

Operator's Manual
for the User

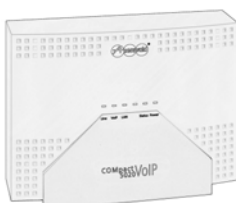
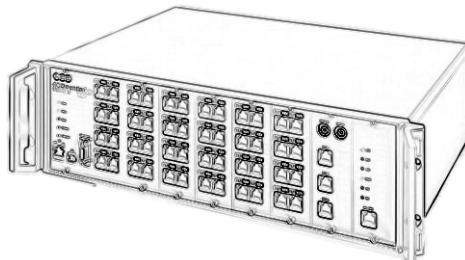
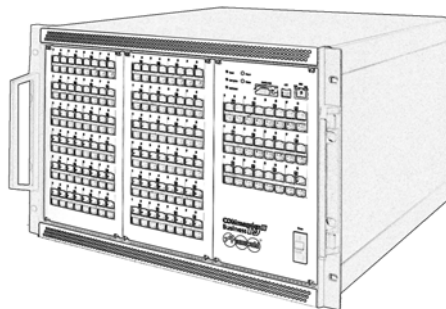
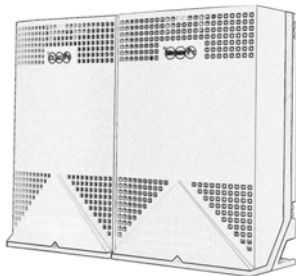
ISDN and VoIP PBX Systems

COMmander® Business

COMmander® Basic.2

COMpact 5010 VoIP





COMpact 5020 VoIP



Abbreviations used in this Manual






























CF	Call Forwarding
DDI	Direct Dialling In number in case of a PTP connection (Direct Dialling In)
DTMF	Dual Tone Multi Frequency dialling method
GSM	Worldwide mobile phone standard (Global System for Mobile Communications)
MSN	Multiple Subscriber Number in case of a PTMP connection (Multiple Subscriber Number)
NT	Network termination unit for the basic connection (Network Termination)
PD	Pulse Dialling method
VoIP	Internet telephony, voice transmission in IP networks (Voice over Internet Protocol)

Symbols and Signal Words used in this Manual

	Warning	Warns of personal injury, for example, caused by hazardous electrical voltage.
	Attention	Warns of damage to property.
Important		Indicates possible application errors and conditions that, for example, could cause function limitations or malfunctions during operation.
Note		Indicates supplementary information.
		Function is also executable with an existing T-Net key/menu on the analog telephone (see also chapter Analog T-Net-Telephones on page 10).
		Function is also executable with an existing function keys (or menu) on the ISDN telephone (see also chapter ISDN Telephones on page 10).

Pictograms used in this Manual

The symbols or pictograms displayed in the following table are used in this manual in order to show common procedures during telephoning and configuration or requesting certain functions via telephone (enquiry).

	Hang up the receiver.		Pick up the receiver.
	A telephone is ringing.		You are hearing a tone, described in the corresponding chapter in more detail.
	Put the receiver next to the telephone.		Make a call.
	Conference.		If you start the call yourself, you will hear the ringing tone (ringback tone) for some time.
	Dial number of the door terminal.		Query (one call partner is waiting in the background and is hearing the Music on Hold).
	Dial 2- to 6-digit project number.		Conversation with 3rd call partner (two call partners are waiting in the background and are hearing the Music on Hold).
	Enter the number of the configuration.		Dial the number of the audio output.
	Dial number of the relay.		Dial one of your own external telephone numbers.
	The door bell is ringing.		Dial internal telephone number or subscriber's telephone number.
	Press the hook key on the handset.		Dial external numbers or numbers that are to be dialled via exchange line.
	Switch the player on.		Dial PIN.
	Press star key.		Enter the time.
	Press hash key.		Enter the date.
	Dial a fixed digit (e.g. 1).		Dial number within the indicated range. (in this case numbers from 1 to 7).
			Query with FLASH key (in case of DTMF telephone) or Query key or menu selection (in case of an ISDN telephone, see manual of this telephone).

Information about the accompanying instructions

Additional instructions

Commissioning the COMpact 5020/5010 VoIP PBX as well as the COMmander Basic.2 PBX is thoroughly described in the accompanying installation and commissioning instructions. Configuring the COMpact 5020/5010 VoIP PBX as well as the COMmander Basic.2 PBX via the integrated web server is thoroughly described in the Configuration Manual. The Configuration Manual is located on the Auerswald Mega Disk included in the package under Manuals. Also note the information about the guarantee, service, environment, CE symbol and declaration of conformity in the insert "Conditions of Guarantee, Information Service."

The latest information

After functional extensions have been installed during a firmware update, you will receive current instructions on the support pages at the Auerswald web site (Internet address: www.auerswald.de).

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Dear Customer!

This manual describes in all details the use of the PBX.

This manual sorts explanations according to certain question types. Supposing the telephone rings in the room next to you and you would like to take the call, the [chapter React to an incoming Call on page 12](#) will surely help you. In order to get certain information quickly and carefully directed, the manual will offer you different helps and guide lines:

- The table of contents on [p. 3](#) gives you an idea of content and organization of the operating manual.
- The index on [p. 81](#) helps you to find certain text portions for a certain term.
- In the texts you will be referred to other chapters or pictures with the help of cross references.
- The headlines on each page remind you in which chapter you are at the present. On the left side of the pages the headlines of the actual chapter will be repeated. On the right side the headlines of the paragraph will be repeated.

When you read this operation instructions probably the PBX has already been installed, started and absolutely configured to your requirements. In this case please take a little bit of time and read the instruction of this manual with attention. Then simply try some of these functions and familiarize yourself with the PBX.

If your requirements change in one way or another so that some settings need to be changed, please contact your authorized dealer. Changes can be done via an existing external telephone connection (remote programming).

If you like to extend your PBX with additional modules or if you like to execute other settings, please instruct your supervisor to do these

operations. The same is recommended if your PBX has not been configured and has not been put into operation.

Important: Auerswald products are not designed, manufactured, or intended for use or resale in environments requiring fail-safe performance, such as in the operation of life-support systems and/or nuclear facilities. Use or sale of our products for these purposes is only allowed with prior written permission by Auerswald for each individual incident.

Important: Unintended use may cause e.g. functional restrictions or interferences, the destruction of the device or in a worst case scenario damage to persons.

- Read the manual carefully and store it for later reference.
- Additionally pay attention to the information about guarantee, service, environment, CE compliance and conformity in the **enclosed flyer** “Conditions of guarantee, Information service”
- The device described in this manual is made for the indicated use only. If you are still not sure of the intended use of the product after reading this manual, please contact your vendor.

Note: Accessories and service parts can be bought in specialised stores or in the Internet shop [distrib.com](http://www.distrib.com) at <http://www.distrib.com>. (Delivery is provided only in Germany and Austria.)

Safety Information



Warning

Touching the voltage carrying conductors or the telephone connections may cause an electric shock dangerous to life. Also individual modules may carry dangerous ringer voltages during operation.

- The case may only be opened by the **skilled electrician**.
- **Installation work** inside the open case as well as **maintenance services** involving the keys inside the case are only allowed to be executed by the **skilled electrician**.
- Disconnect the **power plug** of PBX (and perhaps also the accessory) from the **230 Volt mains socket** before opening the case in any case.
- The mains socket has to be **near the PBX and freely accessible at any time**.



Warning

Liquids entering the case may cause an electric shock dangerous to life.

- Pay attention when **cleaning** the case to prevent liquids from entering the case.



Warning

Touching defective connection cables may cause an electric shock dangerous to life. Damages to the case and the PBX itself may also be dangerous to life.

- The mains cables of the electric devices and the connection cables must regularly be **checked** for damages. If you discover damages, the concerning cables must be **replaced**.

- **Replace damaged components** (e.g. components of the case) immediately.
- Use **original components** and **original spare parts** only. Otherwise the device may be damaged or security and EMC regulations may be violated.
- **Repairs** may be made by a **specialist only**. Talk to your authorized dealer or to the vendor directly.

Important: Mechanical loads and electromagnetic fields may influence the operation of the PBX.

- Please avoid mechanical stress (e.g. vibrations) and the close neighbourhood to devices that radiate electromagnetic fields or interfere with these units (e.g. radios, HAM-radio installations, mobile telephones, DECT base stations, etc.).
- The device may not be exposed to direct sun light. The unit must be protected against splashing water and excessive dust.

Important: Defective connection cables or short-circuits of other devices in the home may take also the PBX out of operation.

- If a separate electric circuit was provided for the 230V connection of the PBX do not use it for other devices.
- Avoid damages to the connection cables e.g. when moving furniture.

Introduction – Important Information

Usage and Functionality

Important: In a PBX among other things personal data are processed subject to data privacy. These are numbers stored in the call data management or short messages (SMS) stored in the system telephones COMfortel 1200/2000 plus.

In addition to this PBX systems may be attacked by dialler programs that enforce Internet connections via expensive dial-in numbers.

In general there is no one hundred percent protection against abuse of PBX functions. Please observe that a protection against abuse is only granted if ...

... unauthorized persons have no access to the PBX and its programming.

... the available authorizations (programming authorization via internal S₀ port, programming authorization, exchange line authorization, Call Restrictor etc.) are used reasonable.

... all options to assign passwords are consequently used. A responsible use of passwords is essential for the protection against abuse. Do not transfer passwords to unauthorized persons e.g. on a notepad.

... the access to data media e.g. backup discs by unauthorized persons is blocked. Destroy un-needed data media. Make sure that no paper remains in the public access area.

... the call data recording of your PBX and the LOGs of your NAT router are checked regularly for inconsistencies.

Additional advice against abuse may be found in the paper of the Bundesamt für Sicherheit in der Informationstechnik: "Sicherer Einsatz von digitalen Telekommunikationsanlagen" as well as on the service portal at the Auerswald web site (Internet address: www.auerswald.de).

Usage and Functionality

The PBX systems enable the simultaneous use of available internal terminals on different telecommunication networks. With the PBX systems a connection to the Internet (VoIP) as well as to the digital telephone network (ISDN basic connection) is possible. With the PBX systems COMcompact 5010 VoIP and COMcompact 5020 VoIP a connection to the analog telephone network is possible too.

The so-called terminals may be system telephones, Standard VoIP end devices, ISDN devices as well as analog devices. Thanks to functions like e.g. Short-Code Dialling, Conference, splitting and internal free of charge connections the PBX makes the daily telephone communication simple, comfortable and time saving. Additional to the telephoning the PBX offers numerous functions such as call charge recording.

Due to the integration of the PBX into a local network (LAN) the installation of special applications on the PC is no longer necessary because the configuration manager is contained in the integrated web server and is automatically included with an update of the operation firmware of the PBX.

Besides this the web server allows the comfortable management of the call data, telephone book entries, wake-up times, call allowance accounts, the internal Music on Hold and the data for the Least Cost Routing by the operator or user.

Important: The scope of functions described here is only completely usable with a professional installation and a correct configuration of the PBX and the connected network (LAN).

Please ask your network operator about the availability of some ISDN service attributes. Some of these functions may be available for an extra fee.

For some functions a release via Auerswald Upgrade Center is necessary.

COMmander Business and COMmander Basic.2: The release can only be done by a certified authorized dealer. Only he is able to get the functions and ports via the Auerswald Upgrade Center.

To enable internal IP telephony on standard VoIP telephones and the system telephone COMfortel VoIP 2500 AB, the PBX needs firmware version 3.0.

There may be some incompatibility in combination with terminals and devices of other vendors that adversely influence the usability of functions.

For the first operation of the COMmander Business the so-called Startup Dongle is absolutely necessary. The Startup Dongle is only available¹ to authorized dealers who passed the qualification seminar Q3 and the following knowledge test successfully.

Functions and Features

- Up to 8 (COMcompact 5010 VoIP, COMcompact 5020 VoIP, COMmander Basic.2) or 10 (COMmander Business) configurations are switchable manually or automatically switchable
- Integrated web server (embedded Linux), administration via Ethernet, S₀ port and USB
- DECT integration with system telephones COMfortel DECT 900/900C and COMfort DECT 800
- Group/team functions with different ringing variants (all, linear, constructed, rotating)
- Waiting Field, usable with keys on system telephones COMfort 2000 plus or COMfortel 1500/2500/2500 AB/VoIP 2500 AB (only COMcompact 5020 VoIP, COMmander Basic.2 and COMmander Business)
- "Text before answering" always or on busy (automatic Waiting Loop)
- Up to 10 Automatic Receptions for the automatic transfer of external callers²
- Call Parking with parking zones
- Boss/secretary function with system telephones COMfort 1000/1200/2000 plus or COMfortel 1500/2500/2500 AB/VoIP 2500 AB with flexible boss/secretary assignment
- Hotel function with reception and room telephones²
- Call Through internal and external²
- CTI – computer supported telephony with system telephones COMfort 1200/2000 plus and COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB
- CTI – computer supported telephony via LAN TAPI²
- Telephone numbers (10-9999) freely selectable for internal subscribers, groups, short-code dial numbers etc.
- Number-to-name function out of the telephone book of the PBX for system telephones as well as special analog telephones (CLIP alphanumeric)
- Cost control by 6 different types of exchange line authorizations, Call Restrictor, Call Deblocator and special Short-code Dial authorization as well as by creating charge allowance accounts
- Least-Cost-Routing² with Soft-LCR easy and Soft-LCR 4.0
- Control of the call charge on the PC or on the telephone (AOCE or AOCD are necessary); metering pulse generation for all analog telephones

¹ The Startup Dongle is available for the authorized dealer for an unlimited time, but remains property of Auerswald.

² For the function itself or an expansion of the function a release via Upgrade Center is necessary.

- Comfortable call data management via integrated web server; registration of up to 6.000 (COMpact 5010/5020 VoIP), 9.000 (COMmander Basic.2) or 18.000 (COMmander Business) call data sets in a power failure safe call data memory²
- Online name search
- Private/business and project related² settlement of calls
- Number presentation to the caller or to the called person is configurable
- Dialling assistance by power failure safe short-code dial memory or configuration of direct exchange line telephones
- Wake-up and time switching functions by internal clock and automatic summer/winter time switching
- Music on Hold, internal (also loadable as wave file³ into the PBX)
- Different ringer rhythms to differ the calls
- Protection against unauthorized programming and telephoning by password (PINs) and programming interdiction
- Room monitoring from internal and external
- Ideal reachability by Follow-me, Call Forwarding internal and external, Call Waiting and Busy-on-Busy
- Security in emergency and urgency situations by baby call/hotline, emergency numbers, emergency priority switching and break-through of call protection
- Call forwarding, alternation, conference via the 2nd channel
- Call protection against certain callers
- Exchange line reservation, call take over and transfer to external
- Internet telephony (VoIP) with complete system integration (e.g. automatic routing, call distribution, exchange line authorization etc.)
- VoIP and GSM routing
- Data transfer of up to 57.600 bps (V.90) to analog extensions
- Automatic detection of the dialling method on analog extensions
- Automatic Flash time detection on the analog extensions
- PBX firmware update via PC and automatically (only COMpact 5010/5020 VoIP and COMmander Basic.2)
- LCR update via telephone, PC and automatically
- Remote programming via exchange line
- **COMpact 5010/5020 VoIP:** 20 voice mailboxes and 20 fax boxes as well as up to 4 simultaneously available voice mail/fax channels⁴
- **COMmander Basic.2:** 40 (max. 80) voice mailboxes and 40 (max. 80) fax boxes as well as up to 8 simultaneously available voice mail/fax channels^{2 5}
- **COMmander Business:** 80 (max. 120) voice mailboxes and 80 (max. 120) fax boxes as well as 8 (max. 16) simultaneously available voice mail/fax channels^{2 5}

T-Net-Functions of analog Telephones supported by the PBX

If you use a T-Net compatible analog telephone, these functions will be able to be executed via the existing function keys.

- Accept, refuse Call Waiting
- Alternation
- Start conference with 3 persons, finish
- Start Query, finish
- Transfer
- Configure Subscriber Call Forwarding
- Configure connection without dialling (baby call)
- Start recall on busy
- Suppress telephone number presentation once
- Number (CLIP) and name (CNIP) presentation

Network Operator Features supported by the PBX

- Conditional suppression of the own telephone number presentation (CLIR2)⁶
- Call Forwarding on busy (CFB), if nobody takes the call (CFNR), always (CFU)⁶
- Call Deflection (Partial Rerouting; CD (PR))⁷
- Transmission of the connection charges during (AOCD) and at the end (AOCE) of the connection⁷
- Recall on busy (CCBS)⁶
- Recall on no reply (CCNR)⁷
- Number (CLIP) and name (CNIP) presentation on system telephones, internal ISDN units and analog telephones (special analog terminals are necessary that support CLIP)⁶
- Redirecting Number (RgN)⁷
- Presentation of customers specific telephone number information on the Point-to-Point connection (CLIP no screening)⁷
- Presentation of the reached target number at the caller (COLP)⁶
- Suppression of the reached target number at the caller (COLR)⁶
- X.31 on an internal S₀ port (X.25 in the D channel)^{2 7}

Important: Please ask your network operator about the availability of some service attributes. Some of these functions may be available for an extra fee.

³ Standard Windows format for audio files.

⁴ Only with COMpact 2VoIP module or COMpact 6VoIP module and firmware version 4.0 of the PBX.

⁵ Only with COMmander VMF module and firmware version 4.0 of the PBX.

⁶ Analog and ISDN feature

⁷ Only ISDN feature

Introduction – Important Information

Differences using various Telephones


Differences using various Telephones



System telephones, ISDN telephones and Standard VoIP telephones as well as analog telephones with dual-tone multi-frequency signaling (DTMF) or with pulse dialling method (PD; only with functional restrictions) can be used with the PBX.

Important: To enable internal IP telephony on standard VoIP telephones and the system telephone COMfortel VoIP 2500 AB, the PBX needs firmware version 3.0.


There are some differences when using or programming them. Familiarize yourself – especially with ISDN telephones and Standard VoIP telephones – with the use of your telephone (see manual of the telephone).

Analog Telephones (Pulse Dial and DTMF)



If you are already in a conversation condition with another subscriber (internal or external), you will have to press the FLASH key (signal key, R-Key) in case of a DTMF telephone before you are dialling a digit e.g. for Call Forwarding. In this manual the FLASH key is represented by the symbol .

