

System Programming

Ericsson Dialog 4223 Professional / Dialog 3213 for
BusinessPhone Communication Platform

System Administrator Guide



Category Lists for Facility Access

Tip! For future use, copy the list before you enter the values.

Command number and name	Category list number															
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
3001 - Day/night initiation																
3002 - Transfer before answer																
3003 - System programming																
3004 - Intrusion																
3005 - Conference																
3006 - Loudspeaker Paging group 0																
3007 - Loudspeaker Paging group 1																
3008 - Loudspeaker Paging group 2																
3009 - Loudspeaker Paging group 3																
3010 - Loudspeaker Paging group 4																
3011 - Loudspeaker Paging group 5																
3012 - Loudspeaker Paging group 6																
3013 - Loudspeaker Paging group 7																
3014 - Send messages for others																
3015 - Send Voice messages																
3016 - Send Text messages																
3017 - Send Call Me messages																
3018 - Provide Info for others																
3019 - Provide Voice info																
3020 - Provide Text info																
3021 - Provide Predefined info																
3022 - Day/night system																
3023 - Day/night trunk group 1																
3024 - Day/night trunk group 2																
3025 - Day/night trunk group 3																
3026 - Day/night trunk group 4																
3027 - Day/night trunk group 5																
3028 - Day/night trunk group 6																
3029 - Day/night trunk group 7																
3030 - Day/night trunk group 8																
3031 - Program Namecall key																
3032 - Program Suffix Digit key																
3033 - Program External Line key																
3034 - Program Supervision key																
3035 - Program Dedicated Line key																
3036 - Program Loudspeaker Paging key																
3037 - Program ACD Group key																
3038 - Program Busy Line key																
3039 - Program Conference key																
3040 - Program Immediate Answer key																
3041 - Program ACD Ready key																
3042 - Program R key																
3043 - Program Account Code key																
3044 - Program ACD Supervision key																
3045 - Program ACD Clerical key																
3046 - Program ACD Help key																
3047 - Program Operator Hold key																
3048 - Program External Voice Mail key																
3049 - Program Malicious Call ID key																
3050 - Program Number Secrecy key																

Command number and name	Category list number															
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
3052 - Program Common Message key																
3053 - Program Logon/out Slave key																
3054 - Program Supervise Slave key																
3055 - Prog ACD Pause key																
3056 - Program Recording key																
3060 - Room StatusView																
3061 - Check in/out																
3062 - Wakeup Ordering																
3063 - Wakeup for others																
3064 - Paging																
3065 - Common Hold																
3066 - Handle return messages																
3067 - Control messages for others																
3068 - Print ACD statistics																
3069 - Reminder ordering																
3070 - Block room to room / DID traffic																
3071 - External Voice Mail indication																
3072 - Silent Intrusion																
3073 - Alarm extension																
3074 - Read alarm																
3075 - Read own meter																
3076 - Read other's meter																
3077 - Print other's meter																
3078 - Reset other's meter																
3079 - Malicious Call ID																
3080 - Receive message																
3082 - Bypass Call Forwarding																
3083 - Day/night ACD group 0																
3084 - Day/night ACD group 1																
3085 - Day/night ACD group 2																
3086 - Day/night ACD group 3																
3087 - Day/night ACD group 4																
3088 - Day/night ACD group 5																
3089 - Day/night ACD group 6																
3090 - Day/night ACD group 7																
3091 - Day/night all ACD groups																
3092 - Individual programming																
3093 - Individual Call Diversion external																
3094 - Conversation Recording																

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Welcome

Welcome to the System Administrator Guide for system administrators of the BusinessPhone Communication Platform from Ericsson. The BusinessPhone Communication Platform consists of BusinessPhone 50, BusinessPhone 128i and BusinessPhone 250.

The features described in this Guide are related to version 5.1 or higher of the BusinessPhone Communication Platform. Some might not work in earlier versions of the system and/or might be protected by a hardware dongle that has to be bought separately.

Warning! *Programming of a BusinessPhone Communication Platform PBX is intended for authorized experts, no warranty is made for programming performed by non-authorized persons.*

The latest version of this User Guide can also be downloaded from:
<http://www.ericsson.com/enterprise/>

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Details to be found at: Declaration of Conformity:
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Description – BusinessPhone Communication Platform

In the outline below you can see some devices that can be connected to the BusinessPhone Communication Platform.

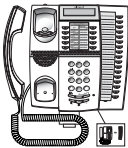
Dialog 4220 Lite *



Dialog 3210 Basic **

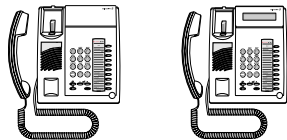


Dialog 4222 Office *

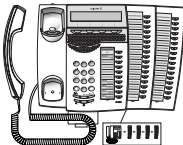


Dialog 3211 Economyplus **

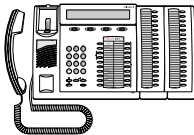
Dialog 3212 Standard **



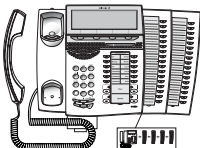
Dialog 4223 Professional *



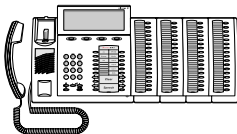
Dialog 3213 Executive **



Dialog 4224 Operator *



Dialog 3214 Operator **



Dialog 3185 Analog *



Dialog 3413 IP telephone *



Cordless telephones

(e.g. DT570)



*** Accessories for Dialog 422X telephones:**

Option unit DBY 420 02:

For connecting: Tape recorder, Extra bell or Busy Indication outside your door, USB connector

**** Accessories for Dialog 321X telephones:**

Option unit DBY 410 02:













For connecting: extra handset, PC Sound Card, Headset, Tape recorder, Extra bell or Conference unit (not for Dialog 3214).

Alarm interface unit

Phone keys Dialog 4223 / Dialog 3213

This table gives you an overview of the different key design of the Dialog 4223 Professional and the Dialog 3213 Executive. In this user guide you will only find illustrations of the Dialog 4223 keys.

If you are using the Dialog 3213 Executive, please refer to the table below to find out the appropriate key combination.

Key	Dialog 4223	Dialog 3213
Clear		
Headset		Headset 
Loudspeaker		
Mute		
Programmable Function key		
Volume		

Start System programming

The BusinessPhone Communication Platform programming can be performed via System or Individual programming. This guide describes how you perform System programming via the Dialog 4223 Professional / Dialog 3213 Executive. For a detailed description of these telephones, see the respective user guide. The latest version of this User Guide can also be downloaded from: <http://www.ericsson.com/enterprise/>

System programming is basically performed via command groups and numbers, see chapter “[Command Groups and Numbers](#)” on page 61. To see available functions for the different telephone types, see the user guide for the related telephone.

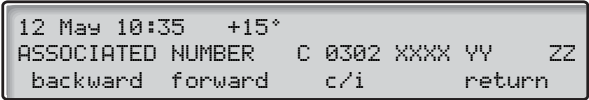
Notes:

This guide describes basic System programming procedures. Individual programming procedures are described in the related telephone user guides. All function descriptions in this guide starts when you have entered Command mode if nothing else is indicated.

As it is possible for extension users to do System programming, you should change the Password first, see chapter “[Password](#)” on page 20.

Display info during System programming

The upper line shows general information. The mid line shows command name, command number and values. The lower line presents lead texts for the Menu keys.



0302

Command number.

XXXX

Value (e.g. directory number).

YY

Value (e.g. key number).

ZZ


Value (e.g. YES or NO).

For further explanation of the display messages, see section [“Navigation and Editing During Programming”](#) on page 15.

General System programming procedure

***00#**

Dial to enter Programming mode.


Note: The Menu key  and the Function code *00* accesses Individual Programming mode only.

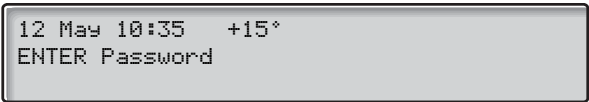
Tip! Program *00# on a programmable key to save time.



system

Press (see display).

The Menu key  accesses Individual Programming mode.



000
000
000
0

Enter the relevant Password.

See section [“Password”](#) on page 20.

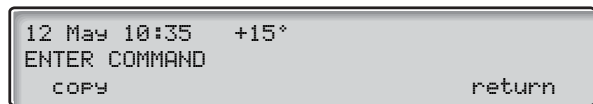
2nd  #

Press.

You are now in Command mode.

Note: 2nd + # = Enter.

Tip! Program Enter on a programmable key to save time. The recommended programmable key is key E. See sections "[Allocate number of programmable keys](#)" on page 31 and "[Allocate Functions to Programmable Keys](#)" on page 35.



000
000
000
0

Enter the relevant command group.

Available command groups are 01 to 91. See section "[Command Groups and Numbers](#)" on page 61.

Enter 

Press (pre-programmed).

