Cordless DT590

BusinessPhone Communication Platform

User Guide

AASTRA

EN/LZTBS 170 356 R2A
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Welcome

Welcome to the User Guide for the Cordless phone DT590 in the BusinessPhone Communication Platform from Aastra.
The BusinessPhone Communication Platform consists of BusinessPhone Compact, BusinessPhone 50, BusinessPhone 128i and BusinessPhone 250.

The features described in this User Guide are related to version 7.0 or higher of the BusinessPhone Communication Platform. Some might not work in earlier versions of the system and/or might be protected by a license package that has to be bought separately.

The User Guide describes the facilities of the BusinessPhone Communication Platform and the Cordless phone DT590 with a default programming. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

The latest version of this User Guide can also be downloaded from:
http://www.aastra.com

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

CE

Important

This section describes the information that is important to know before you use the DT590 phone, battery, charger and the functions described.

> **Note:** *This User guide describes the supported BusinessPhone Communication Platform functions together with the most commonly used telephone specific functions. All telephone specific functions are listed in the menu structure, see section "Menu structure" on page 23.*

Before using the DT590 the first time you have to charge and connect the battery, see section "Installation" on page 123.

Guidelines, warnings and precautions for safe and efficient use

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 intended environment for which they are designed.
- Operate the phone in temperatures between 0°C to +40°C (32°F to 104°F).

- Do not expose your products to liquid, moisture, humidity, solvents, strong sunlight, harsh environments or extreme temperatures, never above +60°C (+140°F).

- 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.
- To avoid hearing impairment, accept the call before holding your product (or portable handsfree device) to your ear.
- The DT590 phone is not specified as intrinsically safe, so do not use it in areas with a danger of explosion.

Disposing of the product

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

Power supply

- Connect the AC power adapter of the charging unit only to the designated power sources as marked on the charger.
- Make sure the cord 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 alter 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.

Charging and batteries

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 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.
- Cordless phones are equipped with Nickel Metal Hydride (NiMH) batteries or Lithium Ion Lion batteries. In a complex infrastructure, the talk- and standby time may differ, due to the consequence of the increase in signaling.
- The battery must always be completely charged (minimal 4 hours) before first time use.
- The battery in your product is designed to withstand many charge cycles.
- Use only the recommended charging equipment.
- Improper charging can cause heat damage or even high pressure rupture.
- Observe proper charging polarity.
- Do not solder lead wires directly onto the battery.
- Do not apply water to the battery.
- The initial charging of a NiMH battery will cause the battery to become warm. This is a normal effect of charging NiMH batteries.
- The batteries are replaceable, however it is not the intention to do this frequently.
- Only charge the batteries 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 case.
- Do not strike or drop the battery. It may cause damage to the battery.

- Do not charge the battery under the temperature of +5°C (+41°F). Be sure to charge the battery between the temperatures of +5°C and +45°C (+41°F and 113°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 around of +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.

Warnings

- 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.
- LCD
  If the liquid crystal display breaks, avoid injury by not letting the liquid crystal touch the skin, getting it into the eye or into the mouth or getting cut by the broken glass.

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 the phone being squeezed between furniture and your body when carrying the phone in your pocket or attached to clothing.

Coverage Area

Your organization's premises are covered by a number of cells which form the coverage area. You can make and answer calls anywhere within this area, outside the area you will lose contact with the system.

Company coverage:

Network (submenu option)

The submenu option Network should only be used for administration purposes by Aastra service staff. Using this menu option may cause a logout from the DECT/GAP network, and no further calls will be possible.

> **Note:** *In case of a network unsubscription, the phone must be logged on again by a service technician.*

Switching On/Off

Switch on

Press and hold at least 3 seconds until the display lights up.
If the phone does not switch on or the battery icon starts flashing, the battery is low. Charge the battery.

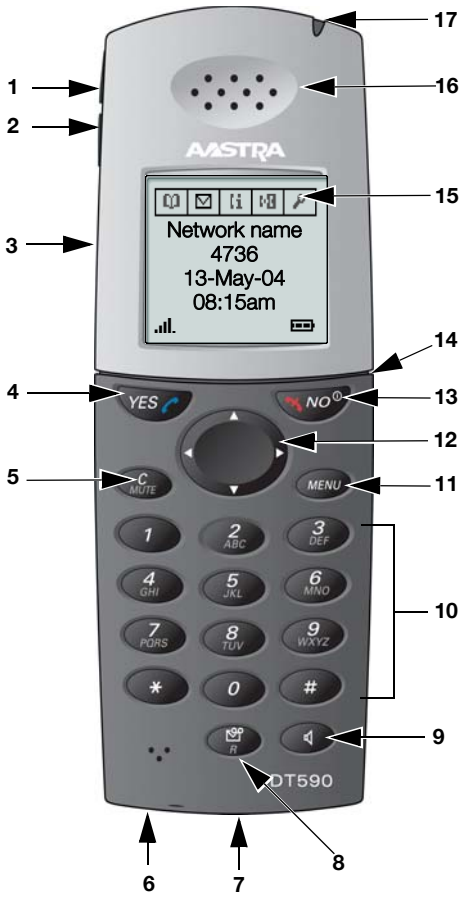
> **Note:** *If the signal strength icon is off and the message "No system" or "Searching" is displayed, you cannot make or answer calls.*

Switch off

> **Note:** *During calls, you cannot switch off your phone.*

Press and hold at least 3 seconds until the display turns blank.

Description



1 **Volume Up**
This button is used for increasing the ear piece volume and the loudspeaker volume in handsfree mode. See section “Adjust ear piece volume” on page 107 and section “Adjust loudspeaker volume for handsfree speaking” on page 107.

2 **Volume Down**
This button is used for decreasing the ear piece volume and the loudspeaker volume in handsfree mode. See section “Adjust ear piece volume” on page 107 and section “Adjust loudspeaker volume for handsfree speaking” on page 107.

3 **Loudspeaker**
The loudspeaker is placed on the rear side of the handset. See section “Adjust loudspeaker volume for handsfree speaking” on page 107.

4 **Off hook / Yes**
This button is used for connecting calls, pressing briefly once in standby mode will open the call list. Always press this button to confirm choices when working in menu mode.

5 **C (Clear) / Mute**
Pressing this button in standby mode will mute the ringer signal, pressing it during a call will mute the microphone.

6 **Microphone**
Note that the microphone is placed on the bottom side of the handset, close to the charging connectors. (The three small holes to the left of the message key is a matter of design and has no functionality.)

7 **Charger connectors**
See section “Installation” on page 123.

8 **R / Message key**
With this key you put a call on hold (inquiry) and retake a call put on hold. Pressing this key in standby mode will result in an outgoing call to a specific extension number. If the “voice message” icon appears, you can enter your mailbox system to retrieve the voice message.

9 **Handsfree key**
Press the handsfree key to turn on the loudspeaker. See sections “Incoming Calls” on page 32, “Outgoing Calls” on page 35 and “During Calls” on page 40.

10 Keypad

In idle and number input mode:
In standby mode, pressing the keypad briefly enters the digits 0 to 9 and the characters * and #. Pressing and holding the *-key will add a pause represented by a “-”.

In text input mode:
When writing text messages and adding/editing names in the Phonebook, pressing keys 0 to 9, *, or # displays the first available character on that specific key. The marked character is selected after a time-out (3 seconds) or when another key is pressed. Pressing key 1 adds space between the characters and pressing the *-key switches between upper and lower case. The first character entered in a message, or when adding/editing a name in the Phonebook, will be an upper level character followed by lower level characters unless the *-key is pressed before entering the character.

11 Menu key

Pressing the menu key in standby mode will open the (integrated) “Phonebook” menu. During a call it will open the “3rd party” menu. If the key has been used to leave the menu mode, the last used menu will be opened.

12 Navigation key

Use this key to navigate in the menu and text modes. When the left navigation key is pressed in standby mode and during a call, the left-most menu tab is highlighted. When the right navigation key is pressed, the right-most menu tab is highlighted. Navigation key up and navigation key down is used for navigating up/down in the menu.

13 On/Off / On hook / No

This button is used for disconnecting calls and returning to the previous screen. Pressing the button for more than 3 seconds will switch the handset on/off.

14 Headset connector

The headset connector is used for connecting a headset and can also be used for connecting a data cable for downloading software and other data to the handset.

15 Display

The full graphic type display is 101 pixels wide and 80 pixels high with white backlighting that can be switched on/off or set to automatic. It is also possible to change the display contrast. See sections “Display Backlight” on page 115, “Display Contrast” on page 116.

16 Ear piece

Please note: *The phone may retain small magnetic pieces around the ear piece region.*

17 LED
Ringing, message waiting, battery low, exit cover area.

Case
The case is made of durable PC/ABS plastic.

Antenna
The antenna is integrated into the handset.

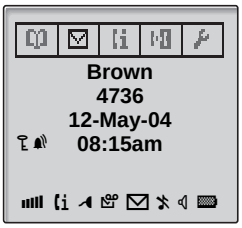
Clip
The clip on the back of the handset is used for fastening the handset to a belt or similar.

Battery
The battery is a rechargeable Li-Ion battery placed under a battery cover and connected to the handset in such a way that improper contact is not possible. By placing the handset in the charger, an empty battery can be charged within four hours.

Display Info

The display gives you visual feedback on all actions that you perform, and also textual warnings. In standby mode, the display normally shows the owner identity.

The DT590 display



Menu tabs

User identity (name)
User identity (number)

Date
Key lock, Alarm icon, and current time

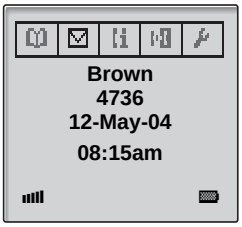
Info row (icons)

The following display examples show the different states of your phone:

Idle phone

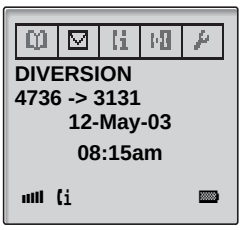
Depending on the status and settings of your phone, different information can be shown.

Normal

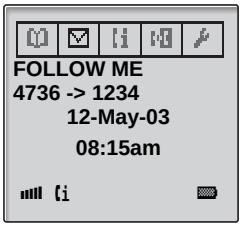


“Brown” is the programmed name in your network. The second row shows your extension number. The third and fourth row show the current date and time. The icons for key lock and alarm would appear on the fourth row. The fifth row (info row) shows icons for signal strength, messages, battery status, etc.

Fixed Diversion activated



Individual Diversion activated



The display shows your own extension number 4736 diverted to the desired diversion target.