The flash key does not exist on an PD telephone. Besides this the keys  and  do not exist either or no function has been assigned to these keys. As these keys are necessary for most type of calls as well as for the settings (programming), these function **cannot be operated** with PD telephones! They can only start calls and accept them. If your telephone offers both dialling methods, you have to re-program it to DTMF.

Analog T-Net-Telephones

With some of the analog DTMF telephones some of the T-Net functions (e.g. Call Forwarding) are assigned to special menus or function keys. If you use such a telephone as an internal subscriber telephone, you will be able to use this comfortable operation also for some functions of the PBX. These functions are marked with the T-Net-arrow . If you find this advice and you like to use the T-Net functions of your telephone, please read the manual of your telephone. Please pay attention to the preceding "0" (exchange line access digit) if you enter the telephone number. Instead of the "announcement of the public exchange" you will hear the acknowledgement tone for a successful programming.

ISDN Telephones

In order to be able to operate your ISDN telephone, you will have to get familiar with its functionality. Therefore it is necessary to read the manual of the telephone and to read the ISDN telephone help files of Auerswald provided that your telephone is listed there (available on the Auerswald CD and the Auerswald homepage). It is absolutely necessary to know with which key or with which menu a Query can be started (e.g. hold key or R-key). This function is required if you see the following function symbol  in the manual. In some of the functions you will have to rely on the menus/function keys of the telephone. "Conference", "Alternation", "Accept/refuse waiting Call", "Finish Query" and "finish a Query on busy target" belong to these functions. Please pay attention to the ISDN advice arrow . The digits to be dialled for analog telephones have to be ignored in this case.

System Telephones

The major portion of PBX functions can be handled with all connected telephones as described in this manual. With the system telephones COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB as well as COMfort 1000/1200/2000 plus the use is much more comfortable because the most important functions can be controlled via menu/function key (see advice). This operation is described in the manual of the telephone. Some of the described PBX functions can only be used with the system telephones as stated in the description.

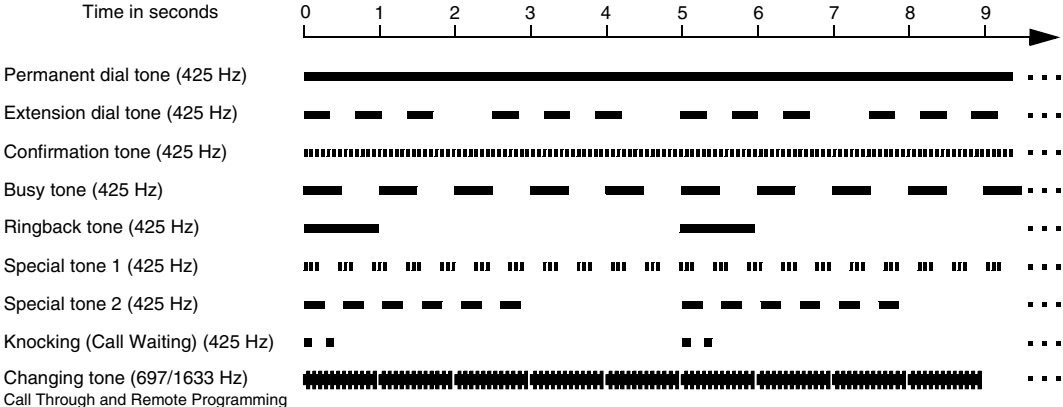
Standard VoIP Telephones

On most standard VoIP telephones, functions such as "Call waiting," "Conference," "Query calling" and "Hold" are not carried out via the PBX but rather on the phone itself. Therefore, the instructions for operating these functions may deviate from the descriptions in this manual. Please refer to the manual for the telephone in question.

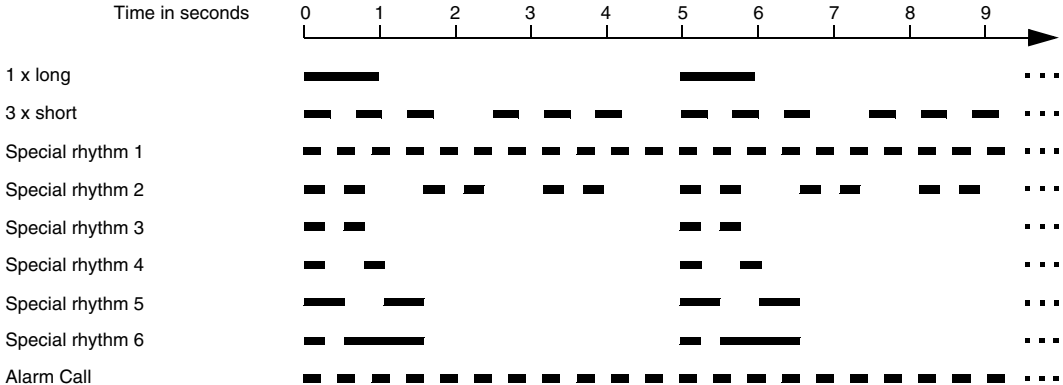
Normally, pressing the pound key # on a standard VoIP telephone initiates a dialling procedure. Since this key is required for numerous functions as well as for all settings (programming), using the pound key for these actions is not possible on most standard VoIP telephones! Please refer to the manual for the telephone in question.

Representation of Tones and Ringer Rhythms

Representation of the tones:



Representation of the Ringer Rhythms (with analog telephones):



Make Calls with normal Telephones and change Settings

React to an incoming Call

In case of an analog telephone the internal and external calls can be differed by differentiated ringer rhythms (e.g. if there is no display to show the telephone number).

Pickup: If you hear another internal telephone ringing, you will be able to take this call with your own telephone or with the telephone next to you. In this case you have to use the "Pickup" function. To be

able to do this you take the call to your telephone by dialling a sequence of digits.

Takeover: If your e.g. answering machine (or your modem) takes your call, you will be able to take it over with a function named "Take-over". You dial some digits on your telephone and then you are connected to the caller. The answering machine gets the busy tone.

Your Telephone rings – take over the Call



telephone rings



conversation

Note: If this call is an initiated call back, you will immediately hear the ringing tone after picking up the receiver. This will signal to you that the other subscriber is currently being called.

Other internal Telephones ring – take Call for an individual Telephone (Pickup)



another telephone



your telephone



internal telephone number* of the ringing telephone



conversation

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Important: Depending on the assigned authorization of your telephone you can do a pickup for any telephones, for telephones within your group or you cannot do any pickup (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

You can only execute a pickup for an external call if the necessary call authorization mode was configured for your telephone (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

An Answering Machine already accepted a Call (Take-over)



your telephone



internal telephone number* of the answering machine with the call to be taken over



taken over call

* Internal telephone number of the individual answering machine (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Important: To perform this function the take-over has to be released on the answering machine (within the group or on each individual telephone).

React to an incoming Call while Knocking

If you hear a tone that repeats itself again and again - the knocking tone - during a call, an external subscriber is trying to reach you or you are getting a door or alarm call. The external subscriber hears the ringing tone.

Accept the knocking call: To talk to the knocking caller there are two options. First: You take the knocking caller and finish the current call at the same time. Second: You start a second call (query) with the knocking person. Then the current call partner is held in the background. The options you have later can be learned in the [chapter Make a Query Call on page 19](#).

Refuse waiting caller: If you do not like to talk to the waiting caller, you are able to ignore the waiting call or to refuse it by dialling a sequence of digits. The waiting caller will hear the busy tone then (if no other telephones ring).

Important: Incoming calls are only signalled, if the function Knocking/Call Waiting has been activated for this telephone (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Take the knocking Caller and terminate the current Conversation



Note: If you have already a Query call when it knocks, at least one of both calls has to be finished first.

If you have an analog telephone where you can execute the "take a waiting call" function via T-Net function key/menu, you will be able to use this comfortable operation, too.

If you have an ISDN telephone or a system telephone the "take a waiting call" function will be executed via an existing function key or via menu (e.g. with "take call"; see manual of the telephone).

Take the knocking Caller and put the current Conversation (Query) on Hold



Note: If the waiting call is an alarm call, the currently existing call will be terminated when accepting the waiting alarm call. How to accept an alarm call is described on [p. 31](#).

If you have already a Query call when it knocks, at least one of both calls has to be finished first.

If you have an analog telephone where you can execute the "take a waiting call" function via T-Net function key/menu, you will be able to use this comfortable operation, too.

If you have an ISDN telephone or a system telephone the "take a waiting call" function will be executed via an existing function key or via menu (e.g. with "take call"; see manual of the telephone).

Refuse waiting Caller



If you have an analog telephone where you can execute the "take a waiting call" function via T-Net function key/menu, you will be able to use this comfortable operation, too.

If you have an ISDN telephone or a system telephone the "take a waiting call" function will be executed via an existing function key or via menu (e.g. with "take call"; see manual of the telephone).

Make Calls with normal Telephones and change Settings

Call Somebody

Call Somebody

Important: The special numbers provided by the VoIP provider for checking one's account status or dialling usually do not include a local prefix. In order to correctly dial these phone numbers, use the function [Select a specific VoIP Account for the next external Call; S. 16](#).

Internal: Internal calls are free of charge.

Knock internally: If the internally called subscriber is busy, the call knocks automatically (if knocking is allowed on his phone).

External: Before you dial an external telephone number, you have to enter the exchange line digit "0" (exception: direct exchange line telephone).

Request an exchange line (transfer of an exchange line access): (only in combination with the system telephones *COMfort 1000/1200/2000 plus* or *COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB*). If the telephone you like to start an external call from does not have the necessary exchange line authorization, you can call a system telephone especially configured for this and request an exchange line access. On the called system telephone the key "Transfer of an exchange line access" has to be pressed during the connection and the receiver has to be hung up. You will hear the confirmation tone and can also hang up. Then you can start a single external call.

For transferring an exchange line access, the called system telephone needs the authorization "Transfer of external calls to external".

Short-code Dialling: The access by name to the telephone book of the PBX is reserved to the system telephones. On each other telephone you can use telephone numbers with a 2-digit to 4-digit short-code dialling number assigned in the telephone book of the PBX by dialling these short-code numbers.

Call without presentation of the calling number: If you like to prevent that your next call partner sees your telephone number on his telephone, you will be able to start an external call with the here stated digit order. If you start an external call as described here, the presentation of your calling number to your call partner will be restricted for this call.

Separation of private and business calls: The private exchange line access enables a separated registration of business and private calls for individual employees. Calls started with the private exchange line access will get a special code in the call data memory.

This way the cost can be charged to the employee.

If you like to make a private call from your work place, you need a user PIN assigned to your connection. All calls started with the private exchange line access and this PIN are assigned to you in the call data management. This is also valid for calls that you make from another internal telephone (e.g. your colleague's).

With a special authorization you can also make private calls without the entry of the user PIN from your own telephone.

Project assignment: The project assignment enables the assignment of an external call to a certain project/client (e.g. within a lawyer's office). In the view of the call data management program the charges as well as the time expense can separately be listed for the different projects/clients. The project numbers may be invented while starting the outbound call.

Present certain telephone number: To be able to allocate individual calls to certain areas for a later call data evaluation, you can make external calls with the presentation of a specific telephone number.

Start a call via VoIP account: If you like to make a call via a selected account that has been previously configured you will need the account number.

Call an internal Telephone



internal telephone number*

conversation

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Knock on a busy internal Telephone



ringing tone



conversation

Call an external Number

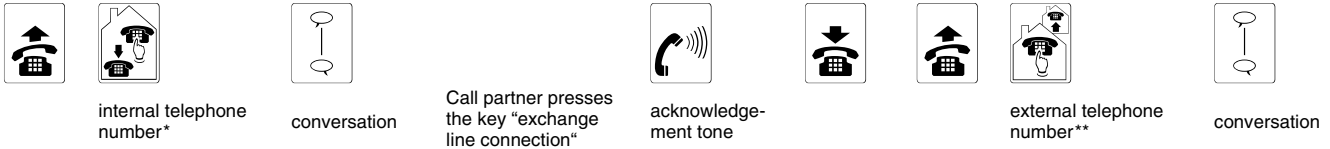


external telephone number*

conversation

* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Request an Exchange Line (Transfer of an Exchange Line Access)



* Internal telephone number of the individual system telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of a group of system telephones (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Important: For transferring an exchange line access, the called system telephone needs the authorization "Transfer of external calls to

external" (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Start external Calls without Presentation of your calling Number



* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Important: You can use this function only if the telephone service "Calling line identification restriction (CLIR)" is available and activated by your network provider.

can activate the "Calling line identification restriction (CLIR)" via an existing function key or via menu. (see manual of the telephone; perhaps it is called as "deactivate the identification" etc.).

For some of the ISDN telephones and for the system telephone COMfort 1000/1200/2000 plus, COMfortel 1500/2500/2500 AB/VoIP 2500 AB and COMfortel DECT 900/900C you

If you use an analog telephone as an internal subscriber phone where a "call without presentation of the calling number" can be started, you will be able to use also this comfortable operation (see manual of the telephone).

Start a Private Call (Personalized Exchange Line Access) with any Telephone



* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Note: Establishing a private call with PIN entry is possible from each internal telephone with the corresponding exchange line authorization. The charges are assigned to the user with help of his user PIN.

Start a Private Call (Personalized Exchange Line Access) without PIN Entry



Make Calls with normal Telephones and change Settings

Call Somebody

- * Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Important: For the start of a private call without PIN entry the telephone needs a special authorization (see [chapter View and modify](#)

[the Properties of your own Subscriber Port on page 63](#)). The costs are charged to the telephone in use.

Start external Call with Project Assignment

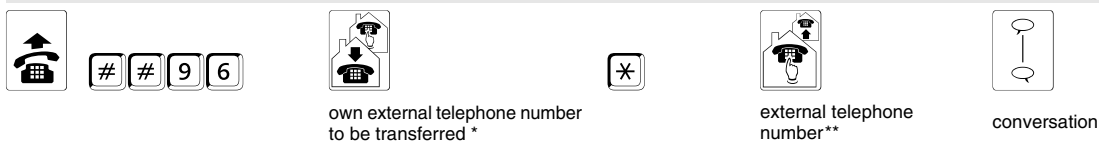


- * Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Important: The project related charging of calls needs a special release by the dealer. If this has not been done, you would be able to

start calls as described, but the project numbers would not be transferred into the call data.

External Call with specific Telephone Number (Exchange Line Selection)



- * external telephone number without exchange line access number (also in case of the entry with a direct exchange line telephone)
- ** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Select a specific VoIP Account for the next external Call



- * Internal telephone number of the VoIP account (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number)
- ** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.)

Important: In any case, the external phone number must be dialled with the corresponding city code, even if it is the local prefix. The special numbers provided by the VoIP provider for checking one's account status or dialling usually do not include a local prefix.

You might wait longer for a connection if you start calls via VoIP.

Emergency calls via VoIP are currently not supported by all providers. This is affecting the connection to the emergency call center as well as the localisation information of the caller.

Fax sending via Voice over IP is currently not reliable.

Some providers might suggest that Internet telephony is free of charge. The real cost should be checked in the tariff tables of the corresponding provider⁸. The connection to a fixed-line connection is made via gateways (connection computer) so the location of the gateway is important for the call charges. This is especially true for

international calls and if the gateway is located in your home country then the cost might exceed the fixed-line cost.

The voice quality and also the reliability of Voice over IP depends on the quality of the used Internet connection in a high degree as well as on the quantity of the current data transfer volume.

For outbound calls via VoIP no callback (CCBS or CCNR) is possible.

⁸ Precondition for free of charge calls is a broadband Internet connection with the corresponding tariff (e.g. DSL flatrate) that is chargeable. Calls are only free of charge if they are made with subscribers of the same VoIP provider or the network of a partner. This information is available at the corresponding provider.

An unlimited flatrate will be disconnected every 24 hours by the Internet Service Provider. This will also cause a disconnect of the calls made at that point of time.

Note: *With the system telephones COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the VoIP access selection can be made comfortably via function key (see manual of the telephone).*

Make Calls with normal Telephones and change Settings

Start a Query or reserve an Exchange Line

Start a Query or reserve an Exchange Line

Recall on Busy: If you hear a busy tone after dialling an internal or external telephone number, it may be that the called telephone is currently busy. If you want to reach the requested call partner without repeated calling, you can start a Recall on Busy. The necessary telephone service "Call Completion on Busy Subscriber (CCBS)" will be supported by PBX.

If you have started a recall, you will be recalled by the public exchange (external call)/PBX (internal call) as soon as the other subscriber has finished his current call. If you pick up the receiver then, the other subscriber will be called by the public exchange/PBX. If this one also picks up, a conversation will be established. Then the recall will be deleted in the public exchange/PBX.

Reserve Exchange Line: If you start to hear a busy tone before completely dialling the telephone number, all exchange lines (1st and 2nd B channel of the available external S₀ ports) are currently busy. Now you can reserve a line for later.

If you have started an exchange line reservation as described here, you will be called by the PBX as soon as there is a free line.

If you pick up the receiver during the ringing, you will hear the external dial tone as a sign of a reservation of the exchange line. Now you have to dial the external telephone number only and without Exchange Line Access Number.

Recall on no Reply: If you call an internal telephone, but the called person does not pick up, you will be able to reach him without repeating the call by starting a recall in case of no Reply. The function is possible for internal as well as external calls. The necessary telephone service "Call Completion on No Reply (CCNR)" will be supported by PBX.

If you started a recall, you will be called by the public exchange/PBX as soon as the other subscriber has finished his next call. If you pick up the receiver then, the other subscriber will be called also by the public exchange/PBX. If the other one picks up the receiver too, a conversation will be established. Only then the recall is deleted.

Start Recall on Busy for internal Telephone Call



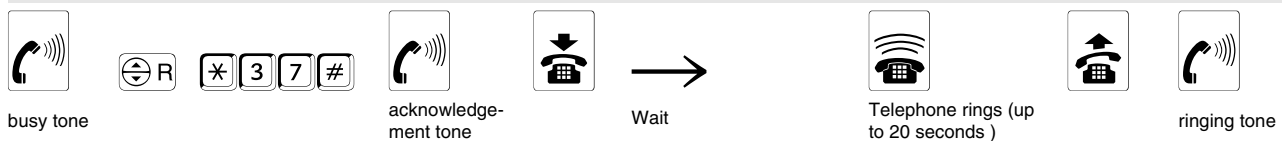
Note: On the system telephone COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the "Recall on Busy" is started via menu (see manual of the telephone).