000
000
000
0

Enter the relevant command number.

Available command numbers depend on the entered command group, see section "[Command Groups and Numbers](#)" on page 61.

Enter 

Press (pre-programmed).

Tip! The command group and number can be entered in one sequence, e.g. 0201 to allocate number of programmable keys.

000
000
000
0

Enter the relevant values.

The value could for instance be a facility number, extension number, trunk number, command number or directory number. See the example.

000
000
000
0

Confirm the relevant value with YES or NO.



How to write text, see section "[Write Text](#)" on page 19.

Tip! When YES or NO is to be entered it is enough to just enter the first letter, i.e Y or N.


C

Press to finish programming.

Tip! To speed up your programming procedures, see section "[Navigation and Editing During Programming](#)" on page 15.

***00#**
system
 Enter 
0161
 Enter 

Example:

Program Music On Hold for extension 203:

Enter Programming mode.

Press (see display).

Enter Password and press (pre-programmed).

Enter command group and number (Music On Hold).

Press (pre-programmed).

```

12 May 10:35  +15°
Music On Hold STATE? 0161
backward forward      return
    
```


203
 Enter 

Enter the extension number to change.

Press (pre-programmed).

```

12 May 10:35  +15°
Music On Hold STATE?C 0161 203      NO
backward forward      c/i      return
    
```

999
 Enter 


Change the value to YES.

Press to confirm (pre-programmed).

Music On Hold is activated on extension 203 and the display steps to the next command.

Press to finish programming.

Navigation and Editing During Programming

The following hints will help you with your programming.

Navigating menus

You can at any time go back to the previous menu or finish programming via the following keys.

return

Press to go back to the previous level (see display).

Or:



Press to finish programming.

Navigating commands and individuals

To go back or forward one command group or command number:

backward

Press to go back (see display).

forward

Press to go forward (see display).

To switch between commands or individuals:

C/I

Press (see display).

When **C** is indicated in the display, the command can be stepped to the next or preceding command number via **backward** or **forward**. Useful if you want to change many commands for one extension.

When **I** is indicated in the display, the individual value (extension or trunk number) can be stepped to the next or preceding value via **backward** or **forward**. Useful if you want to change many extensions or trunk numbers for the same command.

Commands with extra data field

When **>** is indicated to the far right in the display:

Enter 

Press to view the next data field (pre-programmed).

Copy function

An entered value for an extension or trunk can be copied to an optional number of other extensions or trunks. This is useful when, for example, several extensions should have the same categories or key functions. In Programming mode:

COPY

Press to access the Copy function (see display).

The display shows:





Enter the command to be copied.

Note: It is possible to copy all commands of a command group, see [“Several command groups and records”](#) on page 17.

Enter 

Press (pre-programmed).



Enter directory number.

The extension or trunk that is to serve as reference for copying.

Enter **Press (pre-programmed).**

The display shows (example):

```

12 May 10:35  +15°
COPY:0101  200    TO  :
,          -      Pf_3    return

```

If the command is of a type that also requires a record number to be stated, for example when programming keys on telephones, this shall also be stated when copying.

 Enter 
Enter record number and press (pre-programmed).

The display shows (example):

```

12 May 10:35  +15°
COPY:0301  200 03    TO  :
,          -      Pf_3    return

```


Enter the destination (individuals).

Individuals = Extension or trunk number. See [“Several individuals”](#) on page 18.

Enter **Press to copy (pre-programmed).****Several command groups and records**

It is possible to copy all commands or records of a command group.

To copy all commands of a command group:

 *
Enter the two digits of the command group and press.

If all categories in command group 01 are to be copied to extension 201 the display shows (example):

```

12 May 10:35  +15°
COPY:01*   200    TO  :201
,          -      Pf_3    return

```

To copy all records of a command group:



Press.

If all keys from extension 200 are to be copied to extension 201 the display shows (example):

```
12 May 10:35 +15°
COPY:0301 200 * TO :201
, - pf_3 return
```

Several individuals

It is possible to copy to more than one individual (extension or trunk). The following separators are used:

,

Press to separate individuals (see display).

Or:

—

Press to separate several individuals in sequence (see display).

Example:

The setting of command 0101 for extension 200 shall be copied to extensions 200, 205, 206, 207, 208 and 209.

200

Press.

,

Press (see display).

205

Press.

—

Press (see display).

209

Press.

```
12 May 10:35 +15°
COPY:0101 200 TO :200,205-209
, - pf_3 return
```

Enter



Press to copy (pre-programmed).

Write Text



Use the keypad to write text, e.g. when you are confirming a value or allocating names to extensions.

Select characters by pressing digits repeatedly.

Example:

9

Press a digit.

- 1 time result W
- 2 times result X
- 3 times result Y
- 4 times result Z
- 5 times result 9



Note: Key **1** is reserved for national characters.

Press the Volume Up key to enter the character.

Moves cursor to next position.

Press the Volume Down key to erase incorrect entry.

Tip! When YES or NO is to be entered it is enough to just enter the first letter, i.e. Y or N.

Special characters

Note: You can also write the following characters:
? - . , ! : / # *



Press repeatedly.

Password

This section describes how to change the Password and how to change the Password for reading out cost counters for others.
The Default Password for System programming of the BusinessPhone Communication Platform is 11111.

Change Password

How to change the Password.



5202

Enter 



Enter 



Press to change the Password.

Press (pre-programmed).

Enter the new Password.
Note the new Password.

Press (pre-programmed).

Press to finish programming.

Password to read out cost counters for others

Users equipped with a Dialog 4224 Operator / Dialog 3214 or a Dialog 4223 Professional / Dialog 3213 Executive can read out the cost counters for other directory numbers, that procedure requires a Password. How to change this Password:

6720

Enter 

Press.

Press (pre-programmed).

```
12 May 10:35  +15*
Password SYSTEM      6720      >
backward forward      return
```

Enter 

Press (pre-programmed).

The programmed Password is displayed.

```
12 May 10:35  +15*
                99999  6720
                                return
```

Enter 

○○○
○○○
○○○
○

Enter the new Password (5 digits).

Press (pre-programmed).


C

Press to finish programming.

Tip! Regarding other Metering functions, see section [“Call Metering”](#) on page 49.

Handle Directory Numbers

A directory number is a number that is assigned:

- A line position, i.e. an extension or an external line (trunk)
- A facility group number, ACD number etc.

Directory numbers can have 2, 3 or 4 digits. All persons assigned a directory number can be called from extensions in the system. Each facility or hardware unit is assigned one directory number only. All directory numbers can be assigned a name.

Directory numbers are stored as:

- Internal (all directory numbers) or
- External (Common Abbreviated Numbers)

Note: *Directory numbers cannot be incompatible, for example, directory numbers 200 and 2000 cannot exist at the same time.*

On initiation of the system, extensions and trunks are assigned directory numbers automatically:

- Extensions are assigned numbers from 200 and upwards.
- Trunks are assigned numbers from 700 and upwards.
- All trunks are placed in one route and are assigned directory number 0.
- If the system has an Dialog 4224 Operator / Dialog 3214, directory number 9 will be assigned as internal call number to the operator queue.

Handling of directory numbers via the Dialog 4223 Professional / Dialog 3213 Executive is limited to:

- Allocate names to directory numbers
- Read directory numbers
- List directory numbers
- Change position of two extension numbers

Tip! *Extensions equipped with a Dialog 4223 Professional / Dialog 3213 or Dialog 4224 Operator / Dialog 3214 telephone can search the programmed directory numbers (internal and external) via the Integrated Telephone Directory, see the related user guides.*

Allocate names to directory numbers

When you have allocated the names, they are visible in the displays of the display telephones. During Command mode, select command for the preferred category of directory numbers (internal or external):

Command	Category
6501	Internal
6510	External

Example:

Allocate a name to an internal directory number.

6501

Enter 

Press.

Press (pre-programmed).



Enter 

Press (pre-programmed).



Enter 

Enter the directory number and press (pre-programmed).

Enter 

Enter the name for the directory number and press (pre-programmed).

Directory names can have a maximum of 35 characters. How to write text, see section [“Write Text”](#) on page 19.



Press to finish programming.

Tip! Write down the names in the charts, see sections [“Handle Directory Numbers”](#) on page 22 and [“Extension Configuration”](#) on page 79.

Read directory numbers

It is possible to read directory numbers used in the system. All commands in the group are presented and administered in the same way. The following commands are used:

<i>Command</i>	<i>Function</i>
5801	Show total survey
5802	Show extension
5803	Show trunk
5804	Show route
5805	Show PBX group
5806	Show Background Music
5807	Show ACD group
5808	Show Pick-up group
5809	Show voice answer
5810	Show fictive number series
5811	Show operator
5812	Show Paging
5901	Directory number-facility
5902	Line position-directory number

Switch position of two extension numbers

Used when two extensions are to change position and retain their directory numbers as well as all programmed categories and functions.

