Manager) to make and print your own key panel designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from: <http://www.aastra.com>

For more information, please contact your Aastra Certified Sales Partner.

Headset (optional)

To install the headset, see section “[Installation](#)” on page 98.

The following headset features are available.

Answer calls



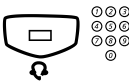
Press to answer.

The Headset key lamp is turned on.

Note: When the phone is set for Headset Preset, you can also press the flashing Line key to answer the call. See section “[Headset Preset](#)” on page 87.



Press to terminate the headset call.



Make calls

Press and dial the number.

The Headset key lamp is turned on.

Note: When the phone is set for Headset Preset, you can dial the number directly without pressing the Headset key, or you can press a Line key instead of the Headset key. See section “[Headset Preset](#)” on page 87.



Press.

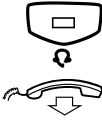


Press to terminate the call.



From headset to handset

Lift the handset.



From handset to headset

Press.
The Headset key lamp is turned on.

Replace the handset.



From headset to handsfree

Press.
The Loudspeaker key lamp is turned on.



From handsfree to headset

Press.
The Headset key lamp is turned on.

Headset Preset

By default the phone is set to *Loudspeaker Preset mode*, so that calls are connected to the loudspeaker when you answer or make calls by pressing a Line key. Also when you dial the number without lifting the handset, the call is automatically connected to the loudspeaker.

When you use a headset for your telephone, you can change the setting to *Headset Preset mode* to get calls connected to the headset instead. In Headset Preset mode you can make headset calls by pressing digits directly (direct dialing). You can also answer headset calls by pressing a Line key.

Notes:

Independent the type of preset setting, when you lift the handset the call is always connected to the handset.

Activation and deactivation of Headset Preset can only be done when the phone is in idle mode.

To activate Headset Preset:



Press and hold for at least 4 seconds.

A short acknowledgement tone signal is heard.

To cancel Headset Preset:



Press and hold for at least 4 seconds.

A short acknowledgement tone signal is heard.

Headset volume

During a call, use the Volume keys to change the volume of the headset.



Press to change the volume.

The set headset volume level is stored.

For those with impaired hearing, the headset hearing volume level can be further amplified, use the same procedure as described in section "[Handset and loudspeaker volume](#)" on page 80.

Pull-out leaf (optional)

The pull-out leaf is used for a personal phone number list and is installed under the phone. To install the pull-out leaf, see section “[Installation](#)” on page 98.

Use the DCM (Designation Card Manager) to make and print your own card for the pull-out leaf. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from: <http://www.aastra.com>

For more information, please contact your Aastra Certified Sales Partner.

Add Microsoft Outlook Contacts

My Dialog 4000 Contacts

My Dialog 4000 Contacts is a PC application which you can use when you want to download your Microsoft® Outlook® contacts to *Contacts* in your phone.

Note: *It is recommended to store all your phone numbers in Microsoft Outlook with area and country code including the international "+" sign.*

Install My Dialog 4000 Contacts

The PC application must be installed on your PC (network access required), your system administrator should provide a link to the installation page.

On the installation page:

Make sure you have the necessary information to complete the installation (see installation page).

When you have the necessary information:

Click on [Install My Dialog 4000 Contacts now](#) to start the installation.

When the installation is complete the *My Dialog 4000 Contacts* icon is added to your desktop.

Add Microsoft Outlook contacts

Start “My Dialog 4000 Contacts” on your PC.



My Dialog 4000 Contacts

Settings for my phone

Phone number: 57627

Phone Password:

Phone IP Address: 130.100.188.113

OK Cancel

Enter your phone number, password and IP address.

The default password is *Welcome*. To find your IP address, see section “[Menu structure \(Settings\)](#)” on page 19.

OK

Click.

Available Microsoft Outlook contacts are listed on the left side and all contacts already in *Contacts* in your phone are listed on the right side.

Add>>

Mark the required contacts on the left hand side and click.

Selected Microsoft Outlook contacts are moved to *Contacts* in your phone.

Save

Click to save the contacts.