A recall is tried up to 45 minutes by the PBX. If the called person did not finish his call until then, the recall will be deleted automatically.

If you do not pick up the receiver in case of a recall in time (After you have been called for 20 seconds), the recall will also be cancelled.

If you use an analog telephone as an internal subscriber telephone and you can start a "Recall on Busy" via T-Net function key/menu, you also will be able to use this comfortable operation (see manual of the telephone). Instead of an announcement of the public exchange you will hear the acknowledgement tone.

Starting Recall on Busy via Public Exchange for external Connection (CCBS)



Important: The technical condition for a recall must be given e.g. the recall to a PBX is not possible with some of the network providers. Also if using a VoIP account for the external call, no callback is possible.

Note: On the system telephone COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the "Recall on Busy" is started via menu (see manual of the telephone).

If you do not hear any confirmation tone, the recall request was refused by the public exchange.

It may be possible that the public exchange starts the recall before the subscriber you have called has hanged up because one B channel of his ISDN connection is free.

A recall is tried up to 45 minutes by the public exchange. If the called person did not finish his call until then, the recall will be deleted automatically.

If you do not pick up the receiver in case of a recall in time (After you have been called for 20 seconds), the recall will also be cancelled.

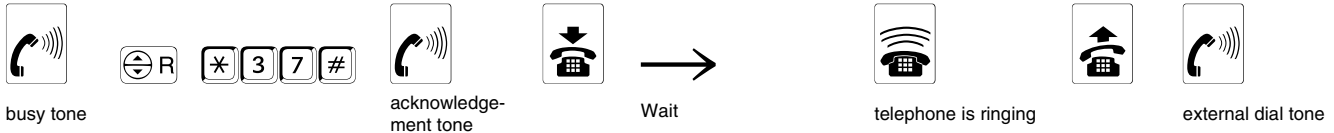
If you use an analog telephone as an internal subscriber telephone and you can start a "Recall on Busy" via T-Net function key/menu, you will also be able to use this comfortable operation (see manual of the telephone). Instead of an announcement of the public exchange you will hear the acknowledgement tone.

Delete Callback on busy in Advance



Important: If you use an analog exchange line for the external call, deleting callback is not possible.

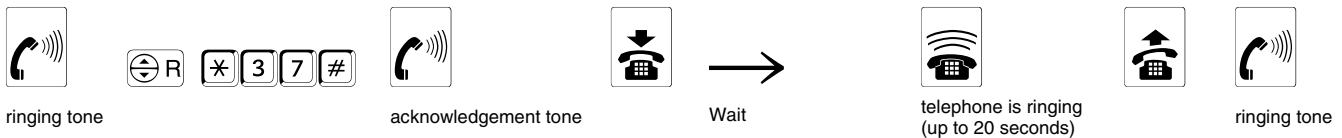
Reserve Exchange Line for the next Call on busy Exchange Lines



Note: In case of an ISDN telephone direct dialling after taking the receiver of the ringing telephone is not possible (instead of the exter-

nal dial tone you will hear the acknowledgement tone). Hang up the receiver and pick it up right after that - now you can dial as usual.

Start a Recall on no Reply for internal Telephone Calls

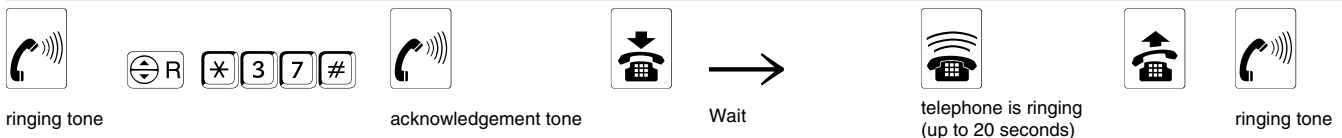


Important: To start a "Recall on no Reply" on ISDN telephones and system telephones or to delete it again, this function **must** be supported via function key or via menu of the telephone (see manual of the telephone).

Note: A recall is tried up to 45 minutes by the PBX. If the called person did not finish his call until then, the recall would be deleted automatically.

If you do not pick up the receiver in case of a recall in time (After you have been called for 20 seconds), the recall will also be cancelled.

Start a Recall on no Reply for external Calls (CCNR).



Important: To start a "Recall on no Reply" on ISDN telephones and system telephones or to delete it again, this function **must** be supported via function key or via menu of the telephone (see manual of the telephone).

You can only use this function if the telephone service "recall on no reply (CCNR)" is offered by the network provider and has been activated.

The technical condition for a recall must be given e.g. the recall to a PBX is not possible with some of the network providers. Also if using

a VoIP account or an analog exchange line for the external call, no callback is possible.

Note: If you do not hear any acknowledgement tone, the recall request was refused by the public exchange.

A recall is tried up to 45 minutes by the public exchange. If the called person did not finish his call until then, the recall would be deleted automatically.

If you do not pick up the receiver in case of a recall in time (After you have been called for 20 seconds), the recall will also be cancelled.

Make a Query Call

Start Query Call: If you like to ask a question to somebody during a call without finishing the conversation, use the Query. The current conversation is put on Hold in order to call the other subscriber. The 1st call partner is on Hold in the background in the PBX and listens to the Music on Hold.

In order to start a Query you will have to press the FLASH key or R-key first (Exception: pulse telephone; see [chapter Differences using various Telephones on page 10](#)). Then you will hear the internal dial tone as after picking up the receiver and you can start a call as usual.

Make Calls with normal Telephones and change Settings

Make a Query Call

Finish the Call in a Query: If you like to call somebody that does not take the call, you normally hang up. But if you do this out of an existing call while you are calling another subscriber for a Query or a Blind Transfer, you will disconnect also the connection to the person waiting in the background. You press the FLASH key or R-key and dial the digit "1" instead to finish the call here.

Alternation: If you started a Query and like to talk to both call partners alternately, you will be able to switch from one to the other by dialling a sequence of digits.

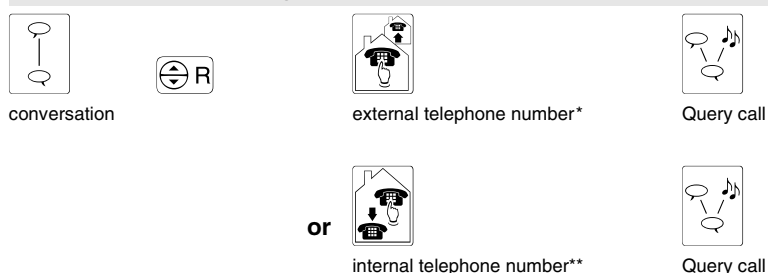
Finish a call out of a Query: You can finish the call with one of your call partners carefully directed - with the one in the background or with the currently active call partner. If you like to announce the finishing of the call to your call partner in advance, you perhaps have to change to the call partner first (alternation).

Note: If you hang up the receiver during a Query call, both call partners will be connected with each other. If one of both call partners hangs up, you will be connected to the other one.

If you only like to talk to someone in the room, you have to press the Flash key only in case of a DTMF telephone (switch on mute). You will hear the internal dial tone then. Your call partner is on hold in the background and listens to the Music on Hold during this time. In order to continue the call, press the FLASH key again.

If an additional call is signalled during a call (it is knocking in your telephone or another telephone rings), you can also start a Query call with the caller. How to accept/refuse a knocking caller can be learned in the [chapter React to an incoming Call while Knocking on page 13](#). How to do a pick-up after pressing the flash or query key can be learned in the [chapter Other internal Telephones ring – take Call for an individual Telephone \(Pickup\) on page 12](#).

Start second Call (Query Call)



* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the door (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

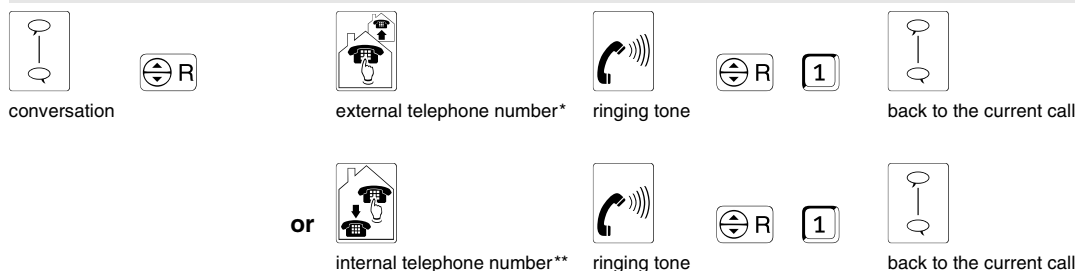
Note: After pressing the Flash or Query key you can also start another type of call (e.g. private call), an InterCom announcement or a pick-up. Exception: During a door call only the dialling of one telephone number is possible.

On ISDN telephones and on the system telephone the "Query" is started via an existing function key or via menu

(e.g. with "Call2", "Query", "on hold" or "R-key"; see manual of the telephone).

If you use an analog telephone as an internal subscriber telephone, where you can start a "Query call" via T-Net function key/menu, you also will be able to use this comfortable operation (see manual of the telephone).

The Subscriber called for the Query does not reply – Finish the Call



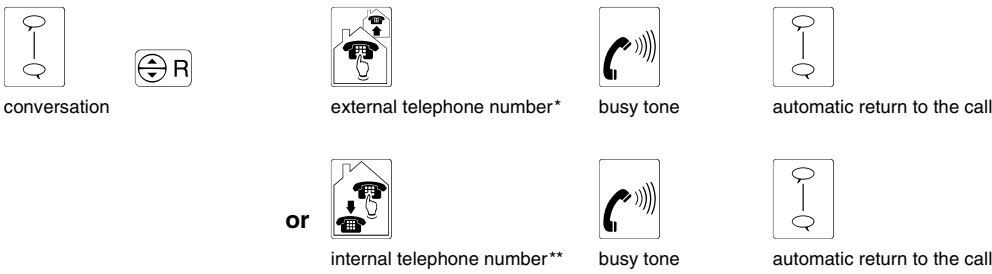
* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the door (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

For the ISDN telephones and the system telephone the "Finish a Query" function will be executed via an existing

function key or via menu (e.g. with "end", "separating", "back" or pressing of the R-key once more; see manual of the telephone).

The Subscriber called in a Query is busy - Finish the Call

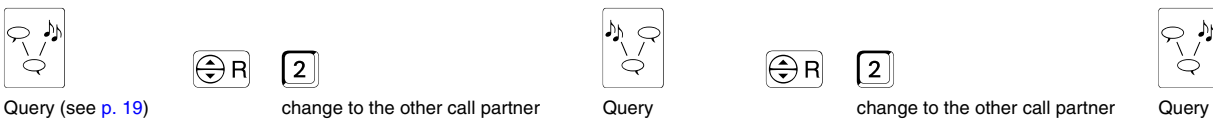


* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the door (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

For the ISDN telephones and the system telephone the "Finish a Query" function will be executed via an existing function key or via menu (e.g. with "end", "separating", "back" or pressing of the R-key once more; see manual of the telephone).

Talking alternately with both Call Partners (Alternation)

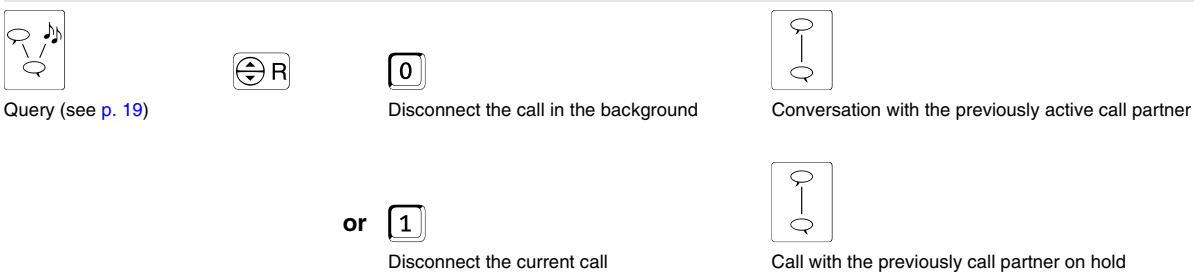


With ISDN telephones and the system telephone the "Alternation" is executed via an existing function key or via menu (e.g. with "Alternation", R-key" or "call1/call2"; see manual of the telephone).

If you use an analog telephone as an internal subscriber telephone where the "Alternation" is executed via T-Net function key/menu, you are also able to use this comfortable operation (see manual of the telephone).

Note: You do not need the support of the public exchange for the Alternation of two external call partners (telephone service "Alternation" (HOLD)) because the PBX supports the Alternation via the PBX (2nd call channel). That means, the PBX takes over the job from the public exchange. For this function you need at least two external voice channels.

Finish one of both Calls



With ISDN telephones and the system telephone a Query is finished via an existing function key or via menu (e.g. with "separate", "finish" or "end"; see manual of the telephone).

If you use an analog telephone as an internal subscriber telephone where the "finishing of the active connection" is to be executed via T-Net function key/menu you can also use this comfortable operation (see manual of the telephone).

Make Calls with normal Telephones and change Settings

Transfer an existing Call

Transfer an existing Call

Transfer from of a Query (Transfer with announcement): To transfer a call you start a Query first (see [chapter Make a Query Call on page 19](#)), announce the call and then you connect both call partners. If you started a Query and want to connect the new call partner with the one on hold in the background, this can be reached by hanging up the receiver or - if you like to continue to phone - by dialling a digit sequence.

Blind Transfer (Transfer without announcement): If you like to transfer an external call to another internal telephone, you do not have to wait until the subscriber called for the Query takes the call, but you can hang up the receiver already during the ringing. The internal telephone is ringing furthermore.

Call Parking (park an external call internally): Thanks to this function you can put a caller to be transferred in a parking position so that the requested call partner will be able to take the call with another internal telephone.

You have to transfer the call to a specially defined telephone number for this function and put the call into an internal parking zone this way. Now the caller is on Hold in the PBX and is listening to the Music on Hold (holding time can be defined between 1 and 20 minutes in the web interface of the configuration manager COMset). Now you can inform the requested call partner about the waiting caller. This call partner can take the call then by dialling the telephone number that was used as a target for the transfer before.

Waiting Loop: This function offers an indirect transfer of an external call partner to an internal subscriber if this one is busy. The external call partner can be put into the waiting loop. There he is held for up to 3 minutes and is listening to the Music on Hold in the meantime. If the corresponding internal subscriber is not busy any more, he will be called for up to 60 seconds. If he takes the call, he will immediately be connected to the external subscriber. If he does not pick up the receiver, the call falls back to the transferring person.

Transfer from Query



conversation



external telephone number*



Query call



hang up

or



internal telephone number**



Query call



hang up

* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)


** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)


Important: You can only transfer an external call to an additional call partner in this way if the necessary authorization is configured for your phone. (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

A transferred call between two external call partners is limited to a defined period of time. This is for your own security because e.g. an accidental connection to the speaking clock or to the weather forecast may cause a never ending call. The costs for the transferred call will be charged to you by the network provider.

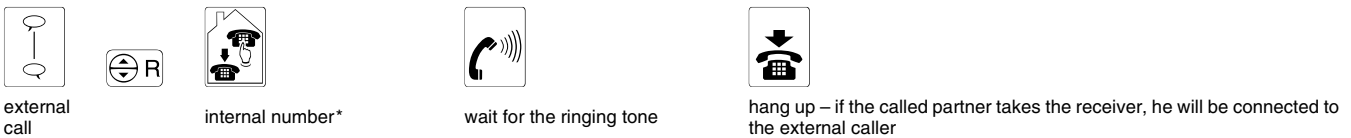
Note: If you press the Flash or Query key and press the "4" instead of hanging up, you will hear immediately the internal dial tone right after the connection and you are able to start a call again.

Some ISDN telephones may ring again after hanging up and you are connected to the 1st call partner again after taking the receiver. Check if the "transfer for PBX" is switched on with the help of the user manual of the telephone. If necessary, re-program it.

 On an analog telephone that can perform "transfer" by a T-Net key/menu, you can also use this comfortable operation (see manual of the telephone).

 On some ISDN telephones you can also "transfer" with an existing function key or via menu (see manual of the telephone; sometimes also called "ECT" or "transfer").

Transfer external Call without Announcement to an internal Telephone (Blind Transfer)

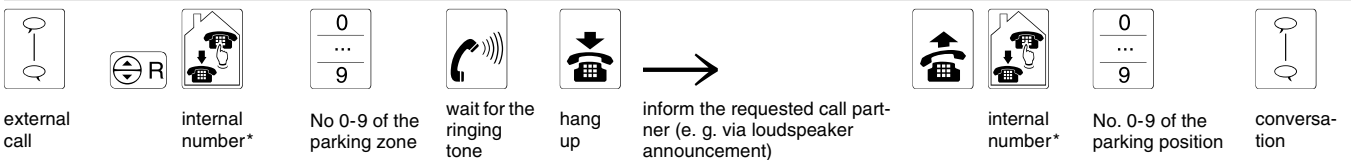


* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Note: If the called subscriber does not pick up, the call will return to your own telephone after 60 seconds (your telephone rings). If you are not picking up this call within 60 additional seconds the call will be

disconnected. If your own telephone is busy in that moment, the procedure will be finished already after the first 60 seconds and the external call will be disconnected.

Put the Call into the Internal Parking Zone (Call Parking)



* Internal base telephone number of the parking zone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Important: To store a call in an internal parking zone or to take the call on your telephone, you need the authorization for “Call Parking” (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Note: If the requested call partner is already in a call, he can start a query with the caller in the parking zone via a pick up. He has to dial **☎R # # 0 6** + internal base telephone number + number of the parking zone in the current call.

If the holding time is exceeded (holding time can be defined between 1 and 20 minutes in the web interface of the configuration manager

COMset), the call falls back to your own telephone again (your telephone rings). If your own telephone is busy in the meantime, the call will be hold once more for the defined holding time in the PBX. If the holding time is exceeded again, the call will be disconnected.

If you hear the busy tone after dialling the internal base telephone number, you do not have the authorization for this function.