5603

Enter 

Press.

Press (pre-programmed).

```
12 May 10:35 +15°  
SWOP EXTENSION NO 5603 >  
backward forward return
```

Enter 

Press (pre-programmed).

```
12 May 10:35 +15°  
SWOP DIR.NO = WITH DIR.NO =  
return
```



Enter the directory numbers that are to be switched.

Enter 

Press (pre-programmed).



Press to finish programming.

Category Lists

It is very likely that you have different groups of users, e.g. operators, sales persons, technicians etc. Therefore it is very useful to group functions in a category list, e.g. extensions, can be assigned precisely those functions and facilities which they require to perform their tasks.

If an extension initiates a function for which a category list has been defined, the setting for that function will be consulted. If it is permitted according to the category list, the requested function will be activated. If the function is not permitted, congestion tone (where appropriate) will be issued or the action will be ignored. The extension or external line can use the functions set to YES in the category list.

Category lists are created and configured for facility access, traffic group, TCD and Abbreviated Numbers. When the category lists are ready you can allocate the extensions and trunks with the correct category list. On system start all extensions and external lines belong to category list 0.

Note: *Only directory numbers belonging to extensions, operators or external lines can belong to a category list.*

Create facility access category lists

You can configure 16 different category lists for facility access (0-15). The functions you can set are the facility access functions in group 30. When you program the category list, you can write down the setting (Y or N) for each function. Use the chart at the beginning of the guide to remember how you have configured the category lists.

Example:

Edit the list for category 1 (Day/night initiation not allowed).

3 0 0 1

Enter 

Press.

Press (pre-programmed).

12 May 10:35	+15°		
DAY/NIGHT COMMON	3001		
backward	forward		return

1

Enter 

Enter category list number (0-15).

Press (pre-programmed).

12 May 10:35	+15°		
DAY/NIGHT COMMON	C 3001	1	NO
backward	forward	c/i	return



Change the value to YES.

Note: All category lists are assigned with default values.

Enter 

Press (pre-programmed).

The display steps to the next command.

Repeat the procedure for the remaining commands (3002-3094).

You have configured the category list for category 1.



Press to finish programming.

Note: The Transfer, Read& and Save/Redial functions are not included in a category list, they should always be individually programmed.

Allocate category lists to directory numbers

Each directory number is assigned to a category list that has the desired functions. The commands 0101 - 0105 allocate category lists for extensions. To allocate category lists to Common Abbreviated Numbers, see section [“Allocate category list to common numbers”](#) on page 47.

Note: *External lines and traffic groups cannot be allocated via a system telephone.*

Example:

Allocate extension 202 with category list 1 for facility access.

0101

Enter 

Press.

Press (pre-programmed).

202

Enter 

Enter extension number.

Press (pre-programmed).

The programmed list number is displayed.

12 May 10:35	+15*		
FACILITY COS	C 0101	202	0
backward	forward	c/i	return

1

Enter 

Enter category list number.

Press (pre-programmed).

Extension 202 is programmed with category list 1.


C

Press to finish programming.

Allocate Programmable Keys and Individual Abbreviated Numbers

If you install a new telephone or add key panels to telephones, you may have to reallocate the number of programmable keys.

Each extension can be allocated with different numbers of programmable keys and Individual Abbreviated Numbers. The number of available programmable keys are for the:

- Dialog 4220 Lite = 4
- Dialog 4222 Office = 4
- Dialog 4223 Professional = 4
- Dialog 4224 Operator = 3
- Dialog 3210 Basic = 3
- Dialog 3211 Economy*plus* = 4
- Dialog 3212 Standard = 4
- Dialog 3213 Executive = 14
- Dialog 3214 Operator = 3
- Dialog 3413 IP Telephone = 19
- Key panel = 17

Note: *It is important to program both the number of programmable keys and the number of Individual Abbreviated Numbers. If one of these command values are set to 0, the extension cannot program Abbreviated Numbers.*

Allocate number of programmable keys

Example:

Allocate the number of programmable keys for a Dialog 4223 Professional / Dialog 3213 Executive with 2 key panels (extension 204).

0201

Enter 

Press.

Press (pre-programmed).

```
12 May 10:35 +15°
NO.OF PROG. KEYS      0201
backward forward      return
```

204

Enter 

Enter extension number.

Press (pre-programmed).

```
12 May 10:35 +15°
NO.OF PROG. KEYS      C 0201 204      0
backward forward      c/i      return
```

4

Enter the group number.

See section [“Allocation tables for number of programmable keys and Individual Abbreviated Numbers”](#) on page 33.

```
12 May 10:35 +15°
NO.OF PROG. KEYS      C 0201 204      4
backward forward      c/i      return
```

Enter 



Press (pre-programmed).

The extension is allocated with 60 programmable keys. The display steps to the next command (0202 - Assignment of Individual Abbreviated Numbers).

Press to finish programming.

Or:

Allocate number of Individual Abbreviated Numbers.

See section [“Allocate number of Individual Abbreviated Numbers”](#) on page 32.

Allocate number of Individual Abbreviated Numbers

Example:

Allocate the number of Individual Abbreviated Numbers for a Dialog 4223 Professional / Dialog 3213 Executive telephone with 2 key panels (extension 204).

0202

Enter 

Press.

Press (pre-programmed).

12 May 10:35 +15°

NO.OF IND. SHORT NO 0202

backward forward return

204

Enter 

Enter extension number.

Press (pre-programmed).

12 May 10:35 +15°

NO.OF IND. SHORT NO C 0202 204 0

backward forward c/i return

12

Enter 


C

Enter the group number.

See section [“Allocation tables for number of programmable keys and Individual Abbreviated Numbers”](#) on page 33.

Press (pre-programmed).

The extension is allocated with 48 Individual Abbreviated Numbers.

Press to finish programming.

Allocation tables for number of programmable keys and Individual Abbreviated Numbers

As a rule to use all keys on a specific telephone, program the following group numbers:

<i>Telephone type</i>	<i>Individual</i>	
	<i>Program- mable keys * (Group No.)</i>	<i>Abbreviated Numbers ** (Group No.)</i>
• Dialog 4220 Lite	1	4
• Dialog 4222 Office	1	4
• Dialog 4222 Office, 1 key panel	2	6
• Dialog 4223 Professional, no key panel	1	4
• Dialog 4223 Professional, 1 key panel	2	6
• Dialog 4223 Professional, 2 key panels	3	10
• Dialog 4223 Professional, 3 key panels	4	14
• Dialog 4223 Professional, 4 key panels	5	18
• Dialog 4224 Operator, no key panel	1	1
• Dialog 4224 Operator, 1 key panel	3	8
• Dialog 4224 Operator, 2 key panels	4	12
• Dialog 4224 Operator, 3 key panels	5	17
• Dialog 4224 Operator, 4 key panels	6	21
• Dialog 3210 Basic	1	4
• Dialog 3211 Economyplus	1	4
• Dialog 3212 Standard	1	4
• Dialog 3213 Executive, no key panel	1	4
• Dialog 3213 Executive, 1 key panel	3	8
• Dialog 3213 Executive, 2 key panels	4	12
• Dialog 3213 Executive, 3 key panels	5	17
• Dialog 3213 Executive, 4 key panels	6	21
• Dialog 3214 Operator, no key panel	1	1
• Dialog 3214 Operator, 1 key panel	3	8
• Dialog 3214 Operator, 2 key panels	4	12
• Dialog 3214 Operator, 3 key panels	5	17
• Dialog 3214 Operator, 4 key panels	6	21
• Dialog 3413 IP telephone	2	5

*** Programmable keys**

- 0 = No programmable key (default data)
- 1 = 1 - 15 programmable keys
- 2 = 16 - 30 programmable keys
- 3 = 31 - 45 programmable keys
- 4 = 46 - 60 programmable keys
- 5 = 61 - 75 programmable keys
- 6 = 76 - 82 programmable keys

Note: *The Individual Abbreviated Numbers for the Dialog 4220/4222/4223/3211/3212 include programming via the keypad.*

**** Individual Abbreviated Numbers**

- 1 = 1 - 4 Individual Abbreviated Numbers
- 2 = 5 - 8 Individual Abbreviated Numbers
- 3 = 6 - 12 Individual Abbreviated Numbers
- 4 = 13 - 16 Individual Abbreviated Numbers
- 5 = 17 - 20 Individual Abbreviated Numbers
- 6 = 21 - 24 Individual Abbreviated Numbers
- 7 = 25 - 28 Individual Abbreviated Numbers
- 8 = 29 - 32 Individual Abbreviated Numbers
- 9 = 33 - 36 Individual Abbreviated Numbers
- 10 = 37 - 40 Individual Abbreviated Numbers
- 11 = 41 - 44 Individual Abbreviated Numbers
- 12 = 45 - 48 Individual Abbreviated Numbers
- 13 = 49 - 52 Individual Abbreviated Numbers
- 14 = 53 - 56 Individual Abbreviated Numbers
- 15 = 57 - 60 Individual Abbreviated Numbers
- 16 = 61 - 64 Individual Abbreviated Numbers
- 17 = 65 - 68 Individual Abbreviated Numbers
- 18 = 68 - 72 Individual Abbreviated Numbers
- 19 = 73 - 76 Individual Abbreviated Numbers
- 20 = 77 - 80 Individual Abbreviated Numbers
- 21 = 81 - 84 Individual Abbreviated Numbers

Allocate Functions to Programmable Keys

Note: *Before you can allocate functions to the programmable keys, you have to allocate the number of programmable keys and individual short numbers. See section [“Allocate number of programmable keys”](#) on page 31.*

This section describes a selection of the most common functions to program on the programmable keys. The functions basically use the same programming procedure as Name Selection, therefore only a general function procedure is described. For more details on specific functions, see section [“Function characteristics”](#) on page 37.