Outgoing call

Normal outgoing call:

When you make an outgoing call, both the traffic state and the dialled number or name are displayed:

When the outgoing call is answered:

Duration time

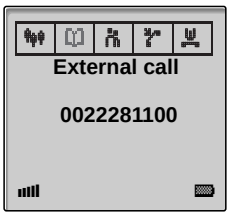
Diverted call:

If the dialled number is diverted, the diversion information is shown. For example, the display shows the dialled number 3234 diverted to 4736.

Incoming call

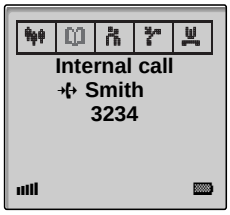
Normal incoming call:

If available, the number or the name of the caller is displayed.



Diverted call:

A diversion indicator before the number or name informs you that the call is diverted to your phone. For example, the display shows that the number of Mr. Smith was dialled, but the call was diverted to you:



System connection messages

No system

Out of coverage
The phone is not in contact with any system. Please ask your system administrator to log on the phone.

> **Note:** *When reentering the coverage area, it can take a couple of minutes before the phone has automatically registered into the system.*

No access

Access indication
Your phone has contact with a system, calling is not allowed.

Menu tabs

Phonebook
The “Phonebook” menu contains all names/numbers in the integrated Phonebook.

Message
The “Message” menu contains all message handling such as listening, reading, writing, and sending messages.

Call info
The “Call info” menu contains call lists and call time.

Call service
The “Call service” menu contains absent handling and diversion of calls.

Toolbox
The “Toolbox” menu contains a calculator, alarm clock, and personal handset settings such as changing the ringer volume, selecting the language etc.

3rd party
The “3rd party” menu contains all functions for calls where a third (or more) party is involved.

Ongoing call
The “Ongoing call” menu contains shortcuts to the message menu and to the call list, and possibility to change to DTMF signalling mode etc.

User busy
In the “User busy” menu, camp-on on PBX internal calls can be initiated if the called person is busy, or callback when the called line is no longer busy.

Call waiting
In the “Call waiting” menu information of the caller (if available) can be found if camp on is initiated by another party. A call waiting can also be picked up on another line while maintaining the first connection.

Display icons

Signal strength
The Signal strength indicator is on when your phone is connected to the system. The bars indicate reception quality.

Alarm clock
The Alarm clock icon is visible when the alarm clock is set.

Ring signal muted
The Ring signal muted icon is on when the mute button is pressed and “Mute ringer?” is selected.

Battery
The battery icon is always shown in the display in standby mode. When the level is low it is time to charge the battery.

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

Handsfree speaking
The handsfree speaking icon is shown when the handsfree operation is activated.

Voice message
The voice message icon indicates that a new voice message has arrived. The icon remains in the display until all new messages in the inbox are heard.

Text message
The text message icon indicates that a new text message has arrived. The icon remains in the display until all new messages in the inbox are read.

Key lock
Keys are locked.

Headset
The headset icon indicates that a headset is connected to the phone.

Microphone muted
The microphone muted icon indicates a muted microphone.

Redirected call
The redirected call icon indicates that the incoming call is redirected from another phone.

Call info
The call info icon indicates that there are new missed calls in the call list. The icon remains in the display until the calls are checked and either answered or rejected.

Search Phonebook
The search Phonebook icon is visible when it is possible to press the navigation key up/down and search for a name/number in the integrated Phonebook.

Diversion indicator
When the diversion indicator is displayed before a name or number it indicates that the phone is diverted to another extension.

Answered call

Outgoing call

Missed call

Menu pointer
The menu pointers are visible when it is possible to press the navigation key up/down to access more options or information.

Radio button
The radio button icon is visible when you can select an option.

Radio button selected
The radio button selected icon indicates a selected option.

Ringer volume
The ringer volume icon shows the selected ringer volume.

Menu structure

The available phone-specific functions and network functions can be accessed via the DT590 menus.

Press to access the “on hook” menu when in idle mode or to access the “off hook” menu during a call (see below).

Menu structure

Options available when “on hook”

Phonebook	**Message**	**Call info**	**Call service**	**Toolbox**
Call	Voice	Missed calls	Absence	Alarm clock
Add contact	Inbox*	Call list	Divert	Calculator
Edit contact	Send*	Call time		Sound & Alerts
Delete contact				Display
Open central*				Network
				Time & Date
				Locks
				Answering mode
				Language
				In charger mode
				Master reset

Move within a menu.

Make selection. Move to submenu.

Move to previous menu.

Move to idle display.

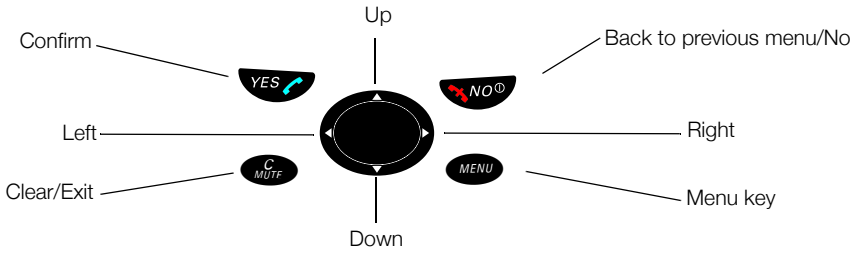
Access the menu.

Options available when “off hook”

3rd party* **	**Phonebook**	**Ongoing call**	**User busy*** **	**Call waiting*** **
Call 3rd party	Call	Message	Camp on	Info
Switch call	Add contact	Call list	Call back	Switch
Transfer	Edit contact	Long DTMF****		
Add to conf.	Delete contact	Short DTMF****		
End new call	Open central*	Send pause		

Note: * *Optional, only applicable in conjunction with the Integrated Messaging Server,*
*** *Depends on the programming of your cordless phone,*
**** *This feature is not supported.*

Navigation keys



Phonebook tab

Phonebook	Call	
	Add contact	New From call list
	Edit contact	
	Delete contact	
	Open central*	Entries in the Central Phonebook

Note: ** Optional, only applicable in conjunction with the Integrated Messaging Server*

Message tab

Message	Voice	(Access to your voice mailbox)
	Inbox*	(The last 10 received messages)
	Send*	Unsent New Outbox

Note: ** Optional, only applicable in conjunction with the Integrated Messaging Server*

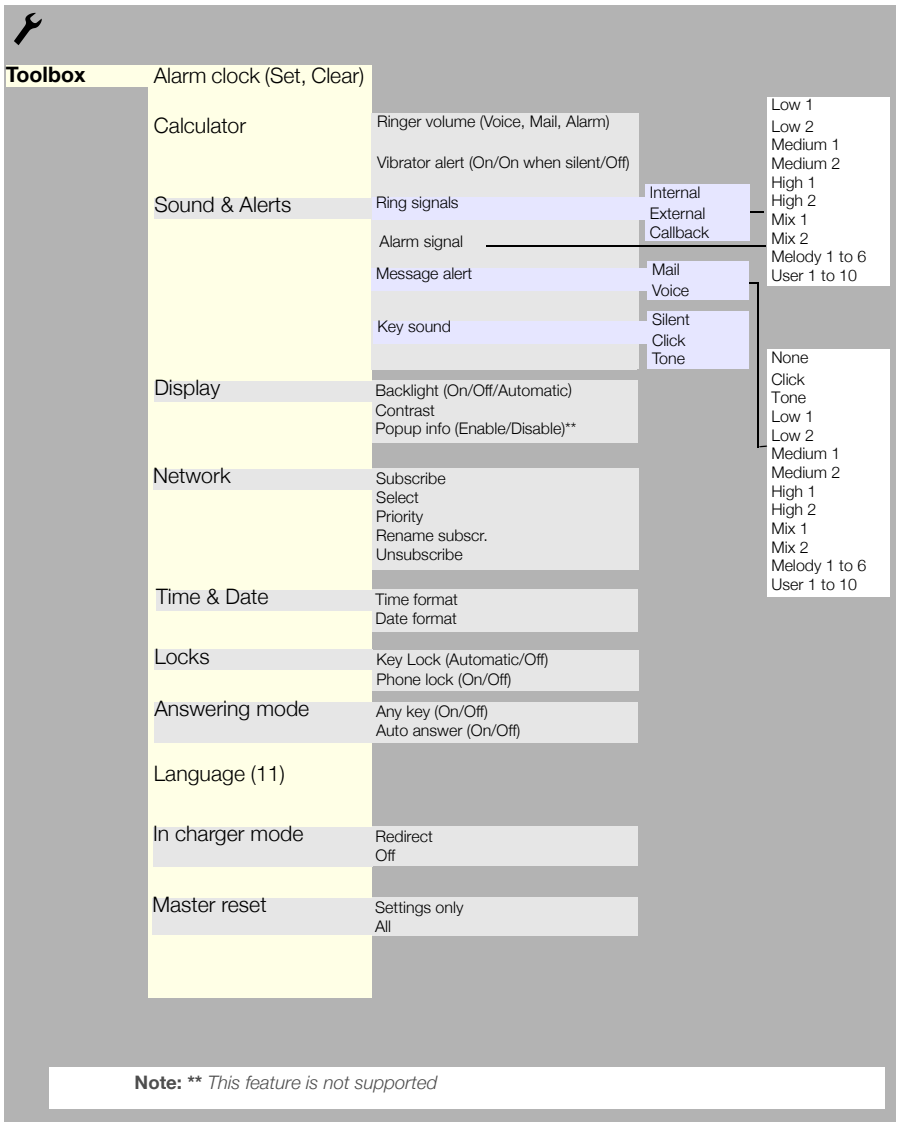
Call info tab

Call info	Missed calls	(Missed calls in separate list)
	Call list	(The last 20 calls - dialled, incoming, missed)
	Call time	(Accumulated outgoing call time and for the last call)

Call service tab

Call service	Absence	(You can specify the reason for your absence and when you will be present again)
	Divert	Select Manual Add Edit Remove End

Toolbox tab



Note: ** *This feature is not supported*

3rd party tab

3rd party*	Call 3rd Party Switch call Transfer Add to conf. End new call

Note: * *Depends on the programming of your cordless phone*

Ongoing call tab

Ongoing call*	Message	Voice Inbox Send
	Call list Long DTMF Short DTMF Send pause	

Note: * *Depends on the programming of your cordless phone*

User busy tab

User busy*	Camp on	(possibility to initiate “camp-on” on internal calls)
	Call back	(as soon as the called line is free, you will be notified and when you pick up the phone, the called party will be called again)

Note: * *Depends on the programming of your cordless phone*

Call waiting tab

Call waiting*	Info	(not applicable)
	Switch	(to answer the call on another line)

Note: * *Depends on the programming of your cordless phone*

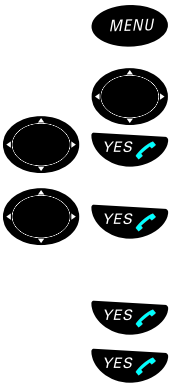
PIN Code and IPEI Code

PIN Code

Your phone is not provided with a preset PIN code. You should enter a personal PIN code to prevent misuse.