If you hear the busy tone when selecting the parking zone, this position is already in use. When pressing the Query key you fall back and can dial the internal base telephone number of another parking position again.

Internal Subscriber is busy – Put the external Call Partner into the Waiting Loop



Note: If the internal subscriber does not pick up within the 60 seconds or if he stays busy during the whole 3 minutes, your telephone as the transferring party will be called again. If you pick up the receiver, you will be reconnected to external call partner again and will be able to put him into the Waiting Loop again. But if you do not take this call within 60 seconds, the exchange line connection will be completely disconnected (if you were busy in the mean time, perhaps also within a shorter time period).

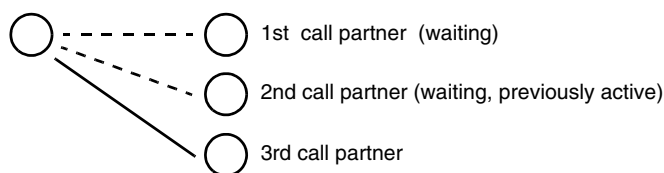
ISDN For many ISDN telephones and on the system telephone COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the “Finishing a Query on busy” is not executed automatically but via function key or via menu (e.g. with “end”, “separating”, “back” or pressing the R-key; see manual of the telephone).

Make Calls with normal Telephones and change Settings

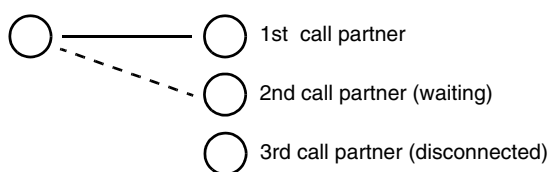
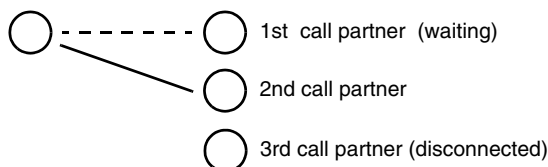
Connect a 3rd Call during a Query

Connect a 3rd Call during a Query

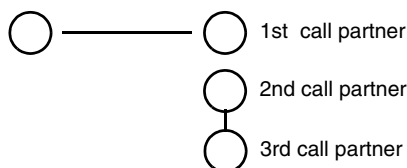
Start 3rd Call: If you additionally like to consult another call partner during a Query, you can start a 3rd call for this purpose. The 1st as well as the 2nd call partner are on hold in the background during this time.



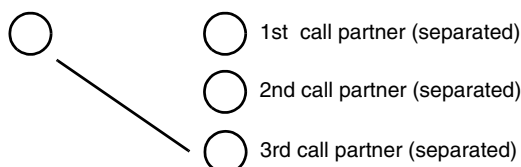
Finish 3rd call and return to the Query: If you have talked to the 3rd call partner and like to return to the Query, you can reach the previously active call partner (top) or the previously call partner on hold in the background (bottom) by dialling a digit sequence.



Transfer to the 3rd call partner: Let's assume that you have accepted another call e.g. took a knocking call (you have already been connected to two subscribers) and this 2nd call partner wants to be connected to another one, you could start a 3rd call, connect the 2nd and 3rd call partner and then continue to talk with your 1st call partner.



Only continue to talk with the 3rd call partner: By dialling a digit sequence you can finish your first two calls and continue to talk with the 3rd call partner.



Start 3rd Call



Query call (see p. 19)



external telephone number*



3rd call

or



internal telephone number**



3rd call

* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)



In order to "call a 3rd call partner and to transfer" on ISDN telephones this function **must** be supported by function key or menu of the telephone (see manual of the telephone).

Finish 3rd Call and return to the Query




3rd call
(see p. 24)



return to the previously active call partner (Query)
– 3rd call partner is disconnected



return to the previously call partner on hold
(Query) – 3rd call partner is disconnected.

Note: If the 3rd call partner hangs up beforehand, you will also return to the previously active call partner. If you additionally dial  then, you also disconnect the call with this partner.


Connect the 3rd Call Partner with the 2nd one





3rd call (see p. 24)



call with the 1st call partner - 2nd and 3rd call partner are connected

Note: If the 3rd call partner is not ready to be transferred, you will return to the normal Query with .

If you do not dial  in the 3rd call but hang up, the 2nd and 3rd call partner will also be connected. Then the 1st call will be signalled by the PBX like an external call. An internal call will be disconnected.

If the 3rd call partner is busy, you will be able to put the 2nd call partner into the Waiting Field with  (compare with [chapter Internal Subscriber is busy – Put the external Call Partner into the Waiting Loop on page 23](#)).

Only continue to talk to the 3rd Call Partner



3rd call (see p. 24)



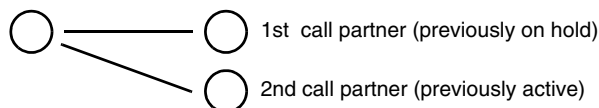
Call with the 3rd call partner - 1st and 2nd call partners are disconnected

Make Calls with normal Telephones and change Settings

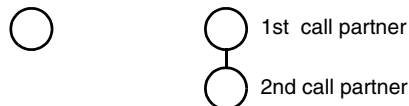
Make a Conference

Make a Conference

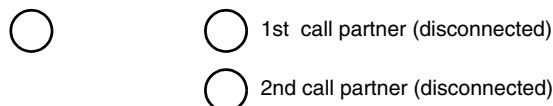
Start a Conference: If you started a Query and like to talk to both call partners to simplify matters, you would be able to connect both calls to a Conference (three-party Conference call).



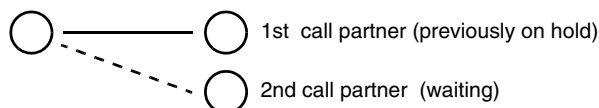
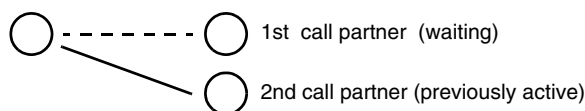
Transfer: If you like to withdraw yourself from a self-initiated Conference and like to give your call partners the opportunity of continuing their talk, you will be able to transfer them.



Finish completely: If you hang up the receiver during a Conference initiated by you, the call will completely be disconnected.



Back to the alternation: If you finish a conference and like to return to the alternation again, you can directly reach the previously active call partner (top) or the previously call partner on hold in the background (bottom) by dialling a digit sequence.



Note: Each of your call partners is able to finish his participation in the Conference at any time by hanging up the receiver.

You cannot start a conference with a door terminal as call partner.


Start a Conference




Query call (see p. 19)



conference

 With ISDN telephones and the system telephone a "Conference" is started with an existing function key or via menu (e.g. with "conf", "Conference" or "3-party Conference"; see manual of the telephone).

 If you use an analog telephone as an internal subscriber telephone where you can set the "starting of a three-party Conference" via T-Net function key/menu, you can also use this comfortable operation (see manual of the telephone).

Note: You do not need the support of the public exchange for a Conference of two external call partners (telephone service "Three-party Conference (3PTY)") because the PBX supports Conferences via the PBX (2nd call channel). That means, the PBX takes over the job from the public exchange. For this function you need at least two external voice channels.

A Conference is not possible with a door terminal.

If a handsfree operation telephone takes part in a three-party Conference internal subscribers, echo or whistle effects may occur.

Transfer both Call Partners



Conference (see p. 26)



hang up

Important: You can only connect an external call to another external call partner in this way if the necessary authorization has been con-

figured (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

In order to be able to “transfer (the call partners) during a Conference” this function **must** be supported via function key or via menu by the

telephone (see manual of the telephone; perhaps also called as “ECT” or “Transfer”).

Talk alternately with both Call Partners (Alternation)




Conference (see p. 26)



Back to the previously active call partner (query)



Back to the previously hold call partner (query)

 If you use an analog telephone as an internal subscriber telephone where the “finishing of a Conference and back to Alternation” is executed via T-Net function key/menu, you can also use this comfortable operation (see manual of the telephone).

Important: In order to “finish a Conference selectively” this function must be supported via function key or via menu by the ISDN telephones (e.g. with “Alternation” or “single connection”; see manual of the telephone).

Announcements via Loudspeaker and System Telephones

InterCom Announcement and Handsfree via system telephones: (only in combination with the system telephones *COMfort 1000/1200/2000 plus* or *COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB*) This function enables an announcement to system telephones (individual telephone or group) from any available internal telephone without actively taking the call at the target telephone, e.g. in a doctor’s office.

Alternatively, you can instruct an individual system telephone to switch on the microphone in addition to the loudspeaker (handsfree operation) so that a person nearby can talk to you via the built-in intercom.

On the called system telephone the LED next to the handsfree operation/loudspeaker key flashes and the connection is established after it rings once.

Announcement via loudspeaker: (only in combination with a door/switch module *COMmander 2TSM analog*) This function enables an announcement to a loudspeaker device or an active loudspeaker (e.g. ELA system in a department store or supermarket) connected to the audio output (Cinch jack marked with “audio output”) of the PBX. A previously configured internal telephone number is called from an internal telephone. The voice connection is established right after dialling the telephone number.

Start an InterCom Announcement to internal System Telephones (individual Telephone or Group)



internal telephone number*



Voice connection for announcement

* Internal telephone number of the individual system telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Important: The InterCom permission must be activated on the called system telephone.

The InterCom announcement is limited to 120 seconds. After that the connection will be interrupted automatically unless the receiver of the system telephone will be picked up within this period.

In case of an InterCom announcement to a group, a voice connection will be set up even to group members not logged in. The precondition for this is that the InterCom permission is activated on the system telephones.

Make Calls with normal Telephones and change Settings

Talking to a Visitor at the Door (Door Terminal Call)

Start InterComHandsfree to an internal System Telephone



0 1 2



internal telephone number*



Voice connection for handsfree operation

* Internal telephone number of the individual system telephone (If you use a direct exchange line telephone, ** have to be preceded.)

Important: The InterCom permission must be activated on the called system telephone.

The InterCom handsfree is limited to 120 seconds. After that the connection will be interrupted automatically unless the receiver of the system telephone will be picked up within this period.

Make a Loudspeaker Announcement



internal telephone number*



Voice connection for loudspeaker announcement

* Internal telephone number of the announcement output (If you use a direct exchange line telephone, ** have to be preceded.)

Important: The telephone used needs an authorization for loud-speaker announcements (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).



Talking to a Visitor at the Door (Door Terminal Call)

If the PBX is connected to a door terminal you can speak to visitors at the door from your telephone.

The telephone rings: If the “door ringing” is activated on your telephone, the ringing of a visitor will be signalled on your telephone. Then you can take the door terminal call like any other call

The door bell rings: When you hear your door bell ringing, you are able to call the door terminal via any telephone. The connection is set right after having dialled the telephone number. If you are already in a call, start a Query.

The visitor has not pressed the Door bell key: When you hear your door bell ringing, you are able to call the door terminal via any telephone. The connection is set right after having dialled the telephone number.

Open the door: During a door call with a visitor in front of the door terminal you are able to activate the door opener by dialling  .

Query and connection: During a door call you can start an internal or external query.

Your Telephone rings



door bell ringing



door conversation

Note: The door bell is ringing for 5-30 seconds depending on the configuration. If you have picked up the receiver too late, you would be still able to call the door as described in the following.

The Door Bell rings (Your Telephone does not ring) – Call the Door



door bell rings



internal telephone number*



door conversation

* Internal telephone number of the door (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Note: You can even call the door before the visitor will have ringed.

If the corresponding telephone was set as a door telephone, you would be connected to the door station right after having picked up the receiver.

You are in a Conversation and the Door Bell rings – Start internal Query to call door terminal



conversation



door bell rings



internal telephone number*



Query call

* Internal telephone number of the door (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Note: If the “door ringing” is switched on for your telephone and the Call-Waiting signal is allowed, a door call will knock during a call and you will be able to accept the waiting caller (see p. 13).

On the system telephones COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the door ringing is displayed and you can open the door without interrupting your call (see manual of the telephone).

Open the Door during a Door Call



door conversation



door opener activated, you will hear the acknowledgement tone for app. 2 sec



back to the door conversation

Important: The telephone must have a permission to be able to open the door (see chapter View and modify the Properties of your own Subscriber Port on page 63).

In the menu of the system telephone COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB “open” is used to open the door (see manual of the telephone).

Note: For some ISDN telephones the Query (or R) key must be pressed again after open the door (maybe also “back”), in order to return to the door call.

Start a second Call during a Door Conversation (Query Call)



door conversation



external telephone number*



Query call

or




internal telephone number**




Query call

* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

 On ISDN telephones and on the system telephone the “Query” is started via an existing function key or via menu (e.g. with “Call2”, “Query”, “on hold” or “R-key”; see manual of the telephone).

 If you use an analog telephone as an internal subscriber telephone, where you can start a “Query call” via T-Net function key/menu, you will also be able to use this comfortable operation (see manual of the telephone).

Make Calls with normal Telephones and change Settings

Switching Relays (Remote switching)

Transfer a Door Call



door conversation



external telephone number*



Query call



hang up

or



internal telephone number**



Query call



hang up

* Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Note: If you press the flash or query call key and dial "4" instead of hanging up, you will hear the internal dial tone right after the connection and will be able to start a new call.

With some ISDN telephones it may occur that your telephone rings after hanging up and that you are reconnected to your 1st call partner if you pick up. Please check with the help of the manual of the telephone whether the "PBX Transfer" is activated. Try to configure this option.



You can use the comfortable function "Transfer" by T-Net key/menu if your analog telephone is supporting this function (see manual of the telephone).



For some ISDN telephones the "Transfer" can be executed via an existing function key or via menu instead of hanging up the receiver (see manual of the telephone; perhaps it is also called "ECT" or "Transfer").

Switching Relays (Remote switching)

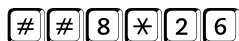
External devices can be switched on or off by the PBX with help of the connected relays. Some relays are switched depending on the PBX configuration, other in connection with the door and alarm/emergency function or when calling a certain telephone number (PC relays).

To switch on e.g. devices via telephone, the used relays are allocated to a 2- to 4-digit identification number that are used to switch it from an internal or external telephone.

Remote Switching via internal Telephone



internal telephone



Identification number for relays with the operation mode "configuration dependent"



switch on

or



Identification number for relays with the operation mode "configuration dependent"



switch off

or



Identification number for relay with the operation mode "stairway light, door opener, alarm indication lamp, siren, PC relay"












switch off automatically corresponding to the configured on-time

Important: The telephone used needs an authorization for the switching of relays (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Note: On the system telephone COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the relays can be

switched comfortably via menu/function key (see manual of the telephone).

Remote Switching via external Telephone

				
external telephone	telephone number for remote switching and programming	External PIN	Identification number for relays with the operation mode "configuration dependent"	switch on
			or 	
			Identification number for relays with the operation mode "configuration dependent"	switch off
			or 	
			Identification number for relay with the operation mode "stairway light, door opener, alarm indication lamp, siren, PC relay"	switch on (switch off automatically after configured on-time)

Note: For the switching of a relay via an external telephone you need an analog DTMF telephone, an ISDN telephone with DTMF signaling or a DTMF sender. If you called the PBX via the special telephone number for remote switching and programming, you will hear the external acknowledge tone (1 second) and will be able to enter a

digit sequence (with the external PIN). Then you hear the external acknowledge tone again. If you wait too long with the entry of the code or if you enter a wrong code, you will hear the busy tone. In this case hang up the receiver and start again at the beginning.

Use the Alarm Function

If the alarm functions of the PBX are used, in case of an alarm, internal and external subscribers may be called by the PBX and sirens and alarm indication lights can be switched on.

The Alarm Procedure:

- ① Alarm detection at the alarm input (contact closed longer than ½ a second).
- ② The configurable alarm delay time is running (0-99 seconds).
- ③ Non recurring start of the siren (for 1-6000 seconds) and/or the alarm indication light (for 1-6000 minutes).







At the same time the first alarm loop (emergency calls to the alarm subscribers) starts with the call to the first alarm subscriber (app. 60 seconds). Internal alarm subscribers will be called with a special ringer rhythm (may be dependent to telephone). After picking up the receiver an announcement recorded in the PBX is played back. The called partner has to acknowledge the emergency call within 60 seconds by dialling the DTMF digit 0.

- ④ If the called partner did not acknowledge the emergency call, the next emergency subscriber would be called a few seconds later when the conversation has been finished and so on.
- ⑤ If all configured emergency call subscribers are called and the alarm has not been acknowledged, the alarm call will be repeated after a configurable emergency delay time (0-99 seconds) (up to nine repetitions).

Confirm the alarm: An alarm may be signalled by the ringing of an internal telephone as well as of an external telephone. In order to finish the whole alarm sequence, you are able to confirm the alarm as described later.

Activate the alarm: You can activate/deactivate the alarm via an internal or external telephone. If you only activate the alarm input for a one-time alarm, it will automatically be deactivated after triggering. If you want the alarm input being activated after triggering, you have to set it to "always activated".

Your Telephone rings with the Alarm Rhythm – Confirm Alarm

					
Alarm call to an internal (special ringing rhythm) or external telephone	announcement text	announcement text	within 60 seconds with DTMF telephone, DTMF sender or ISDN telephone with DTMF signalling	2 seconds confirming tone	confirm alarm

Note: To confirm the alarm is possible during the announcement. If you do not confirm the alarm (also when dialling a wrong digit), you will hear the busy tone and the call will automatically be disconnected by the PBX. Perhaps after a certain time another alarm call will happen even if the other alarm subscribers have not confirmed the alarm.

Make Calls with normal Telephones and change Settings

Use the Alarm Function

Activate Alarm via internal Telephone



Sub-Admin PIN



identification number
for the alarm contact



activate "once"
(alarm input is not activated after triggering)



activated "always"
(alarm input remains activated after triggering)



deactivate
(alarm input is not activated)

Activate Alarm via external Telephone



External tele-
phone



telephone number for
remote switching and
programming



External PIN



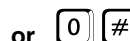
Identification number
for the alarm contact



activate "once"
(alarm input is deactivated after triggering)



activate "always" (alarm input remains acti-
vated after triggering)



deactivate (alarm input is deactivated)

Note: For the switching of a relay via an external telephone you need an analog DTMF telephone, an ISDN telephone with DTMF signaling or a DTMF sender. If you called the PBX via the special telephone number for remote switching and programming, you will hear the external acknowledge tone (1 second) and will be able to enter a digit sequence (with the external PIN). Then you hear the external acknowledge tone again. If you wait too long with the entry of the code or if you enter a wrong code, you will hear the busy tone, In this case hang up the receiver and start again at the beginning.