The contacts are now available in *Contacts* in your phone.

Note: *Contacts in your phone can contain up to 1000 entries.*

Exit My Dialog 4000 Contacts

Exit

Click to exit the PC application.

Web Server

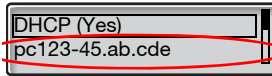
You can access your IP phone from a PC web browser to edit the telephone data.

- **Contacts:** Add, change or delete entries in **Contacts**.
- **Call List:** View the list, make a call to a number in the list and delete items. It is also possible to add numbers to **Contacts**.
- **Settings:** Add, change and delete Dial by function key numbers for the programmable keys.
- **Settings:** Change the hearing level setting (standard or increased).
- **Settings:** Change the ring signal tone character (a digit between 0-9).

Before you use the PC, you need to find the web address on your telephone display.

Example: How to find the web address.

The web address you need to know is presented here (framed with red circle below):



Press.

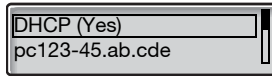
Press.

Repeat until the **Network** menu is framed.



Press.

The display shows the web address (the address is an example).



Press (+) to frame the web address.



Press to show the complete web address (if the complete address is not displayed).

Write down the web address.



Press to return to idle mode.

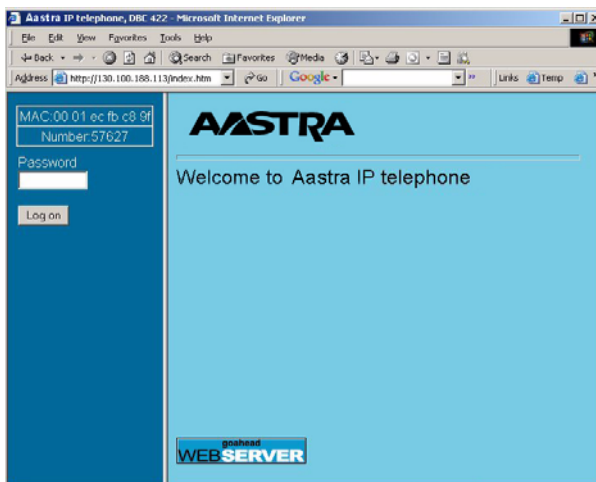
To access your IP phone from a PC

On your PC:

<http://pc123-45.ab.cde>

Enter the web address in the address field in your web browser.

(This address is an example). The web browser shows:



Note: If you have entered the same web address you previously used and you could not access the web server, then check the address on your phone display. If your phone has been plugged off for a few days, the address may have been changed.

XXXXXXXX

Enter the telephone PIN or password.

Notes:

The password is case sensitive.

Use the same password as you use to log on your telephone.


The PIN is the same as the Individual Authorization Code. Only digits can be used as PIN. The PIN must be four digits or more.

Log on

  **Contacts**

Click.

A menu is displayed in the left column, with the following options:

Click  to show the Contacts.

  **CallList**

Click  to show the Call List.

  **Settings**

Click to show the sub-menus.

 **Log off**

Click to log off from the web server.

Contacts

To add a new name and number to *Contacts*:

  **Contacts**

Click .

 **Add to contacts**

Click.

Enter the name and number.

Add to contacts

Click.

The new name and number is added to *Contacts*.

To edit or delete a name and number:

 **Contacts**

Click to show the Contacts.

(Name)

Click on the name you want to edit or delete.

Save

Make the changes and click to save,

or

Delete

click to delete the current name and number,

or

Back

click to exit the edit and delete menu without any changes.

To delete all names and numbers from *Contacts*:

  **Contacts**

Click  .

 **Delete contacts**

Click.

OK

Click to delete all names and numbers.

Call List

To edit or delete a name and number:

 **CallList**

Click to show the **Call List**.

(Name)

Click.

Add to contacts

Click to save the name and the number to *Contacts*

or

Delete

click to delete the current name and number,

or

Call

click to call the number,

or

Back

click to exit the edit and delete menu without any changes.