Notes:

As system default all programmable keys are assigned to the Name Selection function. If a different function is required the key will have to be redefined. For a complete list of the available functions, see section [“Function codes and required data”](#) on page 40.

Some of these functions can only be programmed (by you or by the extension user) if the extension is programmed with a category list that activates the desired functions. See section [“Category Lists”](#) on page 27.

*The available Function keys are the same as the number of programmable keys and each key can consist of a maximum of four characters, (available characters are: 1-9, 0, *, #).*

Allocate a function to a programmable key

The general procedure how to allocate a function to a programmable key:

0301

Enter 

Press.

Press (pre-programmed).

You have entered Key Function mode.

```
12 May 10:35 +15°
FUNCTION OF KEY      0301
backward forward      return
```

000
000
000
0

Enter the extension number.

Enter 

Press (pre-programmed).

```
12 May 10:35 +15°
SELECT KEY           C 0301 XXXX
backward forward    c/i      return
```

000
000
000
0

Enter the relevant key number (01-82).

See section "[Allocation table for key numbers](#)" on page 41.

Enter 

Press (pre-programmed).

```
12 May 10:35 +15°
FUNCTION OF KEY      C 0301 XXXX YY
backward forward    c/i      return
```

000
000
000
0

Enter the relevant code.

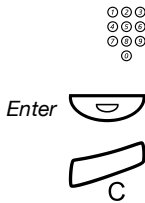
Name selection=10, Post dialling=11, etc.

See section "[Function codes and required data](#)" on page 40.

Enter 

Press (pre-programmed).

```
12 May 10:35 +15°
ASSOCIATED NUMBER    C 0302 XXXX YY  ZZ
backward forward    c/i      return
```

**Enter the associated number.**

See section “[Function codes and required data](#)” on page 40.

Press (pre-programmed).**Press to finish programming.**

Function characteristics

Specific details on some of the functions you can program on the programmable keys.

Name Selection

Name Selection is the basic function for all programmable keys and it means that a call can be initiated by pressing one single designated key.

Note: *Name Selection is also called Dial-by-Name.*

Name selection is used to obtain the following functions:

- Extensions or facilities can be called via a directory number
- External call subscribers can be accessed via a Common Abbreviated Number
- Postdialling to initiate facilities that are activated via post-dialling

External Line

With this function, an external line is represented by a pre-programmed key on the telephone. For each external line, a Function key has to be programmed. Which means that you are able to monitor the state of traffic for every programmed external line (e.g. free, busy). You can also establish an external call by pressing the External Line key.

Supervision

With an extension's directory number on a key, it is possible to activate the Supervision function and do the following:

- Call the extension
- See the extension's telephone situation
- Answer calls to the extension
- Use the key as answer key for Common Call Pick-up
- Answer calls to other extensions in a work group
- Use the key for mutual monitoring (Supervision) of various directory numbers (executives and secretaries) in Secretary function

Loudspeaker Paging

With a pre-programmed Paging key the extension can page all extensions in a group and give a Voice message.

Immediate Answer

An internal call to a handsfree telephone (extension) will result in automatic answer and the telephone is switched into handsfree mode.

Note: *If command 0181 is set to YES, an Immediate Answer key cannot be programmed.*

Enter key

To speed up your programming you can program an Enter key. The recommended programmable key is key 05 (key E).

R key, Account Number, Number Secrecy, Malicious Call Identification

These functions cannot be programmed by the users themselves, and it is therefore likely that programming of these functions might be requested.

Conversation Recording

The Conversation Recording facility makes it possible for the initiating user to store the ongoing telephone conversation in the Individual Mailbox by simply pressing the Recording key (not available for the Dialog 4224 Operator / Dialog 3214).

Note: *If command 0189 is set to NO, the respective extension cannot be recorded by any other internal extension.*

Warning!

Recording a conversation without prior notice to the other party may be illegal. Forwarding or playback of this recorded conversation to a third party without prior permission may be illegal.

It is obligatory for the recording initiator to ask the other party in advance for permission and to inform the same of the purpose and further usage of this particular recording. The adherence to the relevant legislation is the exclusive responsibility of the user, offences can be criminally prosecuted. Neither the manufacturer nor the dealer of this product is responsible for the abuse of this feature by the user or for any damages caused thereby.

Note: *This feature may be restricted or not available. The system administrator or service technician must be fully aware of the legal situation when activating this feature. Furthermore, a Conference tone can be audible during the entire recording.*

Function codes and required data

Programming name	Function name	Function code	Associated number	Ringing character
NAMECALL	Dial-by-Name	10	Extension number	—
SUFFIX DIGIT	Camp-on	11	4	—
	Automatic Callback	11	5	—
	Answer calls, another extension	11	6	—
	Radio Paging	11	7	—
	Intrusion	11	8	—
EXTERNAL LINE	External Line	12	Directory number of line	0 – 4
SUPERVISION	Supervision/Tel. Attendance	13	Extension number	0 – 4
DEDIC. LINE	Intercom Line	14	Extension number	0 – 4
VOICE PAGING	Loudspeaker Paging	15	Number of group (0-7)	—
COMM. Mailbox	Common Mailbox	18	Common Mailbox no.	—
SUPERV. SLAVE	Supervision Secondary	19	—	0 – 4
R-KEY	R key	25	—	—
BUSY LINE 2	Free On 2nd Access	26	—	—
CONFERENCE	Conference	27	—	—
IMMED. ANSWER	Immediate Answer	28	—	—
ACCOUNT CODE	Account Number	30	—	—
OPERATOR HOLD	Operator Hold	33	—	—
EXT. VOICE M.	External Voice Mail	34	—	—
HOLD	Hold	35	—	—
TRANSFER	Transfer	36	—	—
SAVE	Save/Redial	37	—	—
READ &	Read &	38	—	—
*-	* Enter key	39	—	—
NUMB. SECURECY	Number Secrecy	40	—	—
MALICIOUS-ID	Malicious Call Identif.	41	—	—
LOG ON/OFF SLV	Tandem configuration	43	—	—
CONV. RECORD	Conversation Recording	45	—	—
ARD REQUEST	Automatic Redial	46	—	—
ARD PAUSE	Pause Automatic Redial	47	—	—

Note: Accessible functions depend on the programming of the system.

* Function cannot be programmed via individual programming.

Ringing character:

0 = No ringing.

1 = Ringing.

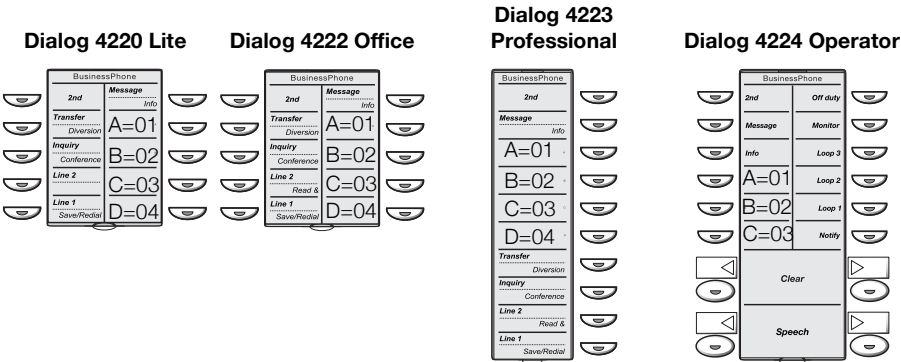
2 = Delayed ringing (after 10 seconds).

3 = One single ringing signal (muted signal).