Make external Call through the PBX (Call Through)

Call Through: This function enables the use of the Least Cost Routing of the PBX for e.g. the travelling sales man. To avoid high costs when making e.g. an international call with the mobile phone you can call the PBX first and you will be connected to the requested target by it. The function Call Through enables the post dialling of any telephone number.

The biggest savings can be achieved if the telephone number of the PBX has been selected as a favourite special telephone number (e.g. "TellyActive Local" or "Partner & Family") at the mobile phone provider.

Start a Call Through Connection



Call Through number

tone (1 s)

now continue with DTMF

external telephone number with preceding area code (also out of the telephone book of the mobile telephone)

conversation

or



Short-Code Dial Number of the PBX



conversation

or



internal telephone number of the telephone or group



conversation

Note: For safety reasons: There is a time limit for outbound external Call Through calls in the PBX (1-99 minutes).

If configured, the PBX will support Least Cost Routing for Call Through calls.

If the telephone number transmitted by the mobile telephone is not authorized to use Call Through, the caller hears the busy tone. The telephone number has to be configured in the telephone book of the PBX with the Call Through authorization. There is also configured if the dialled telephone number is checked against the Call Restrictor or the Call Deblocker.

Forward Calls to stay reachable (Call Forwarding for Subscribers)

Thanks to the call forwarding (CF) for subscribers you are able to forward internal and external calls that are targeted to your telephone to other internal telephones or external connections. You or your corresponding substitution can take these calls on another telephone.

So this call forwarding enables you or your corresponding substitution to be always available under your telephone number even if you cannot take a call on your original telephone.

As there may be different reasons for not being able to take a call e.g. you are absent for a shorter or longer period or you are just talking on your telephone, there are three different types of call forwarding: the CF unconditional, the CF on busy and the CF on no reply.

Forward telephone "unconditional": If you abandon your telephone for a longer period (e.g. you start off on your holidays) and like to avoid that the telephone always rings in vain, you are able to forward the calls to the telephone of your substitute (e.g. to the your colleague or to the answering machine). Or if it is possible to take the calls on another telephone e.g. your mobile phone, you will be able to forward them also to an external connection.

Forward telephone "on Busy": If you are often busy and having long calls and like to save other callers from long waiting time, you

can activate the CF on busy. Then incoming calls are forwarded to another telephone (e.g. to one of your colleagues or to the answering machine) if your telephone is busy at the moment.

Forward telephone "on no Reply": If you like to be sure that somebody takes your calls even if you leave the room for a short moment, you will reach this by switching on the CF on no Reply. If you do not take the call within 20 seconds (configurable), the call will be forwarded to another telephone (e.g. of your colleague).

Important: A call forwarding configured by the user can be always or on certain times be over-programmed by the settings of the administrator (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

For the configuration of call forwardings to external targets the telephone has to be authorized (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

If you configure an internal telephone as forwarding target, it needs at least the authorization for incoming external calls to receive for forwarded external calls.

Note: For each of the three Call Forwarding options a different destination can be configured.

Make Calls with normal Telephones and change Settings

Forward Calls to stay reachable (Call Forwarding for Subscribers)

If the CF on busy and CF on no reply are activated at the same time, both variants will be in use. Depending on the case – the telephone is busy or nobody takes the call – the call will be forwarded perhaps even to different destination numbers.

If an CF unconditional is activated in addition to a CF on busy and/or a CF on no reply, only the CF unconditional is used that means the whole calls will be forwarded to the destination of the CF unconditional. In this case the other forwarding settings are ignored, but are still active in the background. As soon as the CF unconditional is switched off, the other still active forwarding settings are used again.

If you like to forward only your external calls to other internal telephones or external connections, you can correspondingly restrict the call forwarding via Web interface in the configuration manager COMset (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

To activate subscriber CF for group calls to your telephone, you can configure the CF via the Web interface in the configuration manager COMset (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)). To forward the complete group call to a specific destination, use the group call forwarding function instead.

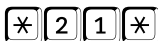
To activate subscriber CF for calls already forwarded to your telephone (CF cascading), you can configure the CF via the Web interface in the configuration manager COMset (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Do not mix up the call forwarding for subscribers and the call forwarding for external numbers (see [p. 40](#)). You can only forward external calls to your mobile phone or another external connection with a call forwarding for external numbers. A forwarding of internal calls or to internal calls is not possible.

Forward Telephone “unconditional” to an internal/external Telephone because you are absent



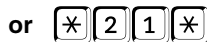
corresponding telephone



configure with internal target



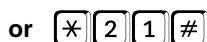
internal telephone number*



configure with external target



external telephone number**



activate



deactivate

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

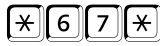
On some ISDN telephones and on the system telephone COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB you can switch on/off the call forwarding for subscribers also via an existing function key or menu (see manual of the telephone; it is also called “call diversion”).

If you use an analog telephone as an internal subscriber telephone where the call forwarding is to be switched on/off via T-Net function key/menu, you will also be able to use this comfortable operation (see manual of the telephone).

Forward Telephone “on Busy“ to an internal/external Telephone because you are currently telephoning



corresponding telephone



configure with internal target



internal telephone number*



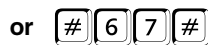
configure with external target



external telephone number**



activate



deactivate

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

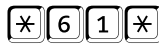
On some ISDN telephones and on the system telephone COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB you can switch on/off the call forwarding for subscribers also via an existing function key or menu (see manual of the telephone; it is also called “call diversion”).

If you use an analog telephone as an internal subscriber telephone where the call forwarding is to be switched on/off via T-Net function key/menu, you will also be able to use this comfortable operation (see manual of the telephone).

Forward Telephone “on no Reply“ to an internal/external Telephone in Case of a short Absence



corresponding telephone



configure with internal target



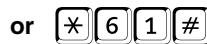
internal telephone number*



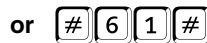
configure with external target



external telephone number**



activate



deactivate

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

On some ISDN telephones and on the system telephone COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB you can switch on/off the call forwarding for subscribers also via an existing function key or menu (see manual of the telephone; it is also called “call diversion”).

If you use an analog telephone as an internal subscriber telephone where the call forwarding is to be switched on/off via T-Net function key/menu, you will also be able to use this comfortable operation (see manual of the telephone).

Make Calls with normal Telephones and change Settings

Take your Calls with you to stay reachable (Follow-me)

Take your Calls with you to stay reachable (Follow-me)

Follow-me is like a call forwarding unconditional for subscribers or groups, but in comparison with it, it can be configured when you have already left your desk with the telephone to be forwarded.

Configure Follow-me to an internal target telephone: With the help of this function you can go from room to room and take your calls with you. You can configure the Call Forwarding of your calls from the telephone (target telephone) where you currently are. But you can also take the calls of several subscribers/groups at your telephone.

Configure Follow-me from any available internal telephone: If you have already left your desk, you can forward your calls to another telephone. This way it is possible to forward the calls to your mobile phone or forward it to an internal representative.

Configure Follow-me from external: If you have already left the desk, you can forward your calls to another telephone. This way it is

possible to forward the calls to your mobile phone or to forward it to an internal representative.

Important: To configure Follow-me the configuring subscriber must have the authorization CF (groups) / Follow me. Furthermore he needs the authorization for Controlling of the PBX via telephone. If the target for Follow-me is an external number, the configuring subscriber must also have the authorization for Configuring CF (sub) to ext. number.

To configure Follow-me from external it is necessary to know the remote switching number and the external PIN. For the programming via external telephone you need an analog DTMF telephone, an ISDN telephone with DTMF signalization or a DTMF sender.

For forwarding external calls, an internal target telephone needs at least the exchange line authorization National (the external target must be reachable by the subscriber). A selected call restrictor (Call restrictor (outbound) - business) does not limit the calling of the external target.

Configure Follow-me on the internal Target Telephone



Target telephone

8 * 1 9 1

Configure internal Forwarding to this telephone



Internal telephone number to be forwarded*

#

or # # 8 * 1 9 0 #

Delete all forwardings that have this telephone as a target

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Configure Follow-me from any available internal telephone



Internal telephone

8 * 1 9

1

Configure internal forwarding



internal telephone number to be forwarded*

*



internal target telephone number*

#

or 1

Configure external forwarding



internal telephone number to be forwarded*

*



external target telephone number**

#

or 0

delete CF



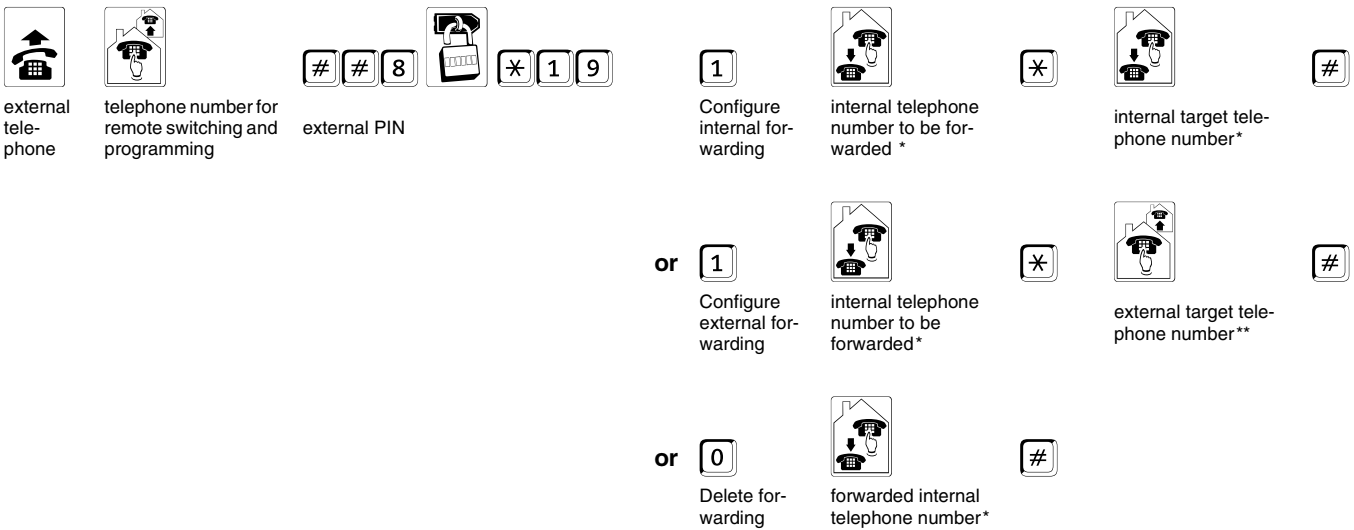
forwarded internal telephone number*

#

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Configure Follow-me from Outside



* Internal telephone number of an individual telephone or internal telephone number of the group

** Exchange line access number 0 + external telephone number or short-code dial number

Note: For the programming via external telephone you need an analog DTMF telephone, an ISDN telephone with DTMF signalization or a DTMF sender. If you called the PBX via the special telephone number for remote switching and programming, you will hear the external acknowledge tone (1 second) and will be able to enter a digit

sequence (with the external PIN). Then you hear the external acknowledge tone again. If you wait too long with the entry of the code or if you enter a wrong code, you will hear the busy tone, In this case hang up the receiver and start again at the beginning.

Forward Calls to a Group to stay reachable (Call Forwarding for Groups)

Thanks to the call forwarding for groups you are able to forward internal and external calls addressed to your group to other internal telephones or external connections. Consequently a person that is not member of this group and is not able to log in, is able to take these calls.

This call forwarding makes it possible that somebody is always reachable under the group telephone number even when calls cannot be taken by members of the group.

There are different reasons for not taking a call, e.g. nobody is there for a short or longer period of time or all the telephones logged in are busy. So there are 4 different types of call forwarding: the CF unconditional, the CF on busy, the CF on no reply and the CF if all subscribers are logged out.

Forward group “unconditional”: If the members of the group are not reachable for a longer period and you like to avoid that calls to the group are unsuccessful, you will be able to forward the calls addressed to the group to the substitute’s telephone.

Forward group “on busy”: If the telephones logged into a group are busy often and you like to avoid that calls are not answered, you will achieve it by switching on the CF on busy. Incoming calls will be forwarded unconditionally to another telephone (e.g. the reception for further transfers) if all the telephones logged in are busy.

Forward group “on no reply”: If you like to make sure that somebody takes the calls for one group at any time even if the group members logged in leave the room for a short time you will reach it by CF on no reply. If none of the group members logged in is picking up within 20 seconds (configurable), the call will be forwarded to another telephone (e.g. reception).

Forward group “if all Subscribers are logged out”: If you like that the calls for one group e.g. are taken by the answering machine during the night, you will be able to forward the group “if all subscribers are logged out” e.g. to an answering machine or a group of answering machines. Then the call forwarding has not to be set every night again but the members of the group have only to take care that they will be logged out at the end of a working day.

Note: The configuration of CF if all subscribers are logged off is only possible via web interface of the configuration manager COMset (see chapter View and modify the Properties of your own Group on page 64).

For each of the four forwarding types a different forwarding target can be set.

If the CF on busy, CF on no reply and CF if all subscribers are logged out are activated at the same time, all three types will work. Depending on which case happens – on busy or on no reply or all subscribers are logged out – the call will be forwarded to different target numbers.

Make Calls with normal Telephones and change Settings

Forward Calls to a Group to stay reachable (Call Forwarding for Groups)

If an CF unconditional is activated in addition to another type, only the CF unconditional works that means all calls are forwarded to the forwarding target of the CF unconditional. The other types are overridden in this case, but they remain activated. As soon as the CF unconditional is switched off, the other, still activated types will work again.

Important: For the configuration of call forwardings for groups the telephone used has to be a member of the group to be forwarded and has to have the authorization CF/Follow me for groups.

If you like to forward only external group calls to other internal telephones or external connections, you can correspondingly restrict the call forwarding via Web interface in the configuration manager COMset (see [chapter View and modify the Properties of your own Group on page 64](#)).

To activate group CF for calls to a superordinate group, you can configure the CF via the Web interface in the configuration manager COMset (see [chapter View and modify the Properties of your own Group on page 64](#)).

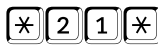
To activate group CF for calls already forwarded to your group (CF cascading), you can configure the CF via the Web interface in the configuration manager COMset (see [chapter View and modify the Properties of your own Group on page 64](#)).

Note: Do not mix up the call forwarding for groups and the call forwarding for external numbers (see p. 40). You can only forward external calls to your mobile phone or another external connection with a call forwarding for external numbers. A forwarding of internal calls or to internal calls is not possible.

Forward Group “unconditional“ to an internal/external Telephone because all Group Members are absent



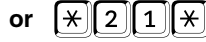
internal telephone number to be forwarded*



Configure with internal target



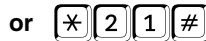
internal telephone number**



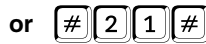
Configure with external target



external telephone number***



activate



activate




* Internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number. The entry of the telephone number can be left empty if the subscriber is logged in outgoing in the group.)

** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

*** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)


Note: If the telephone is “logged in“ the group to be forwarded, you can simplify the configuration of the call forwarding. If you configure a call forwarding for this group on the corresponding telephone, you can enter the programming digit sequence without the telephone number to be forwarded, that means “##97#...“.

Forward Group “on Busy” to an internal/external Telephone because all Telephones “logged in” are currently Telephoning

internal telephone number to be forwarded* Configure with internal target internal telephone number**

or



Configure with external target external telephone number***

or

activate

or




deactivate

- * Internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number. The entry of the telephone number can be left empty if the subscriber is logged in outgoing in the group.)
- ** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)
- *** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Note: If the telephone is “logged in” outgoing in the group to be forwarded, you can simplify the configuration of the call forwarding. If you configure a call forwarding for this group on the corresponding


telephone, you can enter the programming digit sequence without the telephone number to be forwarded, that means “##97#...”.

Forward Group “on no Reply” to an internal/external Telephone because all Group Members are absent for a Moment

internal telephone number to be forwarded* Configure with internal target internal telephone number**

or



Configure with external target external telephone number***

or

activate

or

deactivate

- * Internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number. The entry of the telephone number can be left empty if the subscriber is logged in outgoing in the group.)
- ** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)
- *** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Note: If the telephone is “logged in” outgoing in the group to be forwarded, you can simplify the configuration of the call forwarding. If you configure a call forwarding for this group on the corresponding

telephone, you can enter the programming digit sequence without the telephone number to be forwarded, that means “##97#...”.

Make Calls with normal Telephones and change Settings

Forward external Calls to stay reachable (Call Forwarding for external Numbers)

Forward external Calls to stay reachable (Call Forwarding for external Numbers)

If you like to be reachable always for external calls even if you are not at home at the moment, use the call forwarding for external numbers.

Thanks to this call forwarding you are able to forward an (exchange line) telephone number (dialled by an external caller) to another external telephone number. So these calls can be taken on another telephone, e.g. a mobile phone, if nobody takes the call internally.

As there may be different reasons for not taking a call, e.g. nobody is there during a shorter or longer period, we have three different call forwarding settings: The CF unconditional, the CF on busy and the CF on no reply.

Forward exchange line number “unconditional”: If you leave the office, you are able to switch on the CF unconditional. Thanks to that you can forward your exchange line number (which an external caller dials) e.g. to your mobile phone.

Forward exchange line number “on busy”: In case of activated CF on busy the forwarding is done to the external target number if the called telephone number (dialled by an external caller) is busy.

Forward exchange line number “on no Reply”: If you often commute between office and your customers and do not like to switch on/off the Call Forwarding each time, you will be able to forward your exchange line telephone number (that is dialled by an external caller) e.g. to your mobile phone as a precaution. Then the internal telephones will only ring 20 seconds (configurable) if somebody calls you. If no telephone is picked up within this time, your mobile phone will start to ring.

For each of the three types of call forwarding can be configured another forwarding destination.

If the “CF on busy” and the “CF on no Reply” are active at the same time, both variants will work. Depending on which case will occur - it is busy or nobody takes the call - the call will be forwarded and even to different destination calling numbers.