To delete all names and numbers from the *Call List*:

  **CallList**

Click  .

 **Delete call list**

Click.

OK

Click to delete the list.



Settings - Programmable keys

● Programmable Keys

Click.

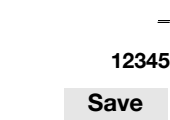
The sub-menus are shown.

Click.

A table with the current programming for each key is shown. The key order corresponds to the programmable keys on the telephone, that is the Line 1 key is located in the left lower corner.

***Note:** Text that is not underlined, is a designation for a fixed key and cannot be changed.*

To program a key that has not been programmed:



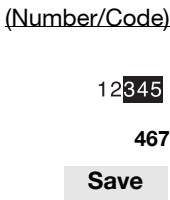
Click for the key to be programmed.

Enter the number or code (example).

Click to save.

The key table is shown with the new number or code.

To edit a programmed key:



Click the underlined number or code for the key to be changed.

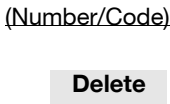
Mark the characters to be changed (example).

Enter new characters (example).

Click to save.

The key table is shown with the edited number or code.

To delete a programmed key:



Click the underlined number or code for the key to be deleted.

Click to delete.

The key table is shown with “_” for that key.

● Programmable Keys

To exit the edit and delete menu without any changes:

Click.

Note: *You can also click the Back key.*

Settings - Hearing level

+ Settings

Click.

The sub-menus are shown.

● Hearing Level

Change

Click.

The current level is shown in bold characters.

Click to change the level.

The hearing level is changing between “Standard” and “Increased”.

Back

Click to return.

Settings - Ring signal tone character

+ Settings

Click.

The sub-menus are shown.

● Ring Character

(0 – 9)

Click.

The current tone character is displayed.

Enter a new character.

Change

Click to save the new character.

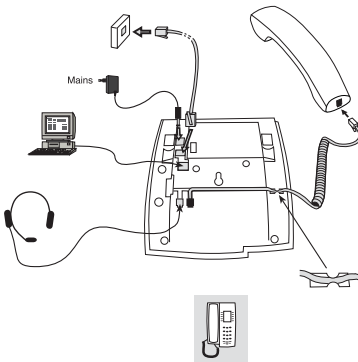
The phone rings with the chosen character.

Click any menu to continue.

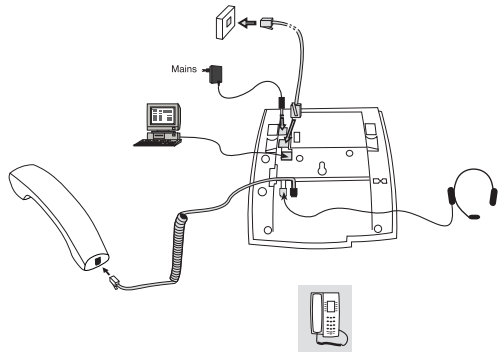
Installation

Install cables

Handset cable to the left



Handset cable to the right



The handset cable has to be plugged into “HANDSET”, and the cable to the network has to be plugged into “LAN”. If an external power adapter is used this has to be plugged into “POWER”. You can put the cable to the handset into the notch underneath the telephone. When only one single wall terminal for the local network is available, a PC can be connected to “PC” so that it is connected to the network via the phone.

The phone can be powered either from the network or from a 24 V AC/AC plug-in power adapter.

- **Only use applicable 24 V AC/AC plug-in adapters (power supplies) listed below or an adapter approved by your local reseller.**

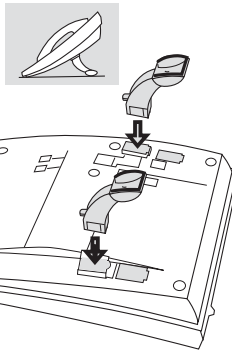
<i>Aastra product number</i>	<i>Power rating</i>	<i>Supplier</i>	<i>Supplier product number</i>
RES 141 312/1	20VA 230V/24V	Toroid, Sweden	HBP 90120
RES 141 314/1	20VA 230V/24V	Toroid, Sweden	HBP 90220 (for Great Britain, Hong Kong, Singapore)
RES 141 315/1	20VA 120V/24V	Jameco, USA	AC2410F1 (model number ADU240100)