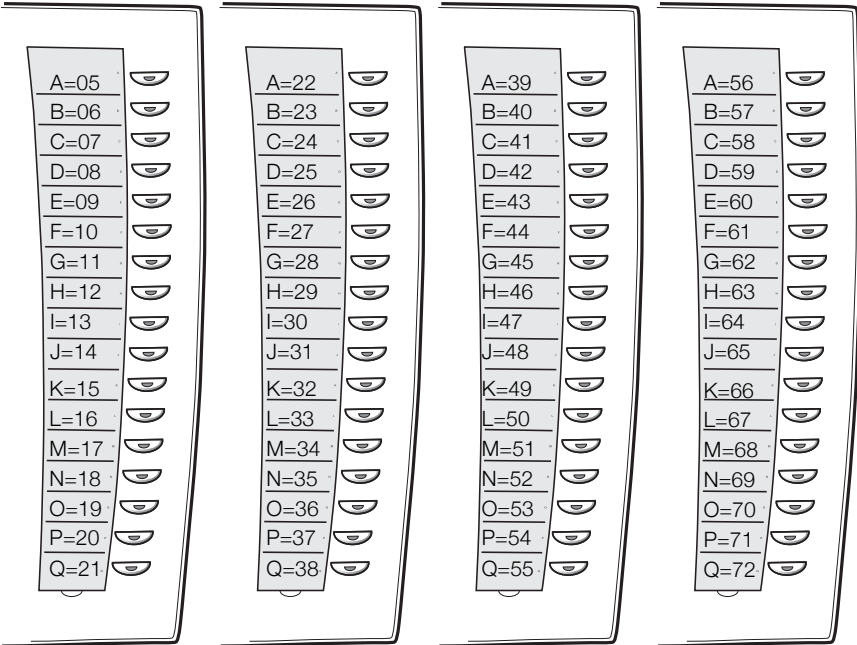
4 = One delayed ringing signal (after 10 seconds. Muted signal).

Allocation table for key numbers

Programmable keys on system telephones are identified by a number 01 - 82. In the following graphics the number for an individual programmable key can be located.



Key panels 1-4



Dialog 3210 Basic **Dialog 3212 Standard** **Dialog 3211 Economyplus**

Message/ Conference	
A=01	
B=02	
C=03	
Inquiry	
Line	

BusinessPhone	
2nd	
Message	
Info	
A=01	
B=02	
C=03	
D=04	
Transfer	
Diversion	
Inquiry	
Conference	
Line 2	
Read &	
Line 1	
Save/Redial	

Dialog 3213
Executive

BusinessPhone	
2nd	
E=05	
Message	
Info	
A=01	G=07
B=02	H=08
C=03	I=09
D=04	J=10
Transfer	
Diversion	
Inquiry	
Conference	
Line 2	
Read &	
Line 1	
Save/Redial	
F=06	
K=11	
L=12	
M=13	
N=14	

Dialog 3214
Operator

BusinessPhone	
2nd	
Off duty	
Message	
Monitor	
Info	
Loop 3	
A=01	Loop 2
B=02	Loop 1
C=03	Notify
Clear	
Speech	

IP telephone
(Dialog 3413)

BusinessPhone	
A=01 · J=10	
B=02 · K=11	
C=03 · L=12	
D=04 · M=13	
E=05 · N=14	
F=06 · O=15	
G=07 · P=16	
H=08 · Q=17	
I=09 · R=18	
Line	S=19

Key panels 1-4

A=15	A=32	A=49	A=66
B=16	B=33	B=50	B=67
C=17	C=34	C=51	C=68
D=18	D=35	D=52	D=69
E=19	E=36	E=53	E=70
F=20	F=37	F=54	F=71
G=21	G=38	G=55	G=72
H=22	H=39	H=56	H=73
I=23	I=40	I=57	I=74
J=24	J=41	J=58	J=75
K=25	K=42	K=59	K=76
L=26	L=43	L=60	L=77
M=27	M=44	M=61	M=78
N=28	N=45	N=62	N=79
O=29	O=46	O=63	O=80
P=30	P=47	P=64	P=81
Q=31	Q=48	Q=65	Q=82

Call Forwarding

When extensions are not available to take calls or decide to answer their calls on another extension, it is useful to forward calls to an alternate answering position.

Note: Some functions can be programmed by extension users.

Call Forwarding address

Program a Call Forwarding address:

Command	Function
0112	Destination of Fixed Diversion
0113	Follow-me

Note: Diversion address must be the same for all types of diversion.



Select required command from the table above and press (pre-programmed).



Enter the extension number.



Press (pre-programmed).



Enter directory number of the answering position.



Press (pre-programmed).



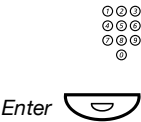
Press to finish programming.

Call Forwarding type

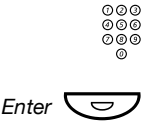
Program the type of Call Forwarding:

Command	Function
0109	Diversion active?
0110	Diversion on no reply at internal calls?
0111	Diversion on busy at internal calls?
0156	Direct diversion at external calls?
0157	Diversion on no reply external calls?
0158	Diversion on busy at external calls?
0159	Direct diversion at internal calls?

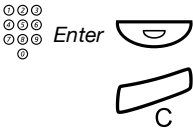
Select required command from the table above.



Press (pre-programmed).



Enter the extension number.



Press (pre-programmed).

Confirm with YES and press (pre-programmed).

Press to finish programming.

Bypass Call Forwarding

Bypass Call Forwarding makes it possible for an extension to call another extension, even if Call Forwarding is activated on it.

Set command 3082 to YES in the category list.

See section “[Category Lists](#)” on page 27.

Common Abbreviated Numbers

Frequently used external numbers are stored as Common Abbreviated Numbers in the exchange. Common Abbreviated Numbers have a maximum of 4 digits and can be dialled from every extension that has the authority to do so. It is possible to program 1000 Common Abbreviated Numbers.

A Common Abbreviated Number can also be stored as incomplete, for example all digits can be stored except the extension number itself in a DID-number, i.e. the complementing digits or another programmed Abbreviated Number can be dialled by the users themselves.

Tip! Before you program a Common Abbreviated Number, you should check the available directory number series.

Note: Directory number series cannot be created and modified via the Dialog 4223 Professional / Dialog 3213 Executive.

Show available directory number series

How to show the programmed directory number series:

5813

Enter 

Press.

Press (pre-programmed).

```
12 May 10:35   +15*
SHOW SHORT NO SER      5813      >
backward forward      return
```

Enter 


C

Press repeatedly to step through the lists (pre-programmed).

Press to finish programming.

Program Common Abbreviated Numbers

Each Common Abbreviated Number is programmed in an Abbreviated Number table (category list).

2501

Enter 



Enter 



Enter 



Press.

Press (pre-programmed).

```
12 May 10:35 +15*  
COMMON EXTERNAL NO 2501  
backward forward return
```

Enter the directory number.

Press (pre-programmed).

```
12 May 10:35 +15*  
COMMON EXTERNAL NO C 2501 XXXX >  
backward forward c/i return
```

Enter the Abbreviated Number.

The number can consist of up to 23 digits (0-9, *, #).

Press (pre-programmed).

Numbers can be listed in the Common Abbreviated Numbers list. How to allocate names to Common Abbreviated Numbers, see chapter ["Handle Directory Numbers"](#) on page 22.

Press to finish programming.

Or:

Continue with ["Allocate category list to common numbers"](#) on page 47.

Allocate category list to common numbers

Each extension and each Abbreviated Number can be allocated with an Abbreviated Number category (0-3), i.e. a common number is only available if you have the correct authority level.

Category for a common number

During Command mode, select command for the preferred category (0-3):

<i>Command</i>	<i>Category</i>
2502	0
2503	1
2504	2
2505	3

Example:

Open directory number 602 for category 1.

2 5 0 3

Enter 

Press.

Press (pre-programmed).

6 0 2

Enter the directory number.

Enter 

Press (pre-programmed).



Confirm with YES.

Y = Open for category 1.

N = Blocked for category 1 (default data).

Enter 

Press (pre-programmed).



Press to finish programming.

Category for an extension

Allocate an Abbreviated Number category to an extension.

0105

Enter 

Press.

Press (pre-programmed).



Enter the extension number.

Enter 

Press (pre-programmed).



Enter category (0-3).

Default data = 0.

Enter 

Press (pre-programmed).



Press to finish programming.

Call Metering

Extension users equipped with a display phone can control most of the Call Metering functions themselves. To optimize the use of call Metering functions, the following selected functions are helpful. See also section “[Category Lists](#)” on page 27.

Own cost counter

This is useful, when an extension user want to check the accumulated cost of his own counter. To activate a function:

Set command 3075 to YES in the selected category list.

Cost counter for others

With the correct authority, extension user can read out and reset the cost counters for other extensions and trunk lines. If the system is equipped with a printer a printout can be initiated.

Note: *To change the Password to read out cost counters for other extensions, see section "[Password](#)" on page 20.*

Read out cost counter for others:

Set command 3076 to YES in the selected category list.

Print out cost counter for others:

Set command 3077 to YES in the selected category list.

Reset cost counter for others:

Set command 3078 to YES in the selected category list.

Currency identifier

6710

Enter 

Press.

Press (pre-programmed).