To change the PIN code

Route: *Menu » Toolbox » Locks » Phone lock » On*



Press.

Select the “Toolbox” tab.

Select the menu item “Locks” and confirm.

Select the menu item “Phone lock” and confirm.
The following options are available:
On/Off

Confirm the selected the menu item “On”.

Press.
Old code:
New code(1):
New code(2):
is displayed.

When using the phone for the first time, enter the New code(2) and confirm.

For changing the code, enter the current code (Old code) and confirm.

Enter the four digits of the new code (New Code(1)) and confirm.

Enter the new code (New Code(2)) again and confirm.
Either the new code is accepted or “Wrong Code!” is displayed. If “Wrong Code!” is displayed, you have entered a number that does not match the current code.

Note the new code for future use.

> **Note:** *If you enter an incorrect new code three times in a row, your phone leaves this menu option. To continue the operation, you have to enter the correct PIN code when “Authenticate - Enter PIN Code” is displayed.*
>
> *In other situations, if you enter an incorrect code three times in a row, your phone is blocked and “Authenticate - Enter IPEI Code” is displayed. See section “IPEI Code” on page 31 to unblock your phone.*

IPEI Code

The IPEI code is a unique code which has been assigned to your phone (International Portable part Equipment Identity).

If your phone is blocked because an incorrect PIN code has been entered three times, you can unblock it with the IPEI code.

The IPEI code of the cordless phone may be needed also to enable telephone network subscription.

Read out the IPEI code

✳#06#

Press.
A message box with “IPEI” is displayed followed by the IPEI number.

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

Unblock the DT590

Enter the IPEI code and confirm.
The phone returns to the menu.

Your phone is switched off.

Incoming Calls

A ringing signal indicates an incoming internal or external call. You can also see who has called you in the Call list.

Answer Calls

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

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

Press to answer.
If you do not answer the call, the number is stored as a missed call in the Call info/Missed calls and you are asked “Check Who Called?”. See section “Call Info” on page 45.

> **Note:** *Calls can be answered at any time, whether you are programming, keying in a number, etc.*

Handsfree

Press to answer the call in handsfree speaking mode.
You are connected to the caller via the loudspeaker and microphone.

Deflect the call

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

Press to deflect the call.
The call is diverted to a pre-programmed diversion address (same as used for the Fixed Diversion)

> **Note:** *If the cordless phone is logged on as secondary phone in a Tandem configuration an initiated call deflection will release the call from the secondary phone however not from the primary phone.*

End the call

Press.

On another extension

You can answer a call to a phone in another room:

Enter the ringing extension and press.

6

Press.

> **Note:** *This number may differ from country to country, see table "Alternative programming for Automatic Callback, Camp-on, Intrusion" on page 106.*

Mute ringing sound temporarily

If the phone rings or a warning sounds at an inconvenient moment, you can temporarily suppress the sound:

Press to turn off the ringing for the moment.
The ring off icon appears.

All alert signals will silence for this specific call. But even with the sound off, you can still answer the call. The warning light keeps flashing. If you do not answer the call, the number is stored as a missed call in the Call info/Missed calls. To turn off the ringing sound permanently, see section "Volume Control" on page 107.

Change answering mode

The phone can be set to answer a call automatically or by pressing any key.

> **Note:** *The auto answer mode is only useful when a headset is connected.*

> **Route:** *Menu » Toolbox » Answering mode*

Press.

Select the “Toolbox” tab.

Select the menu item “Answering mode” and confirm.
The following options are available:

- Any key (press any key to answer the call)
- Auto answer (the call is automatically connected when the headset is in use)

Select “Any key” or “Auto answer” and confirm.

Select “On” or “Off”and confirm.

Outgoing Calls

Sometimes you make a call but the person is not available. These functions will help you in your attempts to establish contact with the called party.

You can also make a call via the Phonebooks, see section “Integrated Phonebook” on page 94 or “System Phonebook” on page 101.

Make Calls

How to make internal and external calls.

Enter the desired number.
The number is displayed.

Press when the number is correct.
Your phone will go off hook and dial the number. The name of the called party is displayed if connecting line information is available.

Notes:
Correct a wrong entry by pressing the C/Mute key.

If you decide not to make the call while keying in the number, press the NO key to stop.

If you receive a call while keying in the number, simply press the Yes key to answer.

You can make your calls faster by using abbreviated numbers or dial-by-name. See section “Abbreviated Numbers” on page 73.

Handsfree

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

Press to switch the call to handsfree speaking mode.
You are connected to the caller via the loudspeaker and microphone.

To end calls

Press to end the call.
The duration of the call is displayed.

Last External Number Redial

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

Press to redial the last dialled external number.
The display will show the dialled number.

Redial number from Call list

The last 20 dialled, received, and missed numbers are stored in the Call list. If a number occurs more than once, the last time stamp is shown. You can dial one of these numbers by selecting the number from the Call list.

Press.
The Call list appears.

Scroll until you have the correct number or name.

Press to call the selected number.

> **Tip:** *If you press the C/Mute key instead of the Yes key, you can remove the number from the list.*

You can also access the Call list via the Call info menu.

Route: *Menu » Call info » Call list*

You can permanently store the numbers from your Call list in your integrated Phonebook. See section “Add Numbers from the Call List” on page 100.

For more information about the Call list, see section “Call Info” on page 45.

Automatic Callback

You call an extension and receive busy tone or get no answer. This can also be used if no external line is free:

5

Press.
Verification tone.

Note: *The number for automatic callback may differ from country to country, see table “Alternative programming for Automatic Callback, Camp-on, Intrusion” on page 106.*

Press.
You are called back if the extension finishes the ongoing call or the next time the extension finishes a new call. You have to answer within eight seconds; otherwise the Callback service is cancelled.

Note: *This function is also accessible using the off hook menu “Call back”, see section “User busy tab” on page 27.*

Busy Extension

You call an extension and receive busy tone.

Camp-on

You can notify a busy extension of your call by a muted ringing call (if this function is allowed).

4 **Press to camp-on.**
Stay off hook. When the called extension replaces the handset, it will be called automatically.

> **Note:** *If you receive the busy tone again, the desired extension does not allow Camp-on.*
>
> *The number for busy extension may differ from country to country, see table "Alternative programming for Automatic Callback, Camp-on, Intrusion" on page 106.*
>
> *This function is also accessible using the off hook menu "Camp on", see section "User busy tab" on page 27.*

Intrusion

You can intrude on an ongoing call on a busy extension (if this function is allowed).

8 **Press to intrude.**
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.

> **Note:** *If you still hear the busy tone, then your extension does not have the authority to intrude or the desired extension is protected against Intrusion.*
>
> *The number for intrusion may differ from country to country, see table "Alternative programming for Automatic Callback, Camp-on, Intrusion" on page 106.*

Call Statistics

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

To see the time spent on your last call and on all outgoing calls

Route: *Menu » Call info » Call time*

Press.

Select the “Call info” tab.
The following options are available:

- Missed calls
- Call list
- Call time

Select the menu item ”Call time” and confirm.
The length of the last call but also the duration of all calls is displayed in hours, minutes and seconds.

To see the call time

Route: *Menu » Call info » Call time*

Press.

Select the “Call info” tab.
The following options are available:

- Missed calls
- Call list
- Call time

Select the menu item ”Call time” and confirm.

Press to delete the call time.

Confirm the delete process.

During Calls

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

Inquiry

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

Press to put the current call on hold.
You hear the dial tone and R is displayed.

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

Refer back

You can switch between the connected parties.

Press to switch between the calls.

Press to terminate.
The ongoing call is terminated. The other call is connected.

> **Note:** *This function is also accessible using the off hook menu "3rd party", see section "3rd party tab" on page 27.*

Transfer

You have an ongoing internal or external conversation and you want to transfer an ongoing call.

Press to put the current call on hold.
You hear the dial tone and R is displayed.

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

> **Note:** *Make sure that you are connected to the desired party. Please read the notes and warnings in section "Useful Hints" on page 122.*

Press to transfer the call.

Or:

Press to return to the first call.

> **Note:** *This function is also accessible using the off hook menu "3rd party", see section "3rd party tab" on page 27.*

Transfer to a busy extension

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

Callback

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

Conference

You have an ongoing conversation and you want to establish a telephone conference.

Press.
Dial tone.

Enter the number of the third party.
Wait until the third party answers.

Press to establish a three party conference.
Now you have established a three party conference. To indicate the conference, all conference members will hear a periodical conference tone.

Repeat the procedure to include other persons in the conference.
In this way, you can include up to six parties in a conversation. How many of them can be external callers depends on the programming of the system.

Press to leave the conference.

> **Note:** *This function is also accessible using the off hook menu "3rd party", see section "3rd party tab" on page 27.*

Handsfree Speaking

You can switch to handsfree speaking (and back to standard speaking procedure) at any time during a call.

Press to switch handsfree speaking on or off.
During handsfree speaking, you are connected to the caller via the loudspeaker and microphone.

Send a dial tone pause

Route: *Menu » Ongoing call » Send pause*

Press.

Select the “Ongoing call” tab.
The following options are available:

- Message
- Call list
- Long DTMF
- Short DTMF
- Send pause

Select the menu item “Send pause” and confirm.
The phone now sends a pause. The pause is displayed as “-”.

Mute Microphone

To mute the microphone, during an ongoing conversation:

Press.
The caller will not hear the conversation in your room. A signal and the microphone muted icon indicate that the microphone is off.

Press again to turn the microphone on.

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

Call Waiting

If you hear the Call Waiting tone during an ongoing conversation, another person is trying to contact you.

To terminate the ongoing call and answer the waiting call

Press to finish the ongoing call.
The waiting call is signalled on your phone.

Press to answer the new call.

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

Send a Message

You can send a callback or a voice message when you call an extension and receive busy tone or get no answer.

Callback message

To send a Call me message.

9 #

Press to send.

Voice message

To send a voice message.

9 9

Press and speak.

*

Press to play-back and listen to your recording.

9

Press and speak to re-record.

#

Press to send.

Press to finish the procedure.

Call Info

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

Missed calls

The last 10 incoming and missed calls are stored in the Missed calls list.

The calls are marked with the following icon:

Missed call

Call list

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

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

Incoming call

Outgoing call

Missed call

When there are new unanswered calls, the call info icon is displayed and the display shows: “Check Who Called?”.