Change cables

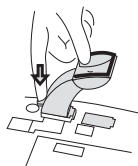
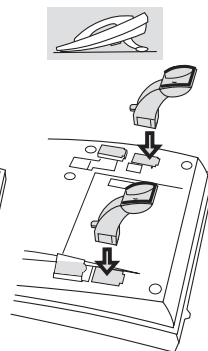
To remove a cable, use a screwdriver to unlock the stop.

Install stands and adapt telephone

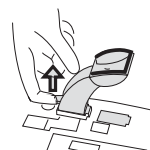
Position high



Position low



Press to fasten stand



Release to remove stand

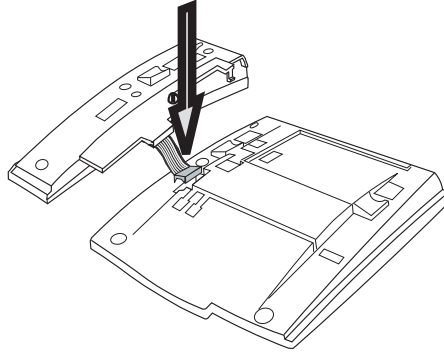
Install card

Use the Designation Card Manager to make and print your own designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from: <http://www.aastra.com>

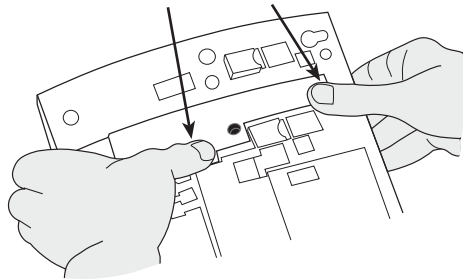
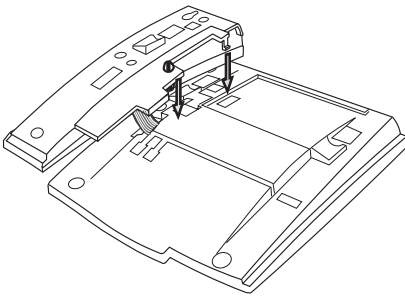
For more information, please contact your Aastra Certified Sales Partner.



Install key panel (optional)



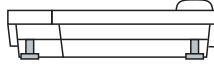
- 1 Fasten the connector in the bottom of the hole using a finger or a blunt tool. Make sure the connector fits before pressing it down.**



- 2 Press where the arrows are pointing, until you hear a “Click” sound.**
- 3 Install the stands as shown in the picture in section “Stand positioning”.**

Note: The key panel must be of type DBY 419 01, and it can only be used in newer versions of the telephone system.

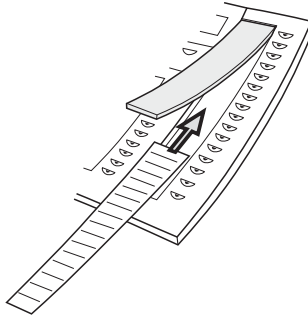
Stand positioning



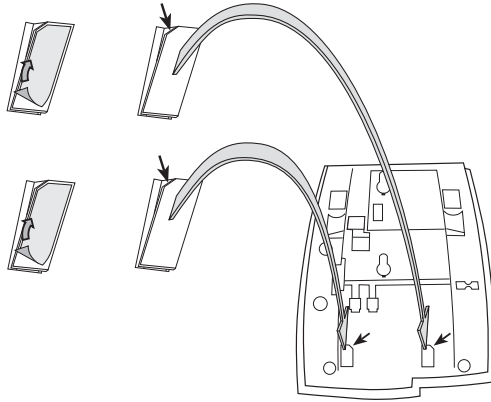
Install card

Use the DCM (Designation Card Manager) to make and print your own key panel designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from: <http://www.aastra.com>

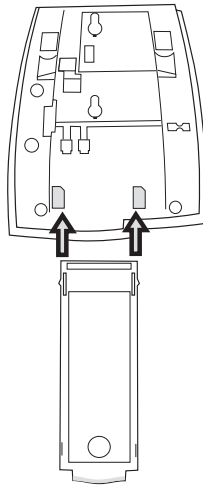
For more information, please contact your Aastra Certified Sales Partner.