Enter 



Enter the abbreviation for the desired currency.
For example: EUR or GBP

Press (pre-programmed).

Press to finish programming.

The following commands can also control the metering information:

Command	Function
0146	Meter info allowed on display?
0147	Type of meter info
6711	Decimals in cost
6712	Currency id last?
6713	Cost limit

Internal Message system

Internal Message system means that messages can be sent from one extension to another. There are three kinds of message:

- Callback message
- Voice message
- Text message

You can control if an extension is allowed to send messages, return messages or control messages for others via the selected category list, see section [“Control Internal Message functions”](#) on page 53. Regarding Message functions that can be controlled by the extension users themselves, see the related user guides. The total handling capacity for the system is 1000 messages.

Notes:

Messages are protected in the event of power failure. All recorded messages will be erased, if a cold start is made.

The number of Message keys are the same as number of programmable keys, see section [“Allocate number of programmable keys”](#) on page 31.

Control Internal Message functions

To allow access of a certain Message function:

Set one of the following commands to YES.

See chapter “[Category Lists](#)” on page 27.

<i>Command</i>	<i>Function</i>
3014	Send messages for others
3015	Send Voice messages
3016	Send Text messages
3017	Send "call me" messages
3066	Handle return messages
3067	Control messages for others

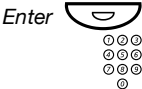
Following command groups can also control the Message system:

<i>Group</i>	<i>Function</i>
43	Message and Information data
44	Voice announcement recording
45	Pre-defined information
46	Voice memory card control
47	Voice answer reference

Password check for retrieving internal messages

To avoid an unauthorized internal retrieving of messages, a Password check (=authorization code) can be programmed.

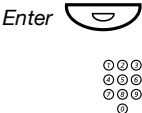
0160



Press.

Press (pre-programmed).

Enter the extension number.

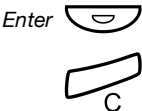


Press (pre-programmed).

Confirm with YES.

Y = Check Password.

N = Skip Password check.



Press (pre-programmed).

Press to finish programming.

Note: Make sure command 0117 is set to YES.

Mailbox System

The Mailbox system is a part of the Message system and it offers internal and external callers the possibility to leave messages in a user's Mailbox. The caller hears a (personal) greeting announcement and, if programmed, the directory number of the extension which has activated the diversion. The caller has to respond to the voice prompt by DTMF tones and the message is stored including the sender and date and time of the recording.

This function can be used e.g. to replace an answering machine. Messages can be retrieved internally and externally.

Any user may divert his/her extension to a Mailbox system. All types of diversion are possible. There are two different types of Mailbox systems:

- Individual Mailbox system
- Common Mailbox system

When a message has been left in the Individual Mailbox, this will be indicated by a flashing Message key lamp (on the Analog telephone this could be indicated by a special dial tone). To indicate messages in a Common Mailbox, a separate programmable Common Mailbox key is required.

Note: *Mailbox directory numbers cannot be created, deleted or altered via a system telephone.*

Individual Mailbox system

The Individual Mailboxes can only be accessed via an extension that can invoke diversion or Follow-me to the Individual Mailbox system.

To allow an extension to retrieve individual messages:

Set command 3080 to YES in the selected category list.

See chapter "[Category Lists](#)" on page 27.

Common Mailbox system

The Common Mailbox system is independent of the Individual Mailbox system and contains 16 Common Mailboxes. Each Common Mailbox can be accessed individually by its directory number.

Access to Common Mailbox system

This command specifies from which Common Mailbox the extension can retrieve messages.

Note: This command does not influence the ability to store messages to Common Mailboxes. The moment a Common Mailbox is created, it is possible to store messages to it.

0501

Enter 

Press.

Press (pre-programmed).

```
12 May 10:35 +15*
ACCESS COMMON M-BOX 0501
backward forward return
```

⦿⦿⦿
⦿⦿⦿
⦿⦿⦿
⦿

Enter the extension number.

Enter 

Press (pre-programmed).

⦿⦿⦿
⦿⦿⦿ Enter 

Enter the Common Mailbox number (0-15) and press (pre-programmed).

⦿⦿⦿
⦿⦿⦿ Enter 

Confirm access with YES or NO and press (pre-programmed).


C

Press to finish programming.

How to set up a Common Mailbox key, see sections “[Create facility access category lists](#)” on page 28 and “[Allocate a function to a programmable key](#)” on page 36.

Tip! Write down the Mailbox number for each extension in the chart “[Extension Configuration](#)” on page 79.

Date and Time

For the system you can set:

- Date (year, month, day)
- Day of week
- Time (hour, minute, second)
- 12 hour mode display

Set date

6 1 0 1

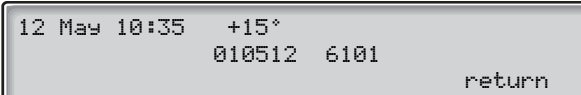
Enter 

Enter 

Press.

Press (pre-programmed).

Press again (pre-programmed).



12 May 10:35 +15°
010512 6101
return

000
000
000
0

Enter 


C

Enter year, month and day (YYMMDD).

For instance 030101 to set it to 1st of January year 2003.

Press (pre-programmed).

Press to finish programming.

The system is updated with the new year, month and day.

Set day of week

6102

Enter 

Press.

Press (pre-programmed).

```
12 May 10:35 +15°  
DAY OFWEEK 1=SUNDAY 6102 3  
backward forward return
```

○○○
○○○
○○○
○

Enter 

Enter day of the week and press (pre-programmed).

1=Sunday, 2=Monday ... 7=Saturday.


C

Press to finish programming.

Set time

6103

Enter 

Press.

Press (pre-programmed).

Enter 

Press again (pre-programmed).

```
12 May 10:35 +15°  
103845 6103  
return
```

○○○
○○○
○○○
○

Enter 

Enter time (HHMMSS).

For instance 141500 to set it to exactly 14:15 in the afternoon.


C

Press (pre-programmed).

Press to finish programming.

The system is updated with the new time.

12 hour mode display

To set the displays to 12 hour mode:

6104

Enter 



Enter 



Press.

Press (pre-programmed).



Confirm with YES.

Press (pre-programmed).

The system is updated to 12 hour mode. See example below:



Press to finish programming.

Other Useful Features

This chapter describes how to allow receiving of Callback, Camp-on and Intrusion calls and how to control the Reminder function.

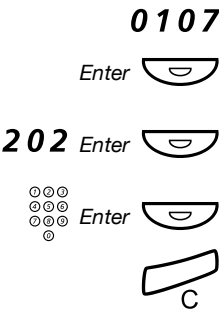
Callback, Camp-on and Intrusion

During Command mode, select command for preferred function:

Command	Function
0106	Callback allowed?
0107	Break-in allowed?
0108	Camp-on allowed?

Example:

Allow Intrusion (break-in) on extension 202.



Press.

Press (pre-programmed).

Enter the extension number and press (pre-programmed).

Confirm with YES and press (pre-programmed).

Intrusion is allowed on extension 202.

Press to finish programming.

Notes: Commands 0106 - 0108 are passive functions, i.e. they do not authorize the extension to perform the function against another extension.

An extension is allowed to initiate Intrusion if command 3004 is set to YES, see section “[Category Lists](#)” on page 27.

Reminder


How to control the Reminder function relating ringing time, pause time and number of Reminder attempts.

Command	Function
8301	Reminder ringing time
8302	Reminder pause time
8303	Reminder attempts


Example:

Set the Reminder to: ringing time=45 seconds, pause time=5 seconds and number of attempts=4.


8301

Enter 


45


Enter 

5

Enter 

4

Enter 


C

Press to set the ringing time.

Press (pre-programmed).

Press.

Press (pre-programmed).

Press.

Press (pre-programmed).

Press.

Press (pre-programmed).

Press to finish programming.

Note: An extension is allowed to initiate Reminder if command 3069 is set to YES, see section “[Category Lists](#)” on page 27.