Press if you do not want to return a call.

To return an unanswered call

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

Scroll until you have the correct number or name.

Press to call the selected number.

> **Tip:** *If you press the C/Mute key instead of the Yes key, you can remove the number from the list.*

To return any call

The last 20 calls (10 dialled and 10 incoming/missed calls) are stored in the Call list. You can access the Call list via the Call info menu.

> **Route:** *Menu » Call info » Call list*

Press.

Select the “Call info” tab.

Select the menu item “Call list” and confirm.
The Call list is displayed.

Scroll until you have the correct number or name.

Press tocall the selected number.

You can permanently store the numbers from your Call list in your integrated Phonebook. See section “Add Numbers from the Call List” on page 100.

Call Forwarding

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

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

Depending on the type of diversion, you are also able to record your Personal Greeting for your mailbox, see section “Change your Personal Greeting” on page 66.

Note: *You can still make calls as usual.*

Diversion when there is no answer

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

Diversion when your extension is busy

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

Diversion when your cordless is switched off or out of coverage

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

Fixed Diversion

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

Activate Fixed Diversion

✳21#

Press to activate the diversion

Wait for the verification tone.

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

Cancel diversion

#21#

Press to cancel diversion

Wait for the verification tone.

Press to finish the procedure.
New incoming calls will be signalled on your phone again

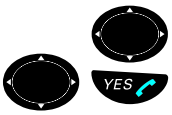
Diversion when charging

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

Activate

Route: *Menu » Toolbox » In charger mode*

Press.



Select the “Toolbox” tab

Select the menu item “In charger mode” and confirm.
The following options are available:

- Redirect
- Off

Select “Redirect” and confirm.

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

Deactivate

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

Individual Diversion

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

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

Select a diversion address from your personal list

> **Route:** *Menu » Call service » Divert*

Press.

Select the "Call service" tab.

Select the menu item "Divert" and confirm.
The following options are available:

- Select
- Manual
- Add
- Edit
- Remove
- End

Select the menu item "Select" and confirm.
If available, your already defined diversion addresses are displayed.

Select the desired position and confirm.

Wait for the verification tone.

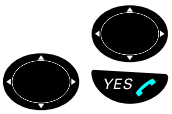
Press to finish the procedure.

Set the diversion address manually

Option 1:
Use the menu functions

Route: *Menu » Call service » Divert*

Press.



Select the “Call service” tab.

Select the menu item “Divert” and confirm.
The following options are available:

- Select
- Manual
- Add
- Edit
- Remove
- End

Select the menu item “Manual” and confirm.

Press the navigation key (↑) to modify the diversion type.
The following options are available:

- Internal
- External

Select the desired option and confirm.

Press the navigation key (↓) to jump to the diversion address field

Enter the diversion address manually and confirm.

Wait for the verification tone.

Or:

Press the navigation key (↓) again to select a diversion address out of the internal phonebook.

Select the desired name and confirm.

Press.

Wait for the verification tone.

Press to finish the procedure.

Option 2:
Use the function code

Internal diversion:

✳21✳ **Press.**

Enter the diversion address.

Press.

Wait for the verification tone.

Press to finish the procedure.

External diversion:

✳22# **Press.**

Enter the digit(s) for external line access and the new external diversion address.
A maximum of 24 digits.

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

Press.

Wait for the verification tone.

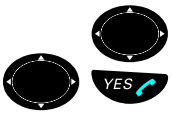
Press to finish the procedure.

Cancel diversion

Option 1:
Use the menu functions

Route: *Menu » Call service » Divert*

Press.



Select the “Call service” tab.

Select the menu item “Divert” and confirm.
The following options are available:

- Select
- Manual
- Add
- Edit
- Remove
- End

Select the menu item “End” and confirm.
The following options are available:

- Last
- Select (not applicable)

Select the menu item “Last” and confirm.

Wait for the verification tone.

Press to finish the procedure.

Option 2:
Use the function code

Internal diversion:

#21# YES **Press.**

Wait for the verification tone.

NO **Press to finish the procedure.**

External diversion:

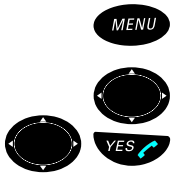
#22# YES **Press.**

Wait for the verification tone.

NO **Press to finish the procedure.**

Add a diversion address to your personal list

Route: *Menu » Call service » Divert*

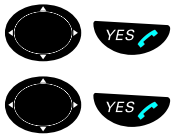


Press.

Select the "Call service" tab.

Select the menu item "Divert" and confirm.
The following options are available:

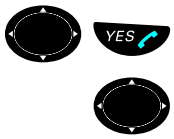
- Select
- Manual
- Add
- Edit
- Remove
- End



Select the menu item "Add" and confirm.

Press the navigation key (↑) to modify the diversion type.
The following options are available:

- Internal
- External



Select the desired option and confirm.

Press the navigation key (↓) to jump to the name field

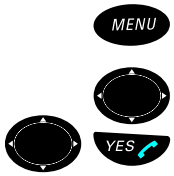
Enter the name for the diversion address (e.g. Mailbox) and confirm.

Enter the diversion address (e.g. the number of your Mailbox) and confirm.

Press to finish the procedure.

Edit a personal list entry

Route: *Menu » Call service » Divert*



Press.

Select the “Call service” tab.

Select the menu item “Divert” and confirm.
The following options are available:

- Select
- Manual
- Add
- Edit
- Remove
- End

Select the menu item “Edit” and confirm.

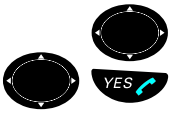
Select the desired diversion address and confirm.

Edit the diversion address and confirm the changes.

Delete a diversion address from the list

Route: *Menu » Call service » Divert*

Press.



Select the "Call service" tab.

Select the menu item "Divert" and press.
The following options are available:

- Select
- Manual
- Add
- Edit
- Remove
- End

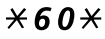
Select the menu item "Remove" and press.

Select the desired diversion address and press.
"Remove ... ?" is displayed.

Press to confirm.
The selected name and number are deleted.

Bypass Call Forwarding

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



Press.

Enter the extension number.

Press and wait for answer.
You will be connected to the specified extension, regardless of which type of Call Forwarding the called extension has activated.

Absence Information

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

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

You can inform your callers with:

1 Pre-defined texts
Enter the reason for your absence and the date and time of your return.

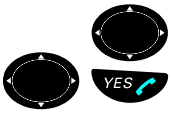
2 Voice information
Record a voice message and name the reason of your absence.

Enter Information

Pre-defined texts

Route: *Menu » Call service » Absence*

Press.



Select the “Call service” tab.

Select the menu item “Absence” and confirm.
The following options are available:

- Activate
- Deactivate

Select the menu item “Activate” and confirm.
The reasons for your absence are displayed.

Select the reason for your absence and confirm.

Enter the time or time/date of your return and confirm.

Wait for the verification tone.

Press to finish the procedure.
Information active.

Note: *Use the navigation keys to switch between am and pm.*

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

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

Cancel

Route: *Menu » Call service » Absence*

Press.

Select the “Call service” tab.

Select the menu item “Absence” and confirm.
The following options are available:

- Activate
- Deactivate

Select the menu item “Deactivate” and confirm.

Wait for the verification tone.

Press to finish the procedure.

Voice information

Press.

9 **Press and speak.**

* **Press to play-back and listen to your recording.**

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

Press to activate.

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

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

Erase Information, Save Information

#23# YES

Press to erase info.

Wait for the verification tone.

NO

Press to finish the procedure.

or

23# YES

Press to deactivate and save for later use.
Information is passive.

Wait for the verification tone.

NO

Press to finish the procedure.

Use saved information

When the information is switched off:

23# YES

Press to activate saved info.

Wait for the verification tone.

NO

Press to finish the procedure.
Information is active.

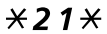
Mailbox System

While you are away from the office, callers can leave messages in your mailbox. You are also able to record your personal greeting, see section “Change your Personal Greeting” on page 66.

The first time you enter the mailbox system (only possible from own extension), you might be requested to change your password if it is default (0000). See section “Change Password” on page 69 or follow the voice announcements.

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

Activate the Mailbox



Press.

Enter the number of the mailbox system.
Ask the system administrator for your defined mailbox system number.

Press.

Wait for the verification tone.

Press to finish the procedure.

> **Note:** *For daily use, it is recommended to ask your system administrator to define the mailbox system as your pre-programmed diversion address. Once this is defined, you only have to dial *21# to activate your mailbox.*
>
> *The system administrator can also define whether or not the mailbox should be activated if you do not answer your phone after a certain time or if your extension is busy.*

Deactivate the Mailbox

#21# YES

Press.

Wait for the verification tone.

NO

Press to finish the procedure.
New incoming calls will be signalled on your phone again.

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

Access the Mailbox

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

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

Access the mailbox from your own extension

R

Press.

Or:

*59# YES

Press.

Listen and follow the voice announcements in the main menu.

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

Access the mailbox from any other extension

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

Access the mailbox from an external position (e.g. mobile phone)

Dial the public number of your company.

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

Listen to your Messages

Received messages are divided into the following three categories:

- New messages (not heard); indicated by a flashing message led and a special dial tone.
- Heard messages; indicated by a lighting message led and a special dial tone.
- Stored messages; not indicated.

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

Access the mailbox.
(See chapter "Access the Mailbox" on page 63.)
Listen and follow the voice announcements in the main menu.

1 **Select to listen to available messages**

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

Select one of the three message categories (new, heard, stored).
Listen to your messages and follow the voice announcements in the dedicated menu.

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

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

Press to finish the procedure.

Forward a Voice Message

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

> **Note:** *The forwarded message is a copy, i.e. it can be deleted without deleting the original message.*
>
> *There are no distribution list numbers available. Forwarding the same message to more than one mailbox must be done in single operations.*

Change your Personal Greeting

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

Access the mailbox.
(See chapter "Access the Mailbox" on page 63.)
Listen and follow the voice announcements in the main menu.

2 **Select to change your Personal Greeting.**

Select the desired diversion type
Listen and follow the dedicated voice announcements.

When you activate the diversion, the recorded greeting is played to the next caller.

Press to finish the procedure.

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

Send Messages via your Mailbox

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

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

Access the mailbox.
(See chapter "Access the Mailbox" on page 63.)
Listen and follow the voice announcements in the main menu.

3 **Select to record and send messages.**
Listen and follow the dedicated voice announcements.

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

> **Note:** *A message can also be sent during a call, see "Send a Message" on page 44.*

Press to finish the procedure.