Install pull-out leaf (optional)



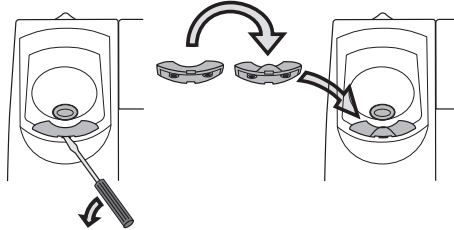
- 1 Remove the protective film from the guiding rails.**
- 2 Attach the guiding rails to the bottom of the phone, observing the direction of the “cut” corner.**



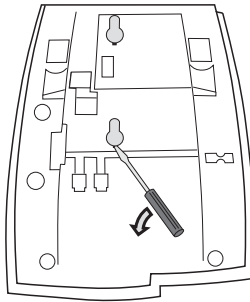
- 3 Insert the pull-out leaf.**

Wall mounting

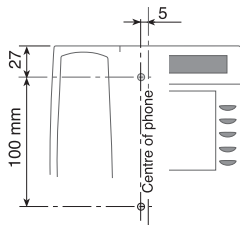
The phone can be wall mounted, useful for instance in conference rooms or public areas.



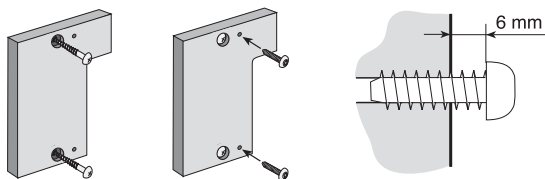
- 1 Use a screwdriver to remove the handset hook.**
- 2 Turn the hook upside down and insert.**



- 3 Use a screwdriver to remove the two plastic covers.**



- 4 Drill appropriate wall holes according to measurements given here.**
Wall screws \varnothing max 5mm.



5 Mount the spacer (article no. SXK 106 2049/1) on the wall.
Wall screws (not supplied) \varnothing max 5mm.

6 Place screws according to measurements and mount the phone.

Placing the phone

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

Cleaning

Clean your phone only with a soft, water dampened cloth. Using soap or any other cleaning materials may discolor or damage the phone.

Troubleshooting

This section contains information on how to solve common operational problems, and warnings you may receive.

Go through the following list if you encounter any problems. If this checklist does not cover the problem, contact your system administrator. If others have similar problems, there may be a system error.

Fault / Display	Probable cause	Action or comment
The phone is locked	Disturbance on the network.	Press the Clear key, Mute key and # simultaneously for one or two seconds. This will restart the phone.
The access warning triangle occurs on the display.	Disturbance on the network or in the telephone system.	Some features might not work, but the phone can be used for receiving and making calls.
No connection to network! occurs on the display	There is no connection to the network.	Verify that the phone is connected to the network by checking the connection.

Glossary

<i>Call mode</i>	The different states your phone is in; calling, ringing, forwarded, and so on.
<i>Telephone system</i>	Exchange. Switch.
<i>Idle display</i>	A message shown on the display when the phone is idle. This message is programmed by your system administrator.
<i>Idle mode</i>	The state your phone is in when nothing is activated; not calling, not ringing, not forwarded and so on.
<i>LAN</i>	Local Area Network.
<i>Speed Dialing number</i>	Abbreviated number or short number, used for making frequently used numbers faster to dial.
<i>Triple Access Line</i>	A collective name for Line 1, Line 2 and Inquiry lines. Line 1 and Line 2 forms your extension number and are available both for incoming and outgoing calls. Inquiry can only be used for outgoing calls.

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Subject to alteration without prior notice.
For questions regarding the product, please contact your
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