If an CF unconditional is additionally activated to an CF on busy and/or an CF on no Reply only the CF unconditional will work that means all the calls will be forwarded to the forwarding destination of the CF unconditional. The other variants will be ignored, but they are still switched on. As soon as the CF unconditional is switched off, the other variants that are still switched on, are active again.

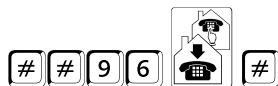
Important: For the configuration of call forwardings for external numbers the telephone used needs an authorization (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Perhaps you have to wait a little bit longer for the confirmation tone because the call forwarding is configured in the public exchange.

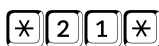
Note: After a firmware update with firmware version 3.8, it is possible to set call forwarding for external telephone numbers as configuration-dependent (time control; only via the Web interface in the configuration manager COMset or on the system telephones COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB via function key or via menu). For situations where your settings are supposed to apply even after configuration switchovers, you can use the so-called permanent configuration. If permanent configuration is enabled, the configuration-dependent settings (time control) will be overridden by the permanent configuration settings. The programming code sequences described here can only be used to change the call forwarding in the permanent configuration and to enable the permanent configuration for the corresponding telephone number. As soon as every call forwarding has been switched off in the permanent configuration, the permanent configuration for the corresponding telephone number is switched off and the configuration-dependent settings apply.

Do not mix up the call forwarding for external numbers with the call forwarding for subscribers or groups. You can use this variants if you also like to forward internal calls. In this case a forwarding to internal telephones is also possible, e.g. to a colleague's telephone or to the answering machine (see [p. 33](#)).

Forward Exchange Line Number “unconditional” to an external Telephone because you are absent



telephone number to be forwarded*



configure with external target



external telephone number**

or * 2 1 #

activate

or # 2 1 #

deactivate

* External telephone number without exchange line access number (also with a direct exchange line telephone).

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)



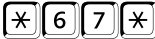




Note: Phone numbers to be rerouted are telephone numbers dialled by external callers (local prefix + PBX base number + DDI or local prefix + MSN or local prefix + analogue telephone number).

If a preferred exchange line was configured for a telephone and the same number is always transmitted for business calls, you can simplify the configuration of the call forwarding. If you configure a call forwarding for this group on the corresponding telephone, you can enter

the programming digit sequence without the telephone number to be forwarded, that means “##96#...”.

On the system telephones COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the call forwarding for external numbers can comfortably be switched via function key or via menu (see manual of the telephone book).

Forward Exchange Line Number “on Busy“ to an external Telephone if the internal Telephones are busy at the Moment

				
Corresponding telephone	Telephone number to be forwarded*	Configure with external target	external telephone number**	
or 				
activate				
or 				
deactivate				

* External telephone number without exchange line access number (also with a direct exchange line telephone).

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Note: Phone numbers to be rerouted are telephone numbers dialled by external callers (local prefix + PBX base number + DDI or local prefix + MSN or local prefix + analogue telephone number).

If a preferred exchange line was configured for a telephone and the same number is always transmitted for business calls, you can simplify the configuration of the call forwarding. If you configure a call forwarding for this group on the corresponding telephone, you can enter the programming digit sequence without the telephone number to be forwarded, that means “##96# “.



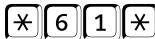


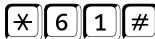
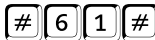
On the system telephones COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the call forwarding for external numbers can comfortably be switched via function key or via menu (see manual of the telephone).

For call forwarding on busy to an analogue connection via the network provider, the following applies: The central office only detects whether the analogue connection is busy. The central office does not detect whether the telephones being called are busy. This means the following:

As soon as the analogue connection becomes busy, call forwarding on busy is also carried out. This also occurs when internal subscribers that are set to accept the calls for this connection during normal call distribution are available.

Even if the analogue connection is available, but the internal subscriber that is set to accept calls on this connection during normal call distribution becomes busy, no call forwarding on busy is carried out.

Forward an Exchange Line Telephone Number “on no Reply“ in Case of a short Absence

				
Corresponding telephone	Telephone number to be forwarded*	Configure with external target	external telephone number**	
or 				
Activate				
or 				
Deactivate				

* External telephone number without exchange line access number (also with a direct exchange line telephone).

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Note: Phone numbers to be rerouted are telephone numbers dialled by external callers (local prefix + PBX base number + DDI or local prefix + MSN or local prefix + analogue telephone number).

If a preferred exchange line was configured for a telephone and the same number is always transmitted for business calls, you can simplify the configuration of the call forwarding. If you configure a call forwarding for this group on the corresponding telephone, you can enter

the programming digit sequence without the telephone number to be forwarded, that means “##96# “.

On the system telephones COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the call forwarding for external numbers can comfortably be switched via function key or via menu (see manual of the telephone book).

Make Calls with normal Telephones and change Settings

Signalling Calls on an Additional Number (Multi-path Call Forwarding)

Activate Time Control for Call Forwarding for external Numbers



Corresponding telephone

9 6

* 6 9 #

Activate

Time control is activated for the MSN of the dialling telephone. Permanent configuration will be deactivated.

or # # 9 6 #

Telephone number to be forwarded*

* 6 9 #

Activate

Time control is activated for the entered telephone number. Permanent configuration will be deactivated.

* External telephone number without exchange line access number (also with a direct exchange line telephone).

Note: Phone numbers to be rerouted are telephone numbers dialled by external callers (local prefix + PBX base number + DDI or local prefix + MSN or local prefix + analogue telephone number).

If a preferred exchange line was configured for a telephone and the same number is always transmitted for business calls, you can simplify the configuration of the call forwarding. If you configure a call forwarding for this group on the corresponding telephone, you can enter

the programming digit sequence without the telephone number to be forwarded, that means "##96#".

On the system telephones COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the call forwarding for external numbers can comfortably be switched via function key or via menu (see manual of the telephone book).

If the permanent configuration is deactivated the current configuration is activated.

Signalling Calls on an Additional Number (Multi-path Call Forwarding)

With multi-path call forwarding, internal and external calls targeted to a subscriber or group may also ring on an additional number (internal or external). This is useful, for example, if a single user needs to be reachable on two internal telephones or internally and on his mobile telephone at the same time, without configuring call forwarding.

Multi-path call forwarding is always executed even if the "main telephone number" is, for example, rerouted or busy (exception: enabled MSN/DDI call forwarding via the network provider).

Configure Multi-path Call Forwarding for the Subscriber



Corresponding telephone

* 4 8 1 *

Configure with internal target



internal telephone number*

#

oder * 4 8 1 *

Configure with external target



external telephone number**

#

oder * 4 8 1 #

Activate

oder # 4 8 1 #

Deactivate

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Note: To check whether multi-path call forwarding has been enabled or disabled, dial the character string *#481#. If multi-path call forward-

ing is disabled, you will hear the busy tone.

Configure Multi-path Call Forwarding for the Group

Called internal telephone number*

Configure with internal target

internal telephone number**

oder

Configure with external target

external telephone number***

oder

Activate

oder

Deactivate

* Internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number. The entry of the telephone number can be left empty if the subscriber is logged in outgoing in the group.)

** Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

*** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Important: For the configuration of group multi-path call forwardings the telephone used has to be a member of the group.

Note: If the telephone is "logged in" outgoing in the group, you can simplify the configuration of the multi-path call forwarding. If you configure a multi-path call forwarding for this group on the corresponding telephone, you can enter the programming digit sequence without the telephone number of the group, that means "##97#...".

To check whether multi-path call forwarding has been enabled or disabled, dial ##97, the telephone number of the group and the character string **481#. If multi-path call forwarding is disabled, you will hear the busy tone.

Multi-path call forwarding for a group is executed during the entire calling period independent of the ringer rhythm for the group.

Multi-path call forwarding for a group is not executed if the group itself is the target of a forwarded call.

Enable a Connection without Dialling (Baby Call/Hotline)

With the automatic dialling function you can configure your telephone to dial automatically an internal or external number. This will start 2 seconds after taking the receiver off-hook. It is not necessary to press any key. If you start to dial before these 2 seconds have elapsed, this has priority. Please pay attention to the fact that some telephones do not dial immediately after pressing the key (sometimes delayed by $\frac{1}{2}$ second). In this case, you have to start dialling in time!

Important: A baby call configured by the user can be overridden always or sometimes by the configuration of the administrator (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Make Calls with normal Telephones and change Settings

No Disturbance by Your telephone (Call Protection)

Configure Baby Call/Hotline



Corresponding telephone



Configure with internal target



internal telephone number*



Configure with external target



external telephone number**



Activate



Deactivate

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.) or internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

** Exchange line access number 0 + external telephone number (If you use a direct exchange line telephone for the entry, the exchange line access number 0 is left out.) or short-code dialling number (If you use a direct exchange line telephone for the entry, ** is preceding the short-code dialling number.)

Note: To check whether baby call/hotline has been enabled or disabled, dial the character string *#53#. If baby call/hotline is disabled, you will hear the busy tone.

No Disturbance by Your telephone (Call Protection)

Do-Not-Disturb: If you temporarily do not like to be disturbed by your telephone, you can configure your telephone to prevent external, internal and group calls. A caller will hear the busy tone, an internal subscriber will be able to reach you in case of an emergency with a Priority Call. You are able to make calls from a telephone with Do-Not-Disturb function enabled.

Priority Call: If you have to be reached by a person e.g. in case of an emergency, the call protection of an internal telephone can be bypassed. So if you hear the busy tone after dialling an internal telephone number and you like to reach the subscriber nevertheless, do not hang up but wait 10 seconds and listen to the busy tone. After this waiting time the call protected telephone is ringing. If you continue to hear the busy tone, the other subscriber is talking on the phone.

Note: If you call from a system telephone (COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB), you can check in advance whether the called internal subscriber is busy or if Do-not-Disturb is activated with the busy lamp field.

Call Deblocker (incoming) – VIP numbers: If you like to release your telephone for certain persons during an activated “Do-Not-Disturb”, you can enable this with the function “Call Deblocker (incoming)”. The external telephone numbers of the corresponding persons

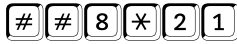
have to be entered in a Call Deblocker assigned to your telephone. You can activate or deactivate the list of numbers on your own telephone according to your need.

Call Restrictor (incoming) – Robinson numbers: If you do not like to be called by certain persons at all, you can activate this functionality by the “Call Restrictor (incoming)”. The external telephone numbers of the corresponding persons have to be entered in a Call Restrictor assigned to your telephone. You can activate or deactivate the list of numbers on your own telephone according to your need.

Activate Do-Not-Disturb



your telephone



switch on



switch off

Important: A call protection configured by the user can be overridden always or sometimes by the configuration of the administrator (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Note: On the system telephones COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the Do-Not-Disturb can be controlled comfortably via menu/function key (see manual of the telephone).

Make a Priority Call in Case of Call protected Telephone



Busy tone



Wait for 10 seconds



ringing tone



conversation

Activate Call Deblocker (incoming) – VIP Numbers



your telephone



User PIN



activate



deactivate

Important: A Call Deblocker configured by the user can be overridden always or sometimes by the configuration of the administrator (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Note: On the system telephones COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the Call Deblocker can be controlled comfortably via menu/function key (see manual of the telephone).

Activate Call Restrictor (incoming) – Robinson Numbers



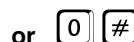
your telephone



User PIN



activate



deactivate

Important: A Call Restrictor configured by the user can be overridden always or sometimes by the configuration of the administrator (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Note: On the system telephones COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the Call Restrictor can be controlled comfortably via menu/function key (see manual of the telephone).

Make Calls with normal Telephones and change Settings

Listen into a Room (Room Monitoring)

Listen into a Room (Room Monitoring)

If you like to listen into a room, you can use the function "Room Monitoring" of the PBX. The internal telephone has to be configured for this function. The room monitoring can be done with an internal as well as an external telephone.

After the configuration the receiver will be placed near the telephone. A secret monitoring is not possible.

Enable the Room Monitoring on an internal Telephone



telephone in the room to be monitored

8 * 6 1



Place the receiver near the telephone.

Note: You cannot phone with the configured telephone and normal calls are also not possible.

It is only possible to enable a single telephone for Room Monitoring at the same time.

To deactivate Room Monitoring, replace the receiver of the telephone.

Listen into the Room from an internal Telephone



internal telephone



internal telephone number of the Room Monitoring telephone*



Room Monitoring

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Listen into the Room from an external Telephone



external telephone



telephone number for switching and programming

8 * 6 0

external PIN



Room Monitoring

Note: You are in need of an analog DTMF telephone, an ISDN telephone with DTMF signalling or a DTMF sender to listen into the room. If you call the PBX on the special number for remote switching and programming you will hear the external acknowledgement tone

(1 second) and can then enter the digit sequence (with the external PIN). Then you will hear the acknowledgement tone again. If you wait too long with entering the code sequence or enter the wrong code, you will hear the busy tone. Replace the receiver and try again.

Use the Wake-up Function

To be reminded of single or recurrent dates by your own telephone, you can use the wake-up function.

Single/Repetitive Wake-up: The Wake-up time can be activated for a one-time or repetitive function. If you like to get a Wake-up call always at the same time, you have to configure "repetitive Wake-up". The Wake-up function will be active until you switch it off. Once configured, the Wake-up time will be stored until you configure a different one.

Example: You have activated the Wake-up time "Monday to Friday at 12.30 clock". If you do this activation on a Sunday evening for "Wake-up once", you would be waked up on the following Monday at 12.30 clock. The Wake-up function will be deactivated then. If you have configured the same Wake-up time repetitive, you will be

waked-up also from Tuesday until Friday at 12.30 clock (every week, until Wake-up is deactivated).

Note: The configured wake-up time as described here will be overwritten in case of a new entry. Via web interface of the configuration manager up to 20 additional wake-up times can be configured for each telephone (see [chapter Enter Wake-up Times for your own Subscriber Port on page 66](#)).

If holidays have been configured in the PBX and activated for Wake-up calls too, the Wake-up calls defined for a Sunday are made on a holiday instead of the Wake-up calls of the corresponding week day.

Configure Wake-up Time and activate the Function for one single Wake-up



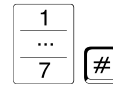
your telephone



User PIN



time: 00-23 (hours),
00-59 (minutes)



Day 1-7: Monday - Sunday



Saturday and Sunday



Monday until Friday



every day

Configure Wake-up Time and activate the Function for repetitive Wake-up



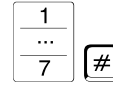
your telephone



User PIN



time: 00-23 (hours),
00-59 (minutes)



Day 1-7: Monday - Sunday



Saturday and Sunday



Monday until Friday



every day

Delete all of your own Wake-up Times



your telephone



User PIN

Delete Wake-up Times of all Telephones



your telephone



Sub-Admin-PIN

Make Calls with normal Telephones and change Settings

Call Groups (Teams)

Call Groups (Teams)

Your telephone may be member in one or several groups (teams). These groups are used e.g. to combine the internal subscribers of certain departments (support, marketing, sales).

A group has, like an internal subscriber, an internal number. Some settings are also handled similar to an internal subscriber. The call diversion (External and door) can be configured for groups. The group number can also be forwarded to an internal or external subscriber (call forwarding for groups).

Additionally there are some functions that can only be assigned to a group such as e.g. text before answering and reservation of B-channels.

Groups can internally be used or called the same way as single internal telephones in the following functions:

- Pick-up
- Call transfer
- Internal Call/Query/Transfer
- Call Through
- Destination number for a call forwarding and follow me
- Automatic Dialling/Alarm Call

Log in/out: Your membership in a group does not mean that you are always called when your group is called. If you do not like to be reachable via the group calling number for a certain time but only as an individual subscriber, you will be able to "log out" of this group.

This way there are active and passive members of the group. This function can be important for members of service lines or call centers who do not like to be available for their customers around the clock. Group functionality is not available for a subscriber that is logged out, but only for a certain period. There are three different modes to log in:

- only incoming
- only outgoing
- incoming + outgoing

A subscriber which is member of several groups can be only be "logged in outgoing" in one single group at the same time. If he likes to get also the calls of the other groups in this case, he will be able to log in there as "incoming". Therefore he will be in the call distribution of more groups for internal -, public exchange - and door terminal calls.

With "log in outgoing" into a certain group, the subscriber gets a number of features/authorizations of the group which will replace his own features/authorizations as an individual subscriber in case of outbound business calls:

- Exchange line authorization
- Blocking/Release numbers
- Short-Code Dialling authorization
- Calling number presentation
- Preferred exchange line

Important: "Permanently logged in" telephones cannot be "logged out" of a group.

Only subscribers that are member of a group can also log in to this group via telephone.

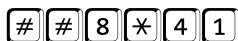
Note: On the system telephones COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB you can comfortably log in/log out via menu/function key.

After a firmware update with firmware version 3.8, it is also possible to configure groups as members of other groups. These subgroups are "permanently logged in as incoming" and "permanently logged out as outgoing" in the corresponding main group.

Log in/out incoming



your telephone



log in to a group



internal telephone number*



or

log in to all groups

or

log out of a group



internal telephone number*



or

log out of all groups

* Internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Log in/out outgoing



your telephone

8 * 4 2

1

log in to a group



internal telephone number*

#

or 0 #

log out

* Internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Log in/out incoming and outgoing



your telephone

8 * 4 0

1

log in to a group



internal telephone number*

#

or 0

log out of a group



internal telephone number*

#

or 0 #

log out of all groups

* Internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Note: If you try to “log in outgoing and incoming” into different groups, you will be only “logged in outgoing” in the last group tried. In the other groups you will be only “logged in incoming”.

Log out all Members of a Group incoming and outgoing



Telephone of a member of the group

8 * 4 8 0



internal telephone number*

#

* Internal telephone number of the group (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Make Calls with normal Telephones and change Settings

Use different Configurations (Day, Night etc.)

Use different Configurations (Day, Night etc.)

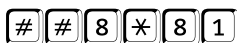
The PBX has the option to configure some functions e.g. for day, night, holiday and lunch break differently. There are eight (COMmander Basic.2, COMpact 5010/5020 VoIP) or two and after extension up to ten (COMmander Business) configurations.

The switching from one configuration to another can be done time-controlled by the internal clock or additionally manually by an internal or external telephone.