Outcall (External) Notification

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

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

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

- Notification with mailbox access:
  You acknowledge the notification via your password (has to differ from the default value 0000). See section "Change Password" on page 69 to select a new password. You have full access to the mailbox system.

- Notification without mailbox access:
  You get a short voice announcement informing you that someone has left a message for you. You acknowledge the notification by pressing any key. You have to call back the mailbox system to retrieve the message.

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

Access the mailbox.
(See chapter "Access the Mailbox" on page 63.)
Listen and follow the voice announcements in the main menu.

4 **Select to set up outcall notification.**
Listen and follow the dedicated voice announcements.

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

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

Press to finish the procedure.

Change Password

Change the password via your mailbox

Access the mailbox.
(See chapter "Access the Mailbox" on page 63.)
Listen and follow the voice announcements in the main menu.

5 **Select to change the password.**
Listen and follow the dedicated voice announcements.

Press to finish the procedure.

> **Note** *The password can also be changed without accessing the mailbox by using the procedure "Change Password" on page 69.*

Change the password via the telephone

#*72* **Press to select a new password.**

Enter your present password.
The default password is 0000.

***** **Press.**

Enter your new password.

**Press.**

Wait for the verification tone.

Press to finish the procedure.

Dictaphone Function

If you want to record and retrieve personal voice messages (memos), you can use the Dictaphone function. A dictaphone message is treated as a normal message. For information on how to retrieve dictaphone messages, see section “Listen to your Messages” on page 65.

Record message

To start recording:

*58# YES

Press.

Wait for the verification tone.
“RECORDING” is displayed.

Record your message.
The maximum recording time is four minutes and 15 seconds.

Select one of the options below:

*

Press to play-back.

9

Press and speak to re-record.

NO

Press to stop the recording and save the message.

Text Messages (optional)

You can send and receive messages, also known as SMS (Short Message Service), to and from other phones in your system.

> **Note:** *Text messages can only be received and sent if the Aastra Integrated Messaging Server is installed in your system. Please contact your system administrator.*

Receive text messages (SMS)

When a text message is received, the LED starts flashing and a message tone sounds.

If the message is received during a call, a beep notifies the user.

The message is stored in the message list. The “New message” icon is shown in the display. The icon will remain in the display until all new messages are opened.

> **Route:** *Menu » Message » Inbox*

Press.

Select the “Message” tab.
The following options are available:

- Voice
- Inbox
- Send

Select the menu item “Inbox” and confirm.
The message list is displayed.

Scroll to find the message.
The selected message is highlighted.

Press to read the message.
The message text is displayed followed by “Proceed?”.

Press to delete the message.

Or:

Press to proceed to the next menu.
This menu gives you additional options, such as Remove or Forward the message, to Call (Numbers in the text) or to Read next message.

Send text messages (SMS)

Route: *Menu » Message » Send*

Press.

Select the “Message” tab.
The following options are available:

- Voice
- Inbox
- Send

Select the menu item “Send” and confirm.
The following options are available:

- Unsent
- New
- Outbox

Select the menu item “New” and confirm.

Enter your message and confirm.
For information on how to write text, see section “Write Text” on page 103.

Enter the phone number.

Press to send the message.

Abbreviated Numbers

By using abbreviated numbers, you can make calls simply by pressing a few keys. Frequently used external numbers are stored as common abbreviated numbers in the exchange.

Up to 10 individual abbreviated numbers (your personal most frequently used external numbers) can be stored and used on the digit keys 0 to 9.

Common Abbreviated Numbers

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

Enter the common abbreviated number.
Please refer to your telephone directory.

Press to make the call.

Individual Abbreviated Numbers

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

✳✳ **Press.**

Enter the abbreviated number.
A number between 0 and 9.

Press to make the call.

Program individual abbreviated number

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

✳ **5 1** ✳ **Press to enter programming mode.**

✳ **Enter an abbreviated number between 0 and 9 and press.**

0

Enter the digit(s) for external line access and the external number.
The number can consist of up to 24 digits.

> **Note:** *If your public network requires waiting for a second dial tone, press ✳.*

#

Press.

Wait for the verification tone.

Press to finish the procedure.

Cancel one specific individual abbreviated number

#51✳ **Press.**

Enter an abbreviated number between 0 and 9 and press.

Press.

Wait for the verification tone.

Press to finish the procedure.

Cancel all individual abbreviated numbers

#51# **Press.**

Wait for the verification tone.

Press to finish the procedure.

Group Features

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

Group Hunting

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

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

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

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

Log in

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

To log in to one hunt group:

✳28✳

Press.

Enter the hunt group code.
Please ask your system administrator for the configured number.

YES

Press.

Wait for the verification tone.

NO

Press to finish the procedure.

To log in to all hunt groups:

✳28✳✳#

Press.

YES

Press.

Wait for the verification tone.

NO

Press to finish the procedure.

Answer calls

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

Answer group hunting calls in the normal way.

Log out

To log out from one hunt group:

#28*

Press.

Enter the hunt group code.
Please ask your system administrator for the configured number.

YES

Press.

Wait for the verification tone.

NO

Press to finish the procedure.

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

To log out from all hunt groups:

#28**#

Press.

YES

Press.

Wait for the verification tone.

NO

Press to finish the procedure.

Group Call-Pick-up

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

Enter the group call pick-up code and press.

Common Bell

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

Enter the Common Bell pick-up code and press.
Please ask your system administrator for the Common Bell pick-up code.

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

Other Useful Features

By using these features, your productivity will be increased, e.g. you can set reminders for important meetings, place the costs for external calls on separate accounts and much more ...

Alarm Clock

The phone can be set to remind you at any time within the next 24 hours.

Set Alarm clock

Route: *Menu » Toolbox » Alarm clock*

Press.

Select the “Toolbox” tab.

Select the menu item “Alarm clock” and confirm.
The following options are available:

- Set
- Clear

Confirm the selected menu item “Set”.

Enter the time the alarm is to be started and confirm.
(HH:MM)

> **Note:** *Use the navigation keys to switch between am and pm. When your phone displays the time in 24h-format, you do not have to switch between am and pm.*

The alarm clock is now set and the alarm clock icon in the display indicates that the alarm clock is activated.

Receive an Alarm clock call

"Alarm clock HH:MM" is displayed and the red LED flashes when the alarm sounds.

Press.
"Cancel alarm?" is displayed.

Press to remove the alarm clock setting.

> **Note:** *If you do not answer the alarm clock, the alarm clock icon in the display keeps flashing and the alarm will sound again after some minutes.*

Cancel Alarm clock

> **Route:** *Menu » Toolbox » Alarm clock*

Press.

Select the "Toolbox" tab.

Select the menu item "Alarm clock" and confirm.
The following options are available:

- Set
- Clear

Select the menu item "Clear" and confirm.
The alarm clock icon disappears.

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.

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

Press and follow the voice instructions.

Doorphone

The Doorphone is used to monitor the admission to your company, i.e you can open the doorlock from your phone.

Answering doorphone calls

Press.
You will be in speech connection with the calling party.

Opening of the doorlock

After you have answered the doorphone, you can open the door by making an inquiry to the door-opener's directory number.

Press.

Enter the door-opener's directory number.
Please ask your system administrator for the number.

Account Number

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

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

The account numbers can also be used via the DISA function, see section “Direct Inward System Access (DISA)” on page 84.

Verified or own account number

Before an outgoing call:

Press.

Enter account number and press.
Valid digits 0-9. Internal dial tone. Make the external call.

Direct Inward System Access (DISA)

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

> **Note:** *To use the DISA function, your extension has to be authorized by the system administrator.*
>
> *To activate the DISA function, you have to change the default password from "0000" to a personal one, see section "Change Password" on page 69.*

You can also divert calls from your office extension to your external position, see section "Call Forwarding" on page 47. During the procedure you will be prompted for your password.

Enter the public number of your company,

followed by the DISA number.
Ask the system administrator for the defined DISA number.

> **Note:** *If want to register the call on an account number, you should use the Account Number procedure before you enter the external number, see section "Account Number" on page 83.*

Follow the voice announcements.

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

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

Or:

Use the External Diversion function.
Procedure, see section "Call Forwarding" on page 47.

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

Tandem Configuration

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

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

To activate the Tandem Configuration

✳28# YES

Press to log on the secondary phone.

Wait for the verification tone.

NO

Press to finish the procedure.

For incoming calls:

- Both phones are treated as 1 single extension.

For outgoing calls:

- Both phones are treated as 2 separate extensions.

To deactivate the Tandem Configuration

#28# YES

Press to log off the secondary phone.

Wait for the verification tone.

NO

Press to finish the procedure.

For incoming calls:

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

For outgoing calls:

- Both phones are treated as 2 separate extensions.

Transferring a call between members of a Tandem Configuration

Press and enter own directory number.

Press to transfer the call.

Networking

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

IP Calls

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

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

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

Press.

✳61✳

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

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

Calculator

The DT590 has a calculator that supports general arithmetic functions such as addition, subtraction, multiplication, and division.

Route: *Menu » Toolbox » Calculator*

Press.

Select the “Toolbox” tab.

Select the menu item “Calculator” and confirm.

Enter digits.

\#

Enter for addition.

Or:

\#\#

Enter for subtraction.

Or:

\#\#\#

Enter for multiplication.

Or:

\#\#\#\#

Enter for division.

Enter digits.

Press to get the results.

Key Lock

If you carry the phone in your pocket, you might accidentally press the keys and make a call. To prevent this, you can have them locked by using the Automatic Key lock option.

To lock the keypad

Route: *Menu » Toolbox » Locks » Key lock*

Press.

Select the “Toolbox” tab.

Select the menu item “Locks” and confirm.

Press to confirm the selected menu item “Key lock”.
The following options are available:

- Automatic
- Off

The current setting is indicated.

Select the menu item“Automatic” and confirm.

> **Note:** *After enabling the Keylock function, do not press a key for 20 seconds. If the enabling time has expired, the keys are blocked and a key symbol is displayed.*

Appears on the display
During Keylock the keys are locked, so you cannot use your phone. If a key is pressed, the message “Press * to unlock keypad” is displayed.

If you have locked the keys and you receive a call, you can answer the call as usual without switching Keylock off. When the call is ended, the keys are locked again after 20 seconds.

To unlock the keypad

Press.
“Unlock keypad?” is displayed.

Press to switch off the Keylock.
The key symbol disappears; the keys are enabled again.

Security

Phone Lock

You can protect your phone against unauthorized use or against adding or deleting telephone network subscriptions. Both security features are off by default. See also section “PIN Code” on page 29.

Securing against unauthorized use

You can set the phone so that the PIN code must be entered after switching on.

Route: *Menu » Toolbox » Locks » Phone lock*

Press.

Select the “Toolbox”.