Command Groups and Numbers

The BusinessPhone Communication Platform has the following command structure:

Command group Type of commands

0XXX	Extension
1XXX	Trunk
2XXX	System
3XXX - 4XXX	Facility
5XXX - 6XXX	Operating
7XXX	Maintenance
8XXX	Hotel and Paging

You have access to the following commands:

<i>Command no.</i>	<i>Command name</i>
Group 01 - Extension parameters	
0101	Facility COS
0102	Traffic group
0103	TCD-day COS
0104	TCD-night COS
0105	Common Abbreviated Number COS
0106	Callback allowed?
0107	Break-in allowed?
0108	Camp-on allowed?
0109	Diversion active?
0110	Diversion on no reply at internal calls?
0111	Diversion on busy at internal calls?
0112	Destination of Fixed Diversion
0113	Follow-me
0114	Ringing Line 1
0115	Ringing Line 2
0116	Hot line destination
0117	Authority code?
0118	Guest extension?
0119	Diversion time long

<i>Command no.</i>	<i>Command name</i>
0120	Diversion time short
0121	DTMF to instrument?
0122	Long ring bursts?
0123	Repeated call diversion?
0124	Call waiting tone for Analog extensions?
0125	Voice mail extension?
0144	Hot line delay time
0145	Relay control
0146	Meter info allowed on display?
0147	Type of meter info
0149	Number Secrecy to public network?
0151	Tenant Group
0152	Override LCR?
0153	Direct carrier access?
0154	Limit routing choices LCR
0156	Direct diversion at external calls?
0157	Diversion on no reply external calls?
0158	Diversion on busy at external calls?
0159	Direct diversion at internal calls?
0160	Password check at message retrieving?
0161	Music channel in hold state?
0165	Diversion on no reply to slave?
0166	Slave always logged on?
0167	Ring on master and slave?
0168	Use ACD key layout
0169	Directory number subscribed in PSTN?
0170	Number/name secrecy to corporate network?
0172	Fixed Diversion destination for internal calls, if cordless/IP-Instrument is not available
0173	Fixed Diversion destination for external calls, if cordless/IP-Instrument is not available
0176	Call diversion to corporate network allowed?
0177	Initiate callback in corporate network?
0178	ISDN Caller List allowed?
0179	TCD suffix dialling-day COS
0180	TCD suffix dialling-night COS
0181	Permanent Immediate Answer allowed?
0182	Network Intrusion?
0183	Directory book allowed
0184	Individual External Diversion at internal calls
0185	Individual External Diversion at external calls
0186	Handle Cordless Display Texts?
0189	Conversation Recording allowed
0190	Switch to non-IP network allowed?
0191	Call cabin extension

Command no.	Command name
-------------	--------------

Group 02 - Programmable keys resources

0201	Allocate resources for programmable keys
0202	Allocate resources for individual short numbers

Group 03 - Programmable keys

0301	Key function
0302	Number/ID
0303	Ringing alternative
0304	ACD group priority

Group 04 - Individual short numbers

0401	Available keys
------	----------------

Group 05 - Access to Common Mailbox

0501	Access to Common Mailbox?
0502	Notification method
0503	Notification number
0504	Notification time
0505	Activate Notification?

Group 11 - Trunk answering position

1101	Answering position at day
1102	Answering position at night
1103	Reroute position at day
1104	Reroute position at night

Group 12 - Trunk line signal

1201	Line signal scheme
------	--------------------

Group 13 - Digit transmission

1301	Incoming digit transmission
------	-----------------------------

Group 20 - System data

2034	Initiate dial tone at LCR
------	---------------------------

Group 22 - Number analysis

2201	Open number interval
2202	Open for TCD category 1
2203	Open for TCD category 2
2204	Open for TCD category 3
2205	Open for TCD category 4
2206	Open for TCD category 5
2207	Open for TCD category 6

<i>Command no.</i>	<i>Command name</i>
2208	Open for TCD category 7
2209	Open for TCD category 8

Group 25 - Common short numbers

2501	Programming of Abbreviated Numbers
2502	Abbreviated Number category 0
2503	Abbreviated Number category 1
2504	Abbreviated Number category 2
2505	Abbreviated Number category 3
2530	Diversion address for fictive numbers

Group 28 - Short no. open for tenant

2801	Abbreviated Number open for tenant 0
2802	Abbreviated Number open for tenant 1
2803	Abbreviated Number open for tenant 2
2804	Abbreviated Number open for tenant 3
2805	Abbreviated Number open for tenant 4
2806	Abbreviated Number open for tenant 5
2807	Abbreviated Number open for tenant 6
2808	Abbreviated Number open for tenant 7
2809	Abbreviated Number open for tenant 8
2810	Abbreviated Number open for tenant 9
2811	Abbreviated Number open for tenant 10
2812	Abbreviated Number open for tenant 11
2813	Abbreviated Number open for tenant 12
2814	Abbreviated Number open for tenant 13
2815	Abbreviated Number open for tenant 14
2816	Abbreviated Number open for tenant 15
2831	Fictive number open for tenant 0
2832	Fictive number open for tenant 1
2833	Fictive number open for tenant 2
2834	Fictive number open for tenant 3
2835	Fictive number open for tenant 4
2836	Fictive number open for tenant 5
2837	Fictive number open for tenant 6
2838	Fictive number open for tenant 7
2839	Fictive number open for tenant 8
2840	Fictive number open for tenant 9
2841	Fictive number open for tenant 10
2842	Fictive number open for tenant 11
2843	Fictive number open for tenant 12
2844	Fictive number open for tenant 13
2845	Fictive number open for tenant 14
2846	Fictive number open for tenant 15

<i>Command no.</i>	<i>Command name</i>
--------------------	---------------------

Group 30 - Facility access

3001	Day/night initiation
3002	Transfer before answer
3003	System programming
3004	Intrusion
3005	Conference
3006	Loudspeaker Paging group 0
3007	Loudspeaker Paging group 1
3008	Loudspeaker Paging group 2
3009	Loudspeaker Paging group 3
3010	Loudspeaker Paging group 4
3011	Loudspeaker Paging group 5
3012	Loudspeaker Paging group 6
3013	Loudspeaker Paging group 7
3014	Send messages for others
3015	Send Voice messages
3016	Send Text messages
3017	Send "call me" messages
3018	Provide info for others
3019	Provide Voice info
3020	Provide text info
3021	Provide predefined info
3022	Day/night system
3023	Day/night trunk group 1
3024	Day/night trunk group 2
3025	Day/night trunk group 3
3026	Day/night trunk group 4
3027	Day/night trunk group 5
3028	Day/night trunk group 6
3029	Day/night trunk group 7
3030	Day/night trunk group 8
3031	Program Namecall key
3032	Program Suffix Digit key
3033	Program External Line key
3034	Program Supervision key
3035	Program Dedicated Line key
3036	Program Loudspeaker Paging key
3037	Program ACD Group key
3038	Program Busy Line key
3039	Program Conference key
3040	Program Immediate Answer key
3041	Program ACD Ready key
3042	Program R key
3043	Program Account Code key

<i>Command no.</i>	<i>Command name</i>
3044	Program ACD Supervision key
3045	Program ACD Clerical key
3046	Program ACD Help key
3047	Program Operator Hold key
3048	Program External Voice Mail key
3049	Program Malicious Call ID key
3050	Program Number Secrecy key
3052	Program Common Message key
3053	Program Logon/out Slave key
3054	Program Supervise Slave key
3055	Program ACD Pause key
3056	Program Recording key
3060	Room status view
3061	Check in/out
3062	Wakeup ordering
3063	Wakeup for others
3064	Paging
3065	Common Hold
3066	Handle return messages
3067	Control messages for others
3068	Print ACD statistics
3069	Reminder ordering
3070	Block room to room / DID traffic
3071	External voice mail indication
3072	Silent Intrusion
3073	Alarm extension
3074	Read alarm
3075	Read own meter
3076	Read other's meter
3077	Print other's meter
3078	Reset other's meter
3079	Malicious Call ID
3080	Receive messages
3082	Bypass Call diversion
3083	Day/night ACD group 0
3084	Day/night ACD group 1
3085	Day/night ACD group 2
3086	Day/night ACD group 3
3087	Day/night ACD group 4
3088	Day/night ACD group 5
3089	Day/night ACD group 6
3090	Day/night ACD group 7
3091	Day/night all ACD groups
3092	Individual programming

<i>Command no.</i>	<i>Command name</i>
3093	Individual External Diversion
3094	Conversation Recording

Group 31 - Loudspeaker Paging

3102	Name for Loudspeaker Paging group 0
3103	Name for Loudspeaker Paging group 1
3104	Name for Loudspeaker Paging group 2
3105	Name for Loudspeaker Paging group 3
3106	Name for Loudspeaker Paging group 4
3107	Name for Loudspeaker Paging group 5
3108	Name for Loudspeaker Paging group 6
3109	Name for Loudspeaker Paging group 7

Group 34 - PBX group members

3401	Assigning members to a group
------	------------------------------

Group 35 - PBX group conditions

3501	Hunt order
3502	Exit position of PBX group
3503	PBX queue announcement reference
3504	PBX queue announcement delay
3505	PBX queue overflow time
3507	Reroute on no answer
3508	Flexible display

Group 37 - ACD common data

3701	Period initiation
3704	Queue tone?
3705	ACD I/O monitor frequency
3706	ACD I/O port for PC-graph
3707	Printout command
3708	ACD I/O port for MS
3709	New agent = last?
3710	Pause time
3711	Non ACD callcode request?
3712	Display clerical time?