Activate Configuration from internal Telephone



Internal telephone



Identification number of the configuration



Important: The telephone used has to be authorized for the switching of configurations (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Note: On the system telephone COMfort 1000/1200/2000 plus or COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB the configurations can be switched over comfortably via menu/function key and be enquired (see manual of the telephone)

If the automatic configuration switching is activated at the same time, the configuration activated here is valid until the next switching time has been reached.

Switch Configuration from external Telephone



External telephone



Telephone number for remote switching and programming/configuration



External PIN



Identification number for the configuration



Note: You are in need of an analog DTMF telephone, an ISDN telephone with DTMF signalling or a DTMF sender for switching the configuration. If you call the PBX on the special number for remote switching and programming you will hear the external acknowledgement tone (1 second) and can enter the digit sequence (with the external PIN). Then you will hear the acknowledgement tone again. If you wait too long with entering the code sequence or enter the

wrong code, you will hear the busy tone. Replace the receiver and try again.

If the automatic configuration switching is activated at the same time, the configuration activated here is valid until the next switching time has been reached.

Charges and Call Data

Configure a call allowance account: With help of a call allowance account a restricted amount of monetary units can be configured. As soon as these units are spent on the corresponding telephone no external calls are possible until the amount is recharged.

Start-/Stop command for call data printout: The call charge data stored in the PBX can also be printed on a printer instead of the call charge management via PC at any time. To be able to remove the printer from the PBX from time to time without losing data for this operation mode, you need the start/stop command.






As soon as you have connected a printer, you enter the start command. Accumulated call data is immediately printed. If it is necessary to separate the printer from the PBX from time to time, you can enter


the stop command. Calls after the stop command will be stored and only printed after a new start command.

If you renounce the stop of data output, you have to reckon on the case that the call data will not be printed in the meantime.


Delete individual call data sets: This function enables e.g. a member of the works committee to delete the telephone numbers of his commercial partners in the call charge data completely to protect the information against unauthorized persons. The part of the call charge data being relevant for the invoicing will stay unharmed.

Create Call Allowance Account














Sub-Admin PIN


Internal telephone number*







Quantity of monetary units (e.g. Cent)

or

unlimited

* Internal telephone number of the individual telephone (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Important: If using a VoIP account or an analog exchange line for external calls, the call allowance account doesn't work.

To use the function "Call Allowance" without restrictions, you will need the telephone service "Advice of charge during the call (AOCD)" for your ISDN exchange line. With "Advice of charge at the end of the call (AOCE)" the PBX can only find out at the end of the call, whether the Call Allowance has been exceeded.

Start-Command for Call Data Output










Stop-Command for Call Data Output










Delete individual Call Charge Data Sets










your telephone

User PIN

Important: For this function a special authorization is necessary for the phone (see [chapter View and modify the Properties of your own Subscriber Port on page 63](#)).

Make Calls with normal Telephones and change Settings

Change the Music on Hold/Announcement

Change the Music on Hold/Announcement

Music on Hold: If you make a transfer or Query, the call partner in the background will hear a Music on Hold combined with an optional announcement.

The Music on Hold is stored in the PBX (internal Music on Hold) or is provided as external Music on Hold via an audio input.

Music on Hold Announcement: The Music on Hold Announcement can overlay the Music on Hold in certain time intervals.

Announcement for Text before Answering: In case of external calls to a group the function Text before Answering enables a greeting message to the caller before taking the call and/or if all members of the group are busy (automatic waiting loop before Text before Answering).

The call is taken by the PBX first (charges will occur for the external caller). A greeting message is played to the external caller (e.g. information about the company). Then the caller hears the Music on Hold (on busy he will be put on hold after he heard the greeting message). As soon as one of the called users picks up the receiver (or on busy finished his call), he will be connected to the external caller.










Announcement for Automatic Reception: The Automatic Reception allows the automatic forwarding of a caller to his requested call partner. The caller hears an announcement (e.g. "if you like to talk to the sales department, please dial the 1 ...") and can reach an individual internal subscriber, a group, an external calling partner or another automatic registration by dialling a DTMF digit between 0 and 9.


A total of 10 receptions that can be configured that may be connected in parallel or in a daisy-chain. Therefore it is possible to operate several automatic receptions in parallel e.g. in case of multiple companies or if necessary, to define a main reception with several sub-receptions. There are up to 10 announcements available for 10 possible receptions.

Alarm Announcement: If the alarm functions of the PBX are used, in case of an alarm internal and external subscribers may be called by the PBX and sirens and alarm indication lights can be switched on. If a called alarm subscriber picks up the receiver an announcement recorded in the PBX is played back. The called partner has to acknowledge the emergency call.

Wake-up Announcement: If a user picks up the receiver during a wake-up call a wake-up announcement recorded in the PBX is played back. This announcement can vary depending on the daytime.

Record internal Music on Hold with the PBX





								
Sub-Admin PIN				You hear the acknowledgement tone	Press the star key to start the recording and switch on the music output device simultaneously.		Stop the recording	Waiting tone and following replay of the recording

Note: This function will delete the existing Music on Hold directly. The Music on Hold may have a maximum length of 6 minutes. After this time the recording will automatically be stopped and you will hear the acknowledgement tone. If you are using a shorter Music on Hold, you can stop the recording unconditionally by hang-up or pressing the  key.

The music has to be recorded from the audio input of the PBX (If there are several audio inputs, take the one that is selected for the external Music on Hold)










To play external music or Music on Hold recorded by yourself, please note that some music songs are subject to a fee to the copyright holder. Please ask the corresponding authorities.


Delete internal Music on Hold

			
Sub-Admin PIN			

Note: If you delete any saved internal hold music, the default hold music is automatically activated.

Record the Music on Hold Announcement via Telephone

								
Sub-Admin PIN				You hear the acknowledgement tone	Start the recording	Record the requested text	Stop the recording	Waiting tone and following replay of the recording

Note: This function will delete the existing Music on Hold announcement directly. The Music on Hold announcement may have a maximum length of 1 minute. After 1 minute the recording will be stopped automatically and you will hear the acknowledgement tone. If you are using a shorter Music on Hold announcement, you can stop the recording unconditional by hang-up or pressing the  key.

The Music on Hold announcement is directly recorded from the receiver of an internal telephone.

Delete Music on Hold Announcement



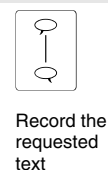
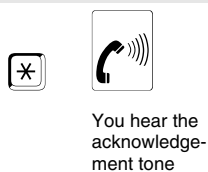
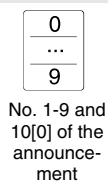
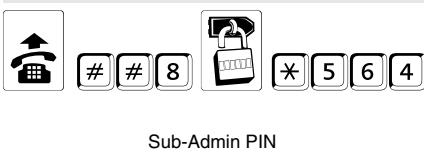
Note: If you delete any recorded messages to be played back during hold music, the default hold music announcement is automatically activated.

Activate/Deactivate the Music on Hold and Announcement and listen to it



Note: Depending on the length of the announcement it may take some time to load. During this time you will hear two short tones every 5 seconds.


Record Announcement for Automatic Reception



Make Calls with normal Telephones and change Settings


Change the Music on Hold/Announcement

Note: An existing announcement is directly overwritten with the recording function. The text of the announcement to be recorded may have a different length depending on the number of the announcement (no. 1-2 30 seconds each, no. 3-5 20 seconds each and no. 6-10 10 seconds each). After this time the recording will be stopped automatically and you will hear the confirmation tone. If you use a

shorter text, you can stop the recording by hanging up the receiver or by pressing the .

The announcement is recorded directly from the receiver of an internal telephone.

Delete Announcement for Automatic Reception




Sub-Admin PIN

No. 1-9 and 10[0] of the announcement

Note: If you delete any recorded messages for the automatic reception, the default announcement for the automatic reception is automatically activated.

Listen to Announcement for Automatic Reception



Sub-Admin PIN

No. 1-9 and 10[0] of the announcement

You hear the announcement

Note: Depending on the length of the announcement it may take some time to load. During this time you will hear two short tones every 5 seconds.

Record the Announcement for Text before Answering with a Telephone



Sub-Admin PIN

No. 1-10 of the announcement

You hear the acknowledgement tone


Start the recording

Record the requested text

Stop the recording

Waiting tone and following playing of the recording

Note: This function will delete the existing welcome message immediately. The announcement for text before answering may have a maximum length of 1 minute. After 1 minute, the recording will be

stopped automatically and you will hear the acknowledgement tone. If you are using a shorter welcome message, you can stop the recording by hang-up or pressing the  key.

The announcement is recorded directly from the receiver of an internal telephone.

Delete the Announcement for Text before Answering

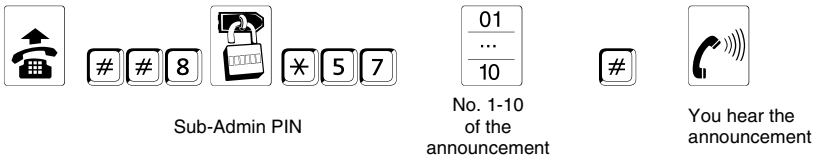


Sub-Admin PIN

No. 1-10 of the announcement

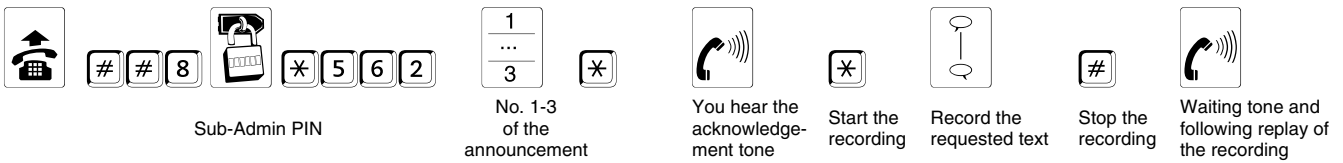
Note: If you delete any recorded announcements for text before answering, the default announcement for text before answering is automatically activated.

Listen to the Announcement for Text before Answering



Note: Depending on the length of the announcement it may take some time to load. During this time you will hear two short tones every 5 seconds.

Record the Wake-up Announcement

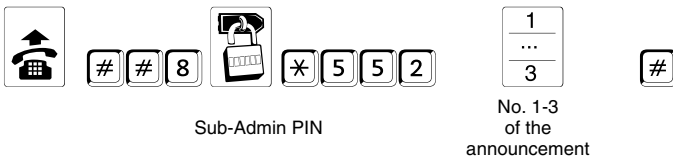


Note: This function will delete the existing welcome message immediately. The announcement may have a maximum length of 20 seconds. After 20 seconds, the recording will be stopped automatically

and you will hear the acknowledgement tone. If you are using a shorter welcome message, you can stop the recording by hang-up or pressing the **[*]** key.

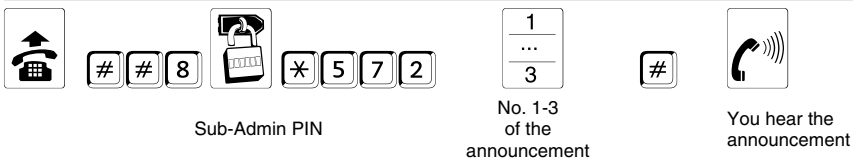
The announcement is recorded directly from the receiver of an internal telephone.

Delete Wake-up Announcement



Note: If you delete any recorded wake-up announcements, the default wake-up announcement is automatically activated.

Listen to Wake-up Announcement



Note: Depending on the length of the announcement it may take some time to load. During this time you will hear two short tones every 5 seconds.

Make Calls with normal Telephones and change Settings

Hotel Functions for Reception and Room Telephones

Record the Alarm Announcement via Telephone

Sub-Admin PIN

No. 1[6]-4[9] of the announcement

You hear the acknowledgement tone

Start the recording

Record the requested text

Stop the recording

waiting tone and following replay of the recording

Note: This function will delete the existing announcement directly. The announcement may have a maximum length of 30 seconds. After 30 seconds the recording will be stopped automatically and you will hear the acknowledgement tone. If you are using a shorter Music on Hold announcement, you can stop the recording unconditional by hang-up or pressing the key.

The following facts can be included in such an announcement text e.g.:

- name and address of the PBX owner;
- reason for the alarm activation;
- Information about the procedure to confirm the alarm (dial the digit within 60 seconds with an analog DTMF telephone, an ISDN telephone with DTMF signalization or a DTMF sender).

Delete Alarm Announcement

Sub-Admin PIN

No. 1[6]-4[9] of the announcement

Note: If you delete any recorded alarm announcements, the default alarm announcement is automatically activated.

Listen to the Alarm Announcement

Sub-Admin PIN

No. 1[6]-4[9] of the announcement

You hear the announcement

Note: Depending on the length of the announcement it may take some time to load. During this time you will hear two short tones every 5 seconds.

Hotel Functions for Reception and Room Telephones

The hotel function (only COMpact 5020 VoIP, COMmanner Basic.2 and COMmanner Business) enables the comfortable room and call data management if the PBX is used in a hotel. The scope of functions can be divided into three main areas.

Hotel Reception Telephone: (only in combination with a system telephone COMfort 2000 plus or COMfortel 1500/2500/2500 AB/VoIP 2500 AB) The hotel reception telephone enables various control and information functions via display and LEDs on the Xtension module. An additional PC is not necessary at the reception in many cases. The guests' Check in and Check out are directly controlled with the menu of the telephone. There are various functions available for the affected room in different phases.

Arrival of the guest (check in):

- View Room status (clean, uncleaned, blocked)
- Perform "check in"

During the guest's stay (after check in):

- Permit/block outbound calls from the room telephone
- Configure the wake-up time of the room telephones
- View guest information (e.g. accrued telephone charges, time of check in)
- Print informational invoices (of the currently accrued telephone charges) for the guest directly to a printer

The guest leaves:

- Perform "check out"
- Print invoice for the accrued telephone charges directly to a printer

The use of the hotel reception telephone is described in the manual of the system telephone.

Hotel Room Telephones: The PBX has many functions not making sense or being harmful if used from a hotel room telephone. This is the reason for blocking programming functions (like e.g. Do-not-disturb, Call forwarding) exchange functions and special exchange line access types. This way, the guest can only make outbound calls and accept calls and configure the personal wake-up time. In addition to this it is possible for the room service to configure the room status (clean, uncleaned, blocked) by entering a digit sequence.

This status can be reviewed by the reception telephone.

The advantage of a system telephone *COMfort 1000/1200/2000 plus* or *COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB* compared with the use of an analog or standard ISDN telephones is e.g. the remote controlled delete function when checking out the guest (privacy protection), the various comfort functions and specifically configured function keys. The functions which are still allowed for room telephones are handled the same way as described for normal telephones. With one exception: A programmable function key configured with the function "hotel room" allows the setting of a wake-up time and the display of call charges and of the check in time. The following functions are also possible:

- Starting and accepting internal and external calls
- Delete lists and charges via the menu point "functions" (the call charge meter of the PBX is not influenced)
- Interrogation of e.g. call charges via the menu point "information"
- Use of the caller/call/redial list as well as the telephone book (internal telephone number as well as the short-code dial numbers of the PBX are not listed in the telephone book)

- Sending and receiving of SMS
- Memo, scheduled call and Power Dialling
- Interrogation of call charges and setting of the wake-up time with a function key.

The use of the hotel room telephone *COMfort 1000/1200/2000 plus* or *COMfortel 1100/1500/2500/2500 AB/VoIP 2500 AB* is described in the manual of the system telephone.

Print-out Function: (available only in combination with a serial printer (COMmander Basic.2 and COMmander Business) or an USB printer (COMpact 5020 VoIP)). This function enables the output of the accrued telephone charges as a guest invoice (or informational invoice) with a separate line for each call. This function is controlled by the hotel reception telephone.

Important: Please note, that some providers do not transmit charge information.

If LCR has been configured for a room telephone (with the LCR method Soft-LCR easy), the charges for these calls may not be determined. If you use the LCR method Soft-LCR 4.0 the charges will be calculated by the call duration in combination with the specially generated tariff tables.

If a hotel guest is manually using an LCR provider to make outbound calls, the accrued charges can not be billed to him. To avoid manual dialling of a provider these numbers should be added to the Call Restrictor and activated for each hotel room telephone.

Configure the Wake-up Time with the Room Telephone



4-digit entry of the time

Note: If "0700" was entered, you would receive a wake-up call at 7 o'clock in the next morning. Consequently the wake-up time has to be entered again for a new wake-up at the same time.

After a "check out" the wake-up time is deactivated for the corresponding subscriber.

Invalid entries will not delete an already valid wake-up time.

Delete the Wake-up Time with the Room Telephone



Enter the Room Status with the Room Telephone



*991#

enter room status "clean"

or *992#

enter room status "uncleaned"

or *993#

enter room status "blocked"

Make Calls with normal Telephones and change Settings

Voice Mailboxes

Voice Mailboxes

By inserting the appropriate module, the PBXs can be extended with voice mailboxes (COMpact 5010/5020 VoIP: COMpact 2VoIP/6VoIP module, COMmander Basic.2/Business: COMmander VMF module). A voice mailbox assumes the task of an answering machine. Depending on its configuration, it accepts incoming calls and stores recorded messages.

Announcement for the voice mailbox: For each voice mailbox, 10 announcements can be recorded via telephone. After recording, they can be listened to and deleted, if required.

Access from an internal telephone and remote access: The messages of the voice mailboxes are stored as wave files on the memory card of the COMmander VMF module or on a USB memory stick (COMpact 5010/5020 VoIP). The messages can be accessed from an internal or external telephone. Using various announcements, the caller is guided through the query menu. Besides accessing the messages, it is also possible to operate (e. g. switch on and off) the voice mailbox via telephone.

Activate/deactivate the Readiness of a Voice Mailbox or activate Time Control



Internal telephone

8 * 2 8 *

0 #

Deactivate the readiness, permanent configuration is active

or

1 #

Activate the readiness, permanent configuration is active

or

9 #

Activate the time control, permanent configuration is inactive

Note: In order to switch the readiness or the time control of the voice mailbox, the subscriber in question must be owner of the voice mailbox and it must be enabled for him in his properties.

Permanent configuration means that the voice mailbox is permanently activated. If another configuration shall be used switch over to time control.