Select the menu item “Locks” and confirm.
The following options are available:

- Key Lock (Automatic/Off)
- Phone lock (On/Off)

Select the menu item “Phone lock” and confirm.
The following options are available:

- On
- Off

Select the menu item “On” and confirm.

When using the phone for the first time, enter the New code(2) and confirm.

For changing the code, enter the current code (Old code) and confirm.

Enter the digits of the new code (New Code(1)) and confirm.

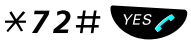
Enter the new code (New Code(2)) again and confirm.
Either the new code is accepted or “Wrong Code!” is displayed. If “Wrong Code!” is displayed, you have entered a number that does not match the current code.

When the new code is accepted, the phone lock is enabled.

Note the new code for future use.

Block Extension

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



Press to block your extension.

Wait for the verification tone.

Press to finish the procedure.

Unblock Extension

Press.

Enter your password.

> **Note:** *To change your password see chapter“Change Password” on page 69*

Press to reopen.

Wait for the verification tone.

Press to finish the procedure.
Your extension is open for use.

Bypass Blocked Extension

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

> **Note:** *To change your password see chapter"Change Password" on page 69*

Bypass own extension

✳72✳ **Press.**

Enter your password.

YES **Press.**
Dial tone. You can make one call from your extension.

Bypass another extension

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

✳72✳ **Press.**

Enter your password.

✳ **Press.**

Enter your extension number.

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

Least Cost Routing

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number.
Please ask your system administrator if this function is installed in your system. If the extension has been configured to use LCR, each external call will be analyzed and the cheapest way will be selected.

Use Least Cost Routing

Enter the digit(s) for external line access and the desired public number.
The usual way of making an outgoing external call.

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

Calling Least Cost Routing

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

Enter the LCR code.
Please ask your system administrator for the LCR code.

Enter the digit(s) for external line access and the desired public number.
The usual way of making an outgoing external call.

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

Integrated Phonebook

Your phone is equipped with an integrated Phonebook where you read in up to 100 entries (names and numbers). You can consult and change the Phonebook via the Phonebook menu option. In addition, a company Phonebook with up to 1000 entries can be downloaded to the phone.

The Phonebook lists all names in alphabetical order. You can freely add, delete, and edit names and numbers to the Phonebook. The company names and numbers cannot be edited or deleted by the user; they have a “Keys locked” icon in front of the name.

Note:

Phonebook numbers have a maximum of 24 digits.

Phonebook names have a maximum of 12 characters.

Please ask your system administrator if a company Phonebook is available. As an alternative to the company Phonebook you can also use the “System Phonebook” on page 101.

Use the Phonebook

Access the names and numbers of the Phonebook.

Access the Phonebook.

Use the navigation keys to select the desired option.

Make a Call

You can search for a name and number in the Phonebook. When you have accessed the Phonebook:

Route: *Menu » Phonebook » Call*

Press.
The Phonebook menu is available.

Press to confirm the selected menu item “Call”.
A list of all entries in the Phonebook is displayed.

The names in the Phonebook are shown in alphabetical order (alternating with the associated numbers).

Or:

“Phonebook is empty” is displayed.

Scroll down until you find the desired name.

Or:

Enter the first letters of the name.
The first name beginning with those letters is displayed.

For information on how to write text, see section “Write Text” on page 103.

Scroll down until you find the desired name.

Press to initiate a call.
The number is dialled and “Calling” is displayed.

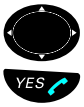
Note: *For information on how to make calls via the Call list, see sections “Call Info” on page 45 and “Redial number from Call list” on page 36.*

Make a Quick Call

You can also make a quick call by a name in the Phonebook.

Press and hold the key that contains the first letter of the name you want to call.

Press the same key briefly.
You can choose between the characters.



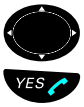
Scroll down until you find the desired name.

Press to initiate a call.
The number is dialled and “Calling” is displayed.

Example (to select the name “Eva”):

3 **Press and hold this key.**
The name list that appears starts with “D”.

3 **Press the same key briefly.**
The first name that starts with “E” is displayed.



Scroll down until you find the name “Eva”.

Press to initiate a call.

Add a Name or a Number

You can use the “Add contact” » “New” option to enter names and numbers in the Phonebook. When you have accessed the Phonebook:

Route: *Menu » Phonebook » Add contact » New*

Press.
The Phonebook menu is available.

Select the menu item “Add contact” and confirm.
The following options are available:

- New
- From call list

Press to confirm the selected menu item “New”.
Name:

No.:

is displayed.

Enter a name.
For information on how to write text, see section “Write Text” on page 103.

Press to confirm.

Enter the phone number.

If you have to wait for a second dial tone, press until “-” appears on the display.

Press to confirm.
“Added” is displayed.

The name and number are stored in the Phonebook.

Change a Name or a Number

With the “Edit contact” option, you can change the names and numbers in the Phonebook. When you have accessed the Phonebook:

Route: *Menu » Phonebook » Edit contact*

Press.
The Phonebook menu is available.

Select the menu item “Edit contact” and confirm.
A list of all entries in the Phonebook is displayed.

The names in the Phonebook are shown in alphabetical order (alternating with the associated numbers).

Scroll down until you find the desired name.

Or:

Enter the first letters of the name.
The first name beginning with those letters is displayed.

Scroll down until you find the desired name.

Press once to change a name.

Note: *Press the YES key twice to change a number.*

Correct the name or number.

Press to confirm.

Delete Names and Numbers

You can also delete names and associated numbers from the Phonebook. When you have accessed the Phonebook:

Route: *Menu » Phonebook » Delete contact*

Press.
The Phonebook menu is available.

Select the menu item “Delete contact” and confirm.
A list of all entries in the Phonebook is displayed.

The names in the Phonebook are shown in alphabetical order (alternating with the associated numbers).

Scroll down until you find the desired name.

Or:

Enter the first letters of the name.
The first name beginning with those letters is displayed.

Scroll down until you find the desired name.

Press.
“Delete?” is displayed.

Press to confirm.
The selected name and the associated number are deleted from the Phonebook.

Add Numbers from the Call List

Up to 20 numbers (dialled, answered and missed) can remain stored in the Call info of your phone. You can use the “Add contact” » “From call list” option to add these numbers to the Phonebook.

The menu option “Add contact” » “From call list” appears only if names or numbers are available for redial. When you have accessed the Phonebook:

Route: *Menu » Phonebook » Add contact » From call list*

Press.
The Phonebook menu is available.

Select the menu item “Add contact” and confirm.
The following options are available:

- New
- From call list

Select the menu item “From call list” and confirm.
A list of numbers is displayed.

Scroll through the list of numbers until you have the number you want to store.

Press.
Name:

No.:

is displayed.

Enter a name.
For information on how to write text, see section “Write Text” on page 103.

Press.
“No.:” and the number to be added is displayed.

Edit the number if necessary.

Press to confirm.
“Added” is displayed. The name and number are stored in the Phonebook.

System Phonebook

Compared to the “Integrated Phonebook” on page 94 which is a cordless specific function, the System Phonebook is stored in the BusinessPhone the system.

The System Phonebook covers internal directory numbers as well as external common abbreviated numbers.

As the System Phonebook is available for several telephone types the access as well as the navigation within the Phonebook is kept generic which means it will be controlled via the normal keypad.

If you prefer the handling via the menu- and navigation keys please contact your administrator to setup a company Phonebook on your cordless phone.

Use the System Phonebook

Press to search for internal directory numbers

Or:

Press to search for external common abbreviated numbers

To exit the System Phonebook

Press to exit

Make a Call

Enter the first letter(s) of the name.
For information on how to write text, see section “Write Text” on page 103.

> **Note:** *In order to step through the whole System Phonebook, you can start the search function immediately without entering the first letter(s) of the name.*

Press to activate the search function

Search routine was successful

The first entry which matches with your entered letter(s) will be displayed.

0 **Press to scroll forward in the list**

Or:

✳ **Press to scroll backward in the list**
By reaching the beginning or the end of the list a short beep tone will be sent.

Press to call the desired list entry
The number is dialled and “Calling” is displayed.

Search routine was successful

If no entry fulfils the search criteria, the display shows:

“SORRY - NO SUCH NAME”.

1 **Press to start a new search**

Write Text

When writing text messages and adding/editing or searching for names in the Phonebook, the keys 0 to 9, *, or # can be used. The first character entered will be an upper level character followed by lower level characters unless the *-key is pressed before entering the character. When pressing a key, the first available character on that specific key is displayed. To get the following characters, press the key repeatedly. Key 0 and 1 contain special characters. The marked character is selected after a time-out (3 seconds) or when another key is pressed. Pressing key 1 adds space between the characters and pressing the *-key switches between upper and lower case (not applicable in the System Phonebook). The first character entered in a message, or when adding/editing a name in the phonebook, will be an upper level character followed by lower level characters unless the *-key is pressed before entering the character.

Example (to write Smith):

7 7 7 7 **Press for S.**

6 **Press for m.**

4 4 4 **Press for i.**

8 **Press for t.**

4 4 **Press for h.**

Control keys

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

Press the left navigation key to move to the left.

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

Press the right navigation key to move to the right.

Note: *Moves to the end of the text if held longer.*

* **Press to switch between upper and lower case.**

Note: *Pressed for more than one second will add a dial tone pause.*

1 **Press to enter a space.**

Press to correct a wrong entry.

Special characters

See the table below on how to find a special character.

Phone key	Number of times to press the key														
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**
1	Space	-	?	!	,	.	:	“	´	(	)	1			
2	A	B	C	Å	Ä	Æ	À	Á	Â	Ã	Ç	2	Ć	β	Γ
3	D	E	F	È	É	Ê	Ë	3	Δ	ε	Φ				
4	G	H	I	Ğ	I	Ì	Í	Î	ï	4	η	ι			
5	J	K	L	5	K	Λ									
6	M	N	O	Ñ	Ö	Ø	Ò	Ó	Ô	Õ	6	μ	ς		
7	P	Q	R	S	ß	Ş	7	π	ρ	Σ					
8	T	U	V	Ü	Ù	Ú	Û	8	τ						
9	W	X	Y	Z	Ý	Ÿ	9	ζ	υ	ξ					
0	0	+	&	@	/	$	%	£	Θ	Ξ	Ψ	Ω			
#	#														

Note: *Depending on the selected menu language, not all characters might be available, which means that the character order may differ from the table above.*

Example for special characters:

8 **To enter Ü press 8 (four times).**
1 time result T
2 times result U
3 times result V
4 times result Ü

Press to confirm your edit and exit the menu.

Settings

This section describes how to set and adjust a personal volume, how to change indication of incoming calls, how to adjust the display, how to change the language and how to revert all DT590 settings to their defaults.