Group 38 - ACD group data

3801	ACD group number
3802	Time for 1st recorded answer
3803	Time for 2nd recorded answer
3805	Read the number of calls within the time period
3806	Read the number of answered calls within the time period
3807	Read average queue time
3810	Supervision time, T1, for statistics

<i>Command no.</i>	<i>Command name</i>
3811	Supervision time, T2, for statistics
3812	Number of answered calls before time T1
3813	Number of answered calls after time T1
3814	Number of abandoned calls before time T2
3815	State number of abandoned calls after time T2
3816	Queue length
3817	Dynamic queue
3818	Queue information (time or position)
3819	Time for passive marking
3820	Postprocessing (clerical) time
3821	Operator's identity number for active
3822	Call code after terminated call
3823	Voice message to operator
3824	Alternative answering position
3825	Overflow time
3826	Individual greeting
3827	ACD night answer position
3828	Enter multiple call code in clerical state allowed?
3829	Number of timeouts before logout
3830	End fix clerical time by pressing the Clerical key before timeout
3831	Used Music On Hold source (for ACD)
3834	Overflow time in sec for rerouting

Group 39 - ACD voice answer

3901	First voice answer
3902	Second voice answer
3903	Voice message on answer

Group 40 - Operator functions

4001	Alternative answer position
4003	Answering time
4004	Cyclical selection
4005	Auto. answer superv. time
4006	Queue announcement time
4007	Queue announcement reference

Group 41 - Operator individual

4101	Operator line position
4102	Operator answer reference
4103	Ringburst at queue

Group 42 - Group Call pick-up

4201	State members in group
------	------------------------

Command no.	Command name
-------------	--------------

Group 43 - Message and information data

4301	Max time for speech message
4302	Max time for speech info
4303	Max time for speech anno
4304	Time to keep message
4305	Voice message quality
4306	Voice information quality
4307	Voice answer quality
4308	No answer to sender (days)
4309	Keep answered call me
4310	Keep answered voice
4311	Keep answered text
4312	Short message store
4314	Simult retrievings

Group 44 - Voice announcement recording

4401	Voice Announcements
4402	Information
4403	Months
4404	Dates
4405	Hours
4406	5 Minutes interval
4407	Hours - language 2
4408	5 Minutes interval - language 2
4409	Hours - language 3
4410	5 Minutes interval - language 3
4411	Command to record the new AA announcement group
4412	Voice message prompts
4413	Message prompts - language 2
4414	Message prompts - language 3
4415	Welcome individual
4416	Retrieving individual
4417	Welcome common
4418	Retrieving common
4419	Digits
4420	Digits - language 2
4421	Digits - language 3
4422	Common voice prompts
4423	DISA voice prompts
4424	Announcements for trunks
4425	ACD announcement 1-255
4426	CTI-AA prompts 1-24
4427	Recording music announcement
4428	Voice message prompts - Personal Greeting

<i>Command no.</i>	<i>Command name</i>
4429	Months - Language 2
4430	Dates - Language 2
4431	Months - Language 3
4432	Dates - Language 3
4433	Mailbox content information - Language 1
4434	Mailbox content information - Language 2
4435	Mailbox content information - Language 3
4436	PBX group announcements
4437	Voice message Prompts - Forward a message
4438	Voice message prompts - Outcall notification
4450	Loading voice announcement

Group 45 - Pre-defined information

4501	Predefined info - Text
4502	Predefined info - Meaning of digits 1-4

Group 46 - Voice memory card control

4601	Record messages allowed?
4602	Record info allowed?
4603	Record announcements allowed?

Group 47 - Voice answer reference

4701	Reference number for voice answer
------	-----------------------------------

Group 48 - Voice Paging groups

4801	Member of Loudspeaker Paging group 0
4802	Member of Loudspeaker Paging group 1
4803	Member of Loudspeaker Paging group 2
4804	Member of Loudspeaker Paging group 3
4805	Member of Loudspeaker Paging group 4
4806	Member of Loudspeaker Paging group 5
4807	Member of Loudspeaker Paging group 6
4808	Member of Loudspeaker Paging group 7
4809	Loudspeaker Paging volume

Group 52 - Define Password

5201	Password for level 0
5202	Password for level 1
5208	Recall control

Group 53 - Define authority level

5301	Define authority level
------	------------------------

Group 56 - Control of directory number

<i>Command no.</i>	<i>Command name</i>
5603	Change of line position for extension
5621	Define System access
5623	LCR directory number

Group 58 - Show number plan

5801	Show total survey
5802	Show extension
5803	Show trunk
5804	Show route
5805	Show PBX group
5806	Show Background Music
5807	Show ACD group
5808	Show Pick-up group
5809	Show voice answer
5810	Show fictive number series
5811	Show operator
5812	Show Paging
5813	Show Abbreviated Number series

Group 59 - Cross reference

5901	Directory number-facility
5902	Line position-directory number

Group 60 - I/O ports

6006	Device type
6007	Character set
6009	Baud rate
6010	Master/Slave
6011	Autoselect allowed
6012	Route on request
6013	Dial attempts
6014	Dialled number
6015	Dial pause (seconds)
6016	modem init string
6017	mode selection for serial interface

Group 61 - Date & Time

6101	Set year month day
6102	Day of week
6103	Set hour minute second
6104	12h mode, display

Group 65 - Administration data for dirno.

6501	Directory name
------	----------------

<i>Command no.</i>	<i>Command name</i>
6502	Listing of data for directory numbers
6510	Administrative data for short numbers

Group 66 - Administration data for extension

6601	Administrative data for extension
------	-----------------------------------

Group 67 - Call metering

6701	I/O Port
6702	Lines/page
6703	Printout header 1
6704	Printout header 2
6705	Printout header 3
6706	Printout header 4
6710	Currency identifier
6711	Decimals in cost
6712	Currency id last?
6713	Cost limit
6720	Operator Password

Note: See also [Group 84 - Call metering](#).

Group 80 - Hotel

8001	Room status change
8002	Room to room bar
8003	Room to room open
8004	Hotel answering position
8006	Wake-up ring time
8007	Wake-up ring pause
8008	Wake-up ring attempts
8009	Wake-up language 1
8010	Wake-up language 2
8011	Wake-up language 3
8012	Wake-up answer anno 1
8013	Wake-up answer anno 2
8014	Wake-up answer anno 3
8015	Wake-up order ref 1
8016	Wake-up order ref 2
8017	Wake-up order ref 3
8018	Wake-up order time 1
8019	Wake-up order time 2
8020	Wake-up order time 3
8021	RTR/DID time status
8030	Guest instrument key A
8031	Guest instrument key B
8032	Guest instrument key C
8033	Guest instrument key D

<i>Command no.</i>	<i>Command name</i>
8034	Guest instrument key E
8035	Guest instrument key F
8036	Guest instrument key G

Group 82 - Paging receiver

8201	Receiver dirno
8202	Search code
8203	Receiver type

Group 83 - Reminder

8301	Reminder ringing time
8302	Reminder pause time
8303	Reminder attempts
8304	Reminder answer anno

Group 84 - Call metering

8420	Open
8421	Account code
8422	Authority code
8424	Pulse cost metering

Note: See also [Group 67 - Call metering](#).

Group 85 - Message group parameters

8501	Individual message welcome 1
8502	Announce directory number?
8503	Individual message welcome 2
8507	Common Mailbox welcome 1
8508	Common Mailbox welcome 2
8509	Common Mailbox welcome 3
8510	Individual message when retrieving
8511	Welcome announcement when retrieving from Common Mailbox
8512	Exit position

Group 86 - Guest extension

8601	Guest extension welcome 1
------	---------------------------

Group 87 - Automated Attendant

8701	General-announcement reference
8702	Error-announcement reference
8703	Digit 0 related dir no
8704	Digit 1 related dir no
8705	Digit 2 related dir no
8706	Digit 3 related dir no
8707	Digit 4 related dir no
8708	Digit 5 related dir no

<i>Command no.</i>	<i>Command name</i>
8709	Digit 6 related dir no
8710	Digit 7 related dir no
8711	Digit 8 related dir no
8712	Digit 9 related dir no
8713	Automated Attendant error reroute position
8714	Waiting for full directory number

Group 89 - CTI I/O port

8901	CTI port
------	----------

Common Abbreviated Numbers

Tip! For future use, copy the list before you enter the values.

[illegible]

Directory numbers

Tip! For future use, copy the list before you enter the values.

Directory numbers

Function	Number
Automated Attendant
Background Music number
Call Pick-up code, group 1
Call Pick-up code, group 2
Call Pick-up code, group 3
Call Pick-up code, group 4
Call Pick-up code, group 5
Call Pick-up code, group 6
Call Pick-up code, group 7
Common Bell
Direct Inward System Access (DISA)
Doorphone
External Line number 1
External Line number 2 I
Individual Mailbox number
Least Cost Routing
Password to read out cost counters for others
Tie line number 1
Tie line number 2

Post dialling digits

Function	Number
Answer calls on another extension
Automatic Callback
Call Waiting
Camp-on
Intrusion
Radio Paging

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Extension Configuration

Tip! For future use, copy the list before you enter the values.

[illegible]

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