Record the Announcement for a Voice Mailbox with a Telephone



Internal telephone

8 [lock icon] * 5 6 6

Admin PIN, sub-admin PIN or user PIN

0
...
9

No. 1-9 and 10[0] of the announcement



Internal telephone number*

*



You hear the acknowledgement tone

*

Start the recording



Record the requested text

#

Stop the recording



Playing of the recording

* Internal telephone number of the voice mailbox (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Note: This function will delete the existing announcement immediately. The announcement text to be recorded may have a maximum length of 3 minutes. After 3 minutes, the recording will be stopped automatically and you will hear the acknowledgement tone. If you are

using a shorter welcome message, you can stop the recording by hang-up or pressing the # key.

The announcement is recorded directly from the receiver of an internal telephone.

Listen to Announcement for a Voice Mailbox



Internal telephone

8 [lock icon] * 5 7 6

Admin PIN, sub-admin PIN or user PIN

0
...
9

No. 1-9 and 10[0] of the announcement



Internal telephone number*

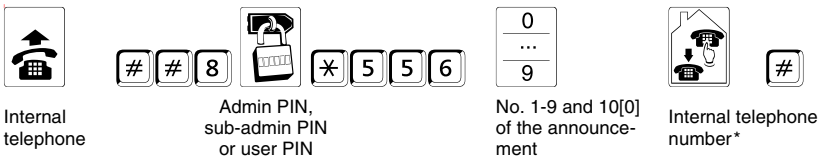
#



You hear the announcement

* Internal telephone number of the voice mailbox (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

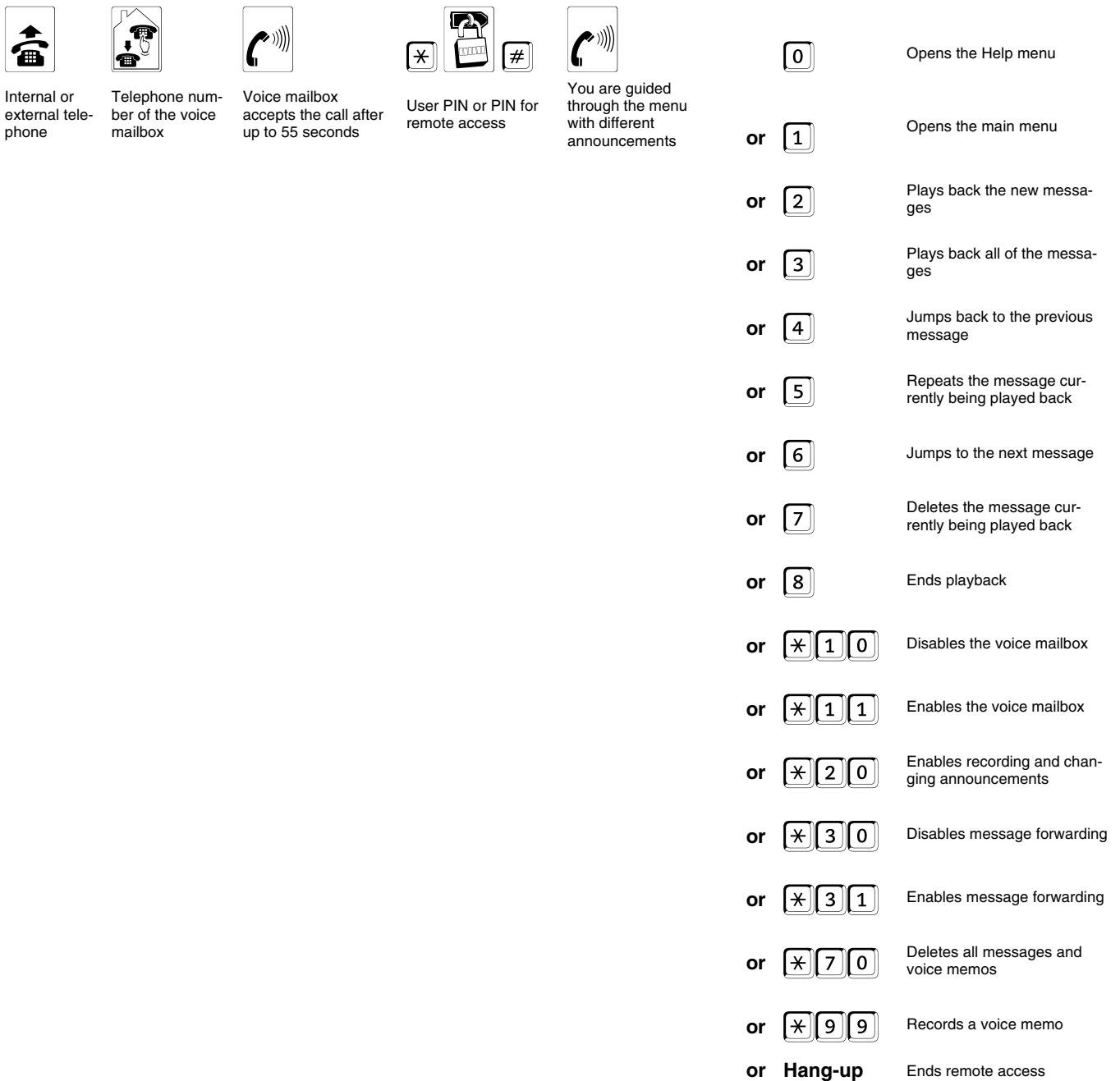
Delete Announcement for a Voice Mailbox



* Internal telephone number of the voice mailbox (If you use a direct exchange line telephone for the entry, ** is preceding the telephone number.)

Note: If you delete the announcement you recorded for a voice mailbox, the default announcement is automatically activated.

Query Voice Mailbox from an internal Telephone or execute Remote Access from an external Telephone



Additional function: By dialling 9 while a message is being replayed, you can query the telephone number of the caller – provided it has been transferred. By pressing the -key, you can initiate a callback to the telephone number of the caller.

Note: If the internal telephone used for the query is owner/user of the voice mailbox, it is not necessary to enter a user PIN or remote access PIN or the pound sign.

You as a user have only a limited number of configuration and viewing pages available, configured by the administrator of the PBX. The possible pages are described in the following chapters.

Access to the PBX

To be able to view and change settings via PC, it is necessary to have a connection between your PC and your PBX (e.g. via network).

Minimal System Requirements for the PC

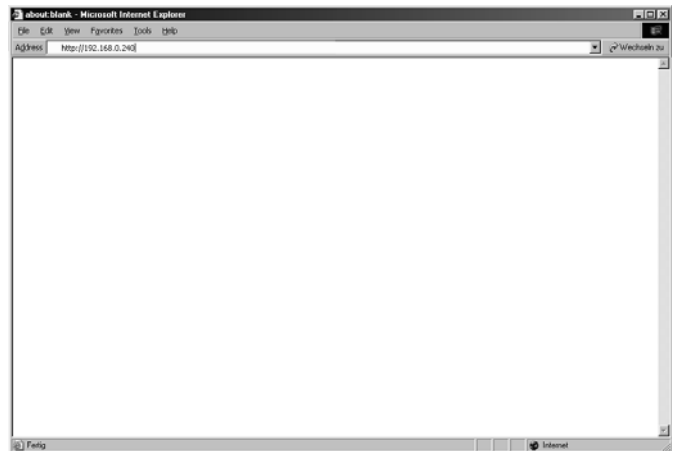
- PC with Intel Pentium 1 GHz or compatible processor
- Operation system if using the Ethernet port:
Windows XP (with Service Pack 3 or better), Windows Vista (with Service Pack 2 or better), Windows 7, Mac OS X and Linux (SuSE 7.3 or better)
- Operation system if the USB port is used (only COMmander Basic.2 and COMmander Business):
Windows XP (with Service Pack 3 or better), Windows Vista (with Service Pack 2 or better), Windows 7
- RAM memory: 256 MB, recommended 512 MB;
for Windows Vista/7: 1024 MB, for 64-bit 2048 MB
- **Recommended** Web browser for the configuration: Microsoft Internet Explorer as of version 7.0, Mozilla Firefox as of version 3.0, Safari as of version 5.0
- USB interface (in case of connection via USB port) according to USB specification 1.1 or 2.0
- Network controller (in case of an Ethernet connection the PC has to be equipped with a network controller and the corresponding driver has to be installed)
- Internet protocol TCP/IP (Transmission Control Protocol /Internet Protocol)
- CD-ROM or DVD drive
- Mouse or compatible pointer device
- SVGA graphic controller with a 1024 x 768 resolution, recommended 1280 x 1024 and 65536 colours (16 Bit)

Access to the Web Server and Registration

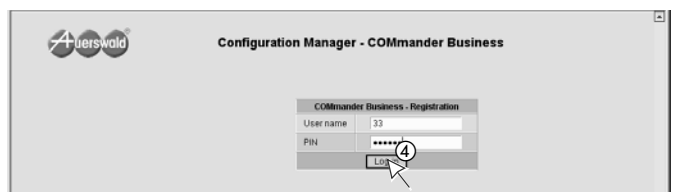
- ① Start the Browser (e.g. the Microsoft Internet Explorer).
- ② Enter the IP address of the PBX (e. g. **http://192.168.0.240**) in the address field of the Browser.

Note: Ask your system administrator about this address. Sometimes also a port address has to be entered (e.g. **8081**). In this case the complete address will be e.g. **http://192.168.0.240:8081**.

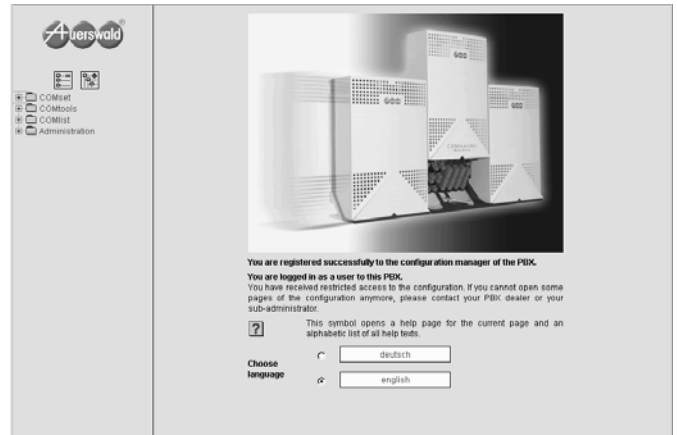
Important: In the case of some browsers, superfluous zeroes may cause problems. For this reason, you should not enter e.g. 192.168.021.002 instead of 192.168.21.2.



- ③ The Browser settings are checked.
- ④ Enter your telephone number as user name and in the next line the 6-digit user PIN and click on the button **“Log-in”**.



- ⑤ The configuration manager will open. Now you can see the available program items on the left side. By clicking on the plus sign you can open the folders and look at the underlying configuration and information pages.



Operation Advice

Help: You can open the online help with the information about the currently viewed page by clicking on the question mark symbol on each page. Inside the online help additional information or help files about other pages can be opened via “additional information” in an alphabetic ordered list.

Log out: In the bottom left corner there is the button necessary to close the web interface. Via mouse click on “Logout” you can directly return to the registration page.



Accept entered Data: Before leaving a page it is necessary – with some exceptions – to confirm your changes via mouse click on the field “Execute” in the action line. This way the displayed data is stored in the PBX. The successful storage of data is shown by the flashing save icon right at the top of the page.



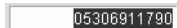
To store changes in individual table lines, you can also click the green save icon in the corresponding line.



Entry in a free field: A free field is available for the entry of a name or a number. Click with the left mouse button in the corresponding field and enter a number or a name with the keyboard. Before leaving the page it is necessary to confirm your entries via mouse click on the field “Execute” in the action line. The following signs must not be used: " ' # \$ & % < > / \



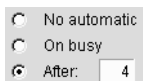
Change number or name: Click with the left mouse button twice on the entry to be overwritten. It will be marked in blue and can directly be overwritten or deleted with the Delete/Backspace key. Before leaving the page it is necessary to confirm your changes via mouse click on the field “Execute” in the action line.



Switch-over Functions: Functions that can do more than switching on/off and have a limited selection of only some options, a preselection has already been done in the field. To change this selection, you have to choose from the popup menu via mouse click. You open the popup menu with the left mouse button on the arrow.



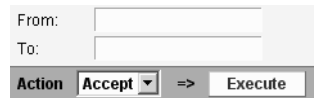
For some functions there are little circles as switches additionally to the listed options. The selected setting is marked with a black point within the circle. The function is switched over via mouse click on an empty circle. The activation of a setting causes the parallel deactivation of all other choices.



Activate/deactivate Functions: A square represent a switch. An empty square means “out” or “no”; there against a little hook means “on” or “yes”. The selection is done with a simple click with the left mouse button.



Add entries in the list: To create new entries in the list, you fill in the empty entry fields in the bottom line of the table and confirm your entries with a mouse click on the field “Execute” in the action line. Then one or more lines are added to the list.



Delete entries in the list: To delete an entry, click the red recycle bin in the corresponding table line and, subsequently, click the green check mark below.



Alternatively, you select “Delete” in the action line first instead of “Accept.”. Then you can mark one or more entries in the first table column via mouse click to delete them (little hook in the square).



If you like to select all entries you can activate the little box at the bottom left side of the action bar. Then you delete the marked entries with a mouse click on the field “Execute” in the action line.



Colour schemes: To adapt the interface to the personal taste the PBX is offering four colour schemes. They may be configured for the admin under *Administration* ► *Server configuration* and for the individual users under *COMset* ► *Internal subscriber (scr)* ► *Properties* ► *User settings*.

View and change your Settings via Web Interface

Look at the Telephone Numbers of the PBX

Look at the Telephone Numbers of the PBX

Note: The viewing of these presented pages can be restricted by the administrator.

- 1 The telephone numbering plan offers you an overview of the telephone numbers assigned in the PBX. These include the internal telephone numbers of the subscribers, groups, doors and loudspeakers as well as the Short-code dialling numbers.

To open it, click on “**COMset** ► **Internal numbers** ► **Telephone numbering plan**” in the tree at the left side. The list is sorted according to telephone numbers.

- 2 You can change the sorting order by clicking on “**Name**” or “**Type**” in the popup menu.

Telephone number	Name
0	Exchange line access number
12	service fax
13	purchase fax
14	distribution fax
15	marketing fax
16	caretaker
18	EDP 1
19	EDP 2
20	distrib. group
21	distrib. manager
23	distrib. assist.
24	distribution 1
25	distribution 2
26	marketing 1
30	product group
31	warehouse 1
32	warehouse 2
33	production 1
34	production 2
35	prod. m.phone
40	market group
50	service group

Look at the Call Forwarding Status

Note: The viewing of these presented pages can be restricted by the administrator.

- 1 The CF Status offers you an overview of the call forwardings and multi-path call forwardings for groups and subscribers assigned in the PBX.

To open it, click on “**COMset** ► **Internal numbers** ► **CF Status**” in the tree at the left side.

All available subscribers and groups are displayed in the list. The telephone number to which incoming calls can be forwarded when call forwarding is enabled is displayed in the corresponding table field. The table field which indicates whether call forwarding is enabled is highlighted with a green background.

A configuration that is valid when a page is requested is highlighted with a yellow background.

Telephone number name	CF immediately	CF on busy	CF on no reply	CF if all are logged out	Multi-path Call Forwarding
	Target number	Target number	Target number	Target number	Target number
12 service fax	---	---	---	---	---
13 purchase fax	---	---	---	---	---
14 distribution fax	---	---	---	---	---
15 marketing fax	---	---	---	---	---
16 caretaker	---	---	---	---	---
18 EDP 1	---	---	---	---	---
19 EDP 2	---	---	---	---	---
21 distrib. manager	23	23	23	---	---
23 distrib. assist.	20	20	20	---	---
24 distribution 1	---	---	---	---	---
25 distribution 2	---	---	---	---	---
26 marketing 1	---	---	---	---	---
31 warehouse 1	---	---	---	---	---
32 warehouse 2	---	---	---	---	---
33 production 1	---	---	---	---	---
34 production 2	---	---	---	---	---
35 prod. m.phone	---	---	---	---	---
35 distrib. group	---	---	---	---	---
30 product group	---	---	---	---	---
40 market group	---	---	---	---	---
50 service group	---	---	---	---	---

View and modify the Properties of your own Subscriber Port

Note: The viewing of these presented pages can be restricted by the administrator.

- Under "COMset ► Internal numbers ► Subscriber (scr) ► Properties + subscriber selection in the list field at the top" you can look at the subscriber properties and change them.
- In the column "Mode" your subscriber features are presented in an overview.

If the PBX uses several configurations (e.g. for day, night, holidays) and if the administrator did the settings of your telephone according to configurations, you can learn this from the different entries in this list.

A larger part of the functions is probably configured fixed by the administrator (perhaps also depending on the configuration) and has not been released for changes by you. To differentiate these entries they are marked in colours.

Red colour: The setting has not been released by the administrator.

Green writing colour: The setting can be changed by yourself.

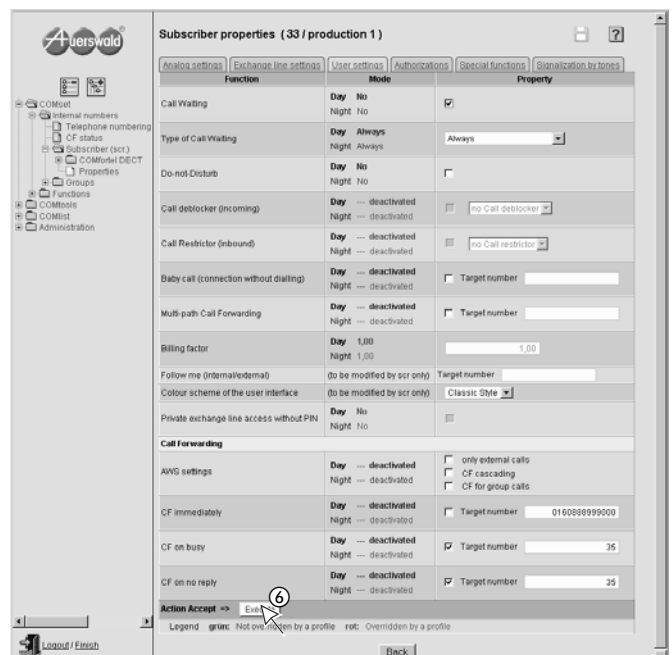