Alternative programming for Automatic Callback, Camp-on, Intrusion

The associated number for using the Automatic Callback, Camp-on or the Intrusion function may vary from country to country. If you cannot use a code of a function, maybe your exchange system has been programmed with a different associated number.

Because this User Guide describes only the default programming, the following table shows the most common settings in some of these countries that are known for a different programming.

	Austria, Belgium, Brazil, Denmark, Germany
Camp-on	5
Automatic Callback	6
Answer calls, another extension	8
Intrusion	4

Volume Control

You can adjust the volume in the ear piece, of the loudspeaker for handsfree speaking and the volume of the ringer. Use the volume keys to adjust the volume, see section “Description” on page 13 for the location of the volume controls.

To turn the microphone, ringing sound and warning sound on or off during a call, see section “During Calls” on page 40.

Adjust loudspeaker volume for handsfree speaking

Press to adjust the volume during a call.

Adjust ear piece volume

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

Adjust ringer volume

Route: *Menu » Toolbox » Sound & Alerts » Ringer volume*

Press.

Select the “Toolbox” tab.

Select the menu item “Sound & Alerts” and confirm.

Press to confirm the selected menu item “Ringer volume”.
The following options are available:

- Voice
- Mail
- Alarm clock

Select the desired option and confirm.

A volume level bar is displayed.

Press (← →) to turn the volume up or down.

Press to confirm and save the settings.

To turn off the ringing sound permanently

Press when the phone is idle.
“Mute ringer?” is displayed.

Press.
The ring off icon appears.

> **Note:** *If the ringer sound is permanently off and you have set the vibrator alert to “On when silent”, the vibrator turns on when the phone is ringing, see section “Vibrator Alert” on page 109.*

To turn the ringing sound on again:

Press.
“Unmute ringer?” is displayed.

Press.
The ring off icon disappears.

Vibrator Alert

If you do not want to be disturbed by the ringing of your phone, but still get the call indication, or if you are in a noisy environment, you can activate the Vibrator alert.

Route: *Menu » Toolbox » Sound & Alerts » Vibrator alert*

Press.

Select the “Toolbox” tab.

Select the menu item “Sound & Alerts” and confirm.

Select the menu item “Vibrator alert” and confirm.
The following options are available:

- “On”
  for Vibrator alert.
- “On when silent”
  for Vibrator alert when the ringer is permanently off. See section “Adjust ringer volume” on page 108.
- “Off”
  for no Vibrator alert.

Select the desired option and press to confirm

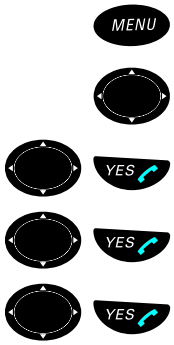
Ringer Tones or Melodies

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

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

To set the sound for a ringing type

> **Route:** *Menu » Toolbox » Sound & Alerts » Ring signals » Internal/External/Callback*



Press.

Select the “Toolbox” tab.

Select the menu item “Sound & Alerts” and confirm.

Select the menu item “Ring signals” and confirm.

Select the ringing signal type: Internal, External, or Callback and confirm.
The following options are available:

- Low 1 and Low 2
- Medium 1 and Medium 2
- Mix 1 and Mix 2
- Melody 1 -6
- User 1 -10

Melody	*Name*
1	J.S. Bach - Badinerie - BWV 1067 Suite no 2
2	The Black Bear
3	Rimsky-Korsakov - Flight of the Bumble Bee
4	Menuet Boccherini
5	J.S. Bach - Partita no 3 for violin
6	Aastra soundmark

Select the desired sound.
The selected sound is played. The menu options “Low”, “Medium”, “High” and “Mix” refer to the pitch of the ringing tone.

Press to confirm and save the settings.
The table below lists the names of the melodies.

Alarm Signal

You can set the signal for the alarm. By default, there are 14 different signals in the telephone, and additional signals can be downloaded to the handset.

To set the sound for Alarm Signal

Route: *Menu » Toolbox » Sound & Alerts » Alarm signal*

Press.

Select the “Toolbox” tab.

Select the menu item “Sound & Alerts” and confirm.

Select the menu item “Alarm signal” and confirm.
The following options are available:

- Low 1 and Low 2
- Medium 1 and Medium 2
- Mix 1 and Mix 2
- Melody 1 -6 *)

*) for further details about melodies see chapter “Ringer Tones or Melodies” on page 110

Select the desired sound.
The selected sound is played. The menu options “Low”, “Medium”, “High” and “Mix” refer to the pitch of the ringing tone.

Press to confirm and save the settings.

Message Alert

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

To set the sound for Message Alert

Route: *Menu » Toolbox » Sound & Alerts » Message alert*

Press.

Select the “Toolbox”.

Select the menu item “Sound & Alerts” and confirm.

Select the menu item “Message alert” and confirm.

Select the message alert type: Mail or Voice

Press.
The following options are available:

- None
- Click
- Low 1 and Low 2
- Medium 1 and Medium 2
- Mix 1 and Mix 2
- Melody 1 -6 *)

*) for further details about melodies see chapter “Ringer Tones or Melodies” on page 110

Select the desired sound.
The selected sound is played. The menu options “Low”, “Medium”, “High” and “Mix” refer to the pitch of the ringing tone.

Press to confirm and save the settings.

Key Sound

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

Route: *Menu » Toolbox » Sound & Alerts » Key sound*

Press.

Select the “Toolbox” tab.

Select the menu item “Sound & Alerts” and confirm.

Select the menu item “Key sound” and confirm.
The following options are available:

- Silent
- Click
- Tone

The current setting is indicated.

Select one of the following options:

- “Silent” for no Key sound.
- “Click” to have a Key sound with each key press.
- “Tone” to have a Key sound with each key press.

Press to confirm and save the settings.

Display Backlight

Your phone has a display which is illuminated when a key is pressed. The illumination automatically goes off after a while, unless you press a key.

Route: *Menu » Toolbox » Display » Backlight*

Press.

Select the “Toolbox” tab.

Select the menu item “Display” and confirm.

Select the menu item “Backlight” and confirm.
The following options are available:

- On
- Off
- Automatic

The current setting is indicated.

Select one of the following options:

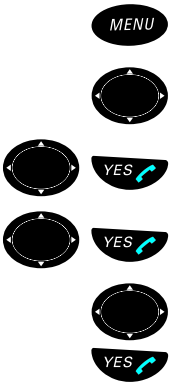
- “On” for illuminating the display always.
- “Off” for no illumination of the display.
- “Automatic” to activate illumination of the display when a key is pressed.

Press to confirm and save the settings.

Display Contrast

You can adjust the contrast of the display to one of eight levels to make it easier to read.

Route: *Menu » Toolbox » Display » Contrast*



Press.

Select the “Toolbox” tab.

Select the menu item “Display” and confirm.

Select the menu item “Contrast” and confirm.
The contrast level bar appears.

Press (← →) to adjust the contrast.

Press to confirm and save the setting.

Language

The default menu language is English. To select another language, use the Language option. Please note that the menu options stay in English until you confirm your language choice.

Route: *Menu » Toolbox » Language*

Press.

Select the “Toolbox” tab.

Select the menu item “Language” and confirm.
All available languages are displayed. The current language is indicated.

The available languages are Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Portuguese, Spanish, and Swedish. One additional language can be downloaded to the phone.

Select the desired language and confirm.
The language has now been changed.

Time and Date Settings

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

Set time format

Route: *Menu » Toolbox » Time & Date*

Press.

Select the “Toolbox” tab.

Select the menu item “Time & Date” and confirm.

Press to confirm the selected menu item “Time format”.
The following options are available:

- 24 hour
- 12 hour

Select the desired option and confirm.

Set date format

Route: *Menu » Toolbox » Time & Date*

Press.

Select the “Toolbox” tab.

Select the menu item “Time & Date” and confirm.

Select the menu item “Date format” and confirm.
The following options are available:

- DD-MMM-YY
- MM/DD/YY
- DD-MM-YY
- YYMMDD

Select the desired option and confirm.

Reset the DT590 Settings

The phone settings can be reset to their default values. Either only reset the user settings such as ringer volume, vibrator alert etc., or all settings/information which includes all user settings, SMS messages, voice call list, and all entries in the integrated Phonebook.

Route: *Menu » Toolbox » Master reset*

Press.

Select the “Toolbox” tab.

Select the menu item “Master reset” and confirm.
The following options are available:

- Settings Only
- All

Select the desired option and confirm

If the phone lock is activated, the phone will ask for your PIN code. Enter the PIN code and confirm.
See section “PIN Code” on page 29.

“Proceed?” is displayed.

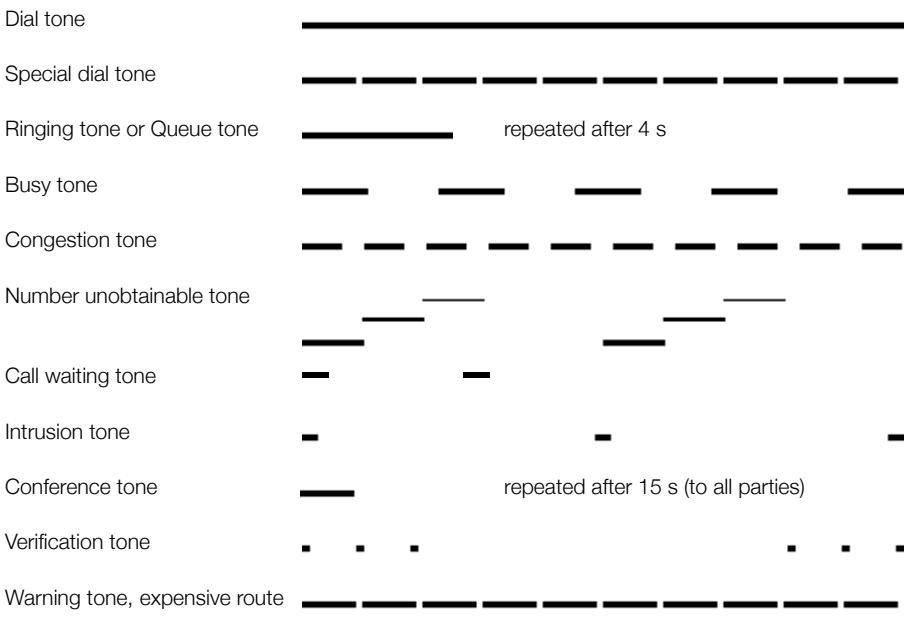
Press to confirm.
All DT590 settings revert to their default values.

Audible Signals

The following different tones are sent from the exchange to your telephone.

Tone Characteristics

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



Useful Hints

Connections between external lines

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

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

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

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

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

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

Installation

This chapter describes the battery (how to connect and charge) and how to connect the clip to the back of your phone.

Check for completeness

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

The set contains:

1 **Cordless phone**

2 **Battery**

3 **Clip**

4 **Assembly card**

> **Note:** *It is important to make a note of the IPEI code. The IPEI code may be needed for unblocking the Cordless phone if an incorrect PIN code has been entered three times. See section "IPEI Code" on page 31 for further details.*

Battery

The battery compartment with the Li-Ion battery is placed on the rear side of the handset.

Charging the battery

The battery requires charging when the ***Battery*** icon in the display indicates low level.

Place the phone in the charger. The charging status is shown by the ***Battery*** icon in the display. An empty battery is fully charged after approximately 4 hours, indicated by a filled ***Battery*** icon.

Replacing the battery

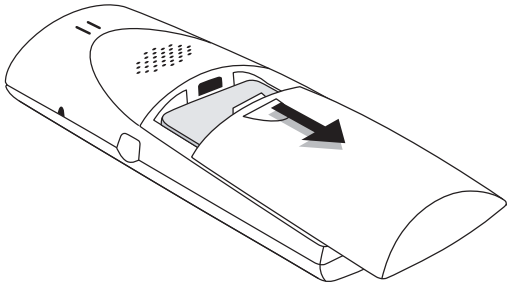
If the standby time for the cordless phone becomes too low, the battery should be replaced by a new one. Please contact your system administrator or your certified Aastra Sales partner for more information.

After replacing the battery with a new one, the Battery icon can indicate an empty battery even though it is fully charged. Placing the phone in the charger for a while will remove the problem.

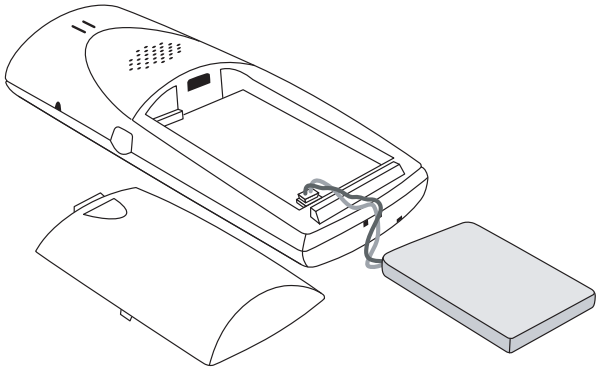
> **Note:** *To avoid fatigue of the phone's battery connector, use the charger instead of repeatedly replacing an empty battery with a new one.*

To replace the battery:

Open the battery compartment and remove the battery.



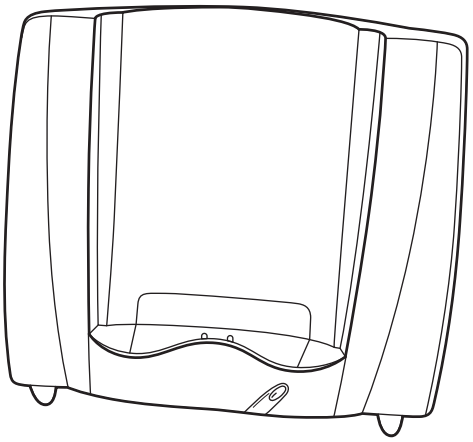
Disconnect the battery cable, and replace with a new battery.



Chargers

Desktop charger

The desktop charger is used for charging your phone, but also for storing it when you are continually at one location, for example at your desk.



The tilted design facilitates the use of handsfree operation, i.e. in loudspeaking mode. The charger is delivered with a plug-in power supply and is connected to an ordinary wall socket.

Note:
Do not use the charger outside the temperature range of +5 - +40 °C.

Do not use other power supplies than originally delivered (see "Power adapters" on page 127).

Power adapters

Article number

- NTM/BMLNB 101 17/1 (EU)
- NTM/BMLNB 101 17/2 (UK)
- NTM/BMLNB 101 17/3 (AU)
- NTM/BMLNB 101 17/6 (110V)

Headset

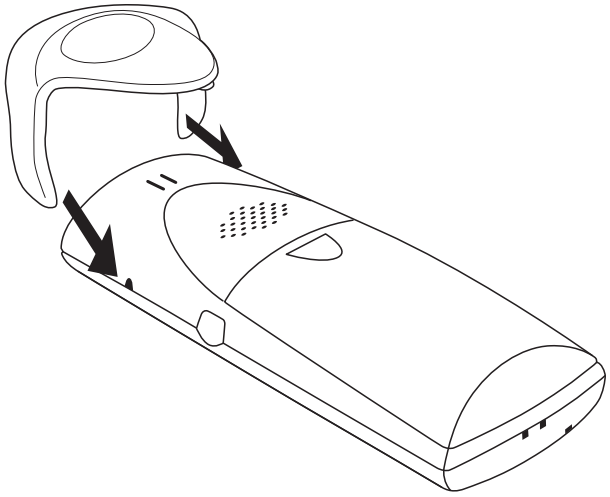
A headset is recommended if you frequently use the phone, and/or want to have both hands free. The phone has a special headset connector.

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 the holes on the sides of your phone.



Reference

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

Terminology

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

Terminology used on display

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

Phone signals

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

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

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

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

Maintenance

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

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

Intrinsic safety

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

Battery disposal

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

Treatment

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

Cleaning

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

Technical specifications

DECT GAP/CAP

The Cordless phone has the unique advantages of DECT GAP/CAP (Digital Enhanced Cordless Telecommunications Generic Access Profile/CTM Access Profile). This means that no one can eavesdrop on your calls and that the quality of speech is as good as that of conventional fixed telephones. DECT GAP/CAP enables interoperability with other manufacturers' products.

Cordless phone

Power supply

Battery	850 mAh (Li-Ion)

Standards and regulations

CE regulations	73/23/EEC, 89/336/EEC, 99/5/EC
CE marking	CE 0344
DECT standards	EN 301 406, TBR10, TBR22
Safety standards	EN 60950
EMC standards	EN 301 489, -6
Low Voltage Directive	EN 60950
SAR standards	EN 50360 (Europe), ACA 2003 (Australia)

Maximum environmental values during use

Operating temperature	0 to +40 °C
Storage temperature	–20 to +55 °C
Relative air humidity	less or equal to 95% RH (25 to 45 °C) non-condensing

Dimensions and weight

L x W x H	143 x 53 x 26 mm (excluding clip)
Weight	131 g

Performance

Stand-by time	up to 140 hours
Speech time	up to 20 hours
Charge time	4 hours maximum

Headset specifications

Microphone level range	From -43dB/Pa to -36dB/Pa
DC resistance	1.5 to 5 kOhm at microphone bias voltage 1.5V via 2.2 kOhm
Speaker impedance	> 30 Ohm

Note: *If a headset with a hook toggle switch is used, the microphone will be short-circuited when the switch is pressed.*

Volume

Ringing signal	Nine-step adjustable volume
Earpiece	Ten-step adjustable volume

Ringing signals (defaults)

External call	0.4 s on, 0.2 s off, 0.4 s on, 5 s off
Internal call	1 s on, 5 s off
Callback	0.32 s on, 0.2 s off

Phonebook

Maximum name length	12 characters
Maximum number length	24 digits
Entries	max. 100 in the personal phonebook

External interfaces

Radio connection	DECT GAP/CAP, 1880-1900 MHz (standard), 1900-1920 MHz (China), 1910-1930 MHz (Latin America), up to 250 mW radiated power during 1 of the 24 time slots
User interface	Display with two lines of 12 alphanumeric characters and 7 icons, keys with text, volume keys on the side.
Accessory connector	For battery charging.

Spare parts and accessories

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

- Clip for Cordless phone
- Li-Ion battery for Cordless phone
- Battery door for Cordless phone
- Security clip for Cordless phone
- Carrying case for Cordless phone

Troubleshooting

This section contains information on how to solve common operational problems.

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

Fault check list

Fault	Probable cause	Action or comment
No display	Battery low or phone defect	Charge battery
“Connect battery” is displayed	Battery not properly fit or defect	Check battery or contact system administrator
No ringing	Ringer off icon on or phone defect	Off icon on: Adjust volume
Signal strength icon off	Out of coverage area, system or phone defect	Enter coverage area or contact system administrator
Low battery icon on	Battery capacity equal to 10%	Charge battery
Low battery icon flashes	Battery capacity equal to or lower than 5%	Charge battery
4 short beeps every 2 minutes	Out of coverage area or not connected	Enter coverage area or contact system administrator

Fault	Probable cause	Action or comment
“Phonebook Full” is displayed	Phonebook full, you cannot add names or numbers	Delete a name and a number
“Enter XXX” is displayed (where XXX=IPEI or PIN)	IPEI code or PIN code	Enter required IPEI code or PIN code
“No access” is displayed	Network in range, but no access rights	Select another network or resubscribe
“NO NETWORK” is displayed	Cannot connect to selected network or out of range	Select another network, subscribe, get back within range or contact system administrator
“PIN Blocked Unblock?” is displayed	Phone blocked, wrong PIN code entered three times	See section “IPEI Code” on page 31

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

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

Glossary

Abbreviated number
Short number. Initiating a call to a pre-programmed number by dialling a code or pressing a key. See section “Abbreviated Numbers” on page 73.

Conference
If you have an ongoing conversation you can include other persons and establish a telephone conference.

DECT/GAP
Digital Enhanced Cordless Telecommunication/ Generic Access Profile. This means that no one can eavesdrop on your calls and that the quality of speech is as good as that of conventional fixed telephones. DECT/GAP enables interoperability with other manufacturers’ products.

Directory number
Number with 1-8 digits which is assigned to an extension or external line or as a common abbreviated number.

DTMF tone
Dual Tone Multi Frequency or touch tone, for dialling.

Extension number
All telephones connected to the PBX have a unique internal number (up to 8 digits). You can see your number on the display.

Idle mode
The state your phone is in when nothing is activated.

IP call
Internal call sent via an internal data network (LAN or WAN).

IPEI Code
International Portable part Equipment Identity, a unique identity assigned to your phone by the manufacturer.

ISDN
Integrated Services Digital Network. Provides your system with supplementary services from the public net.

Least Cost Routing
A function that automatically selects the cheapest way to connect your external call.

PBX
Private Branch Exchange. Your telephone switching system (e.g. BusinessPhone Communication Platform or MD110 Communication System).

PIN Code
Personal Identification Number for security.

Tandem configuration
The tandem configuration is a unit consisting of two phones using the same directory number.

Third party
A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section “During Calls” on page 40.

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Notes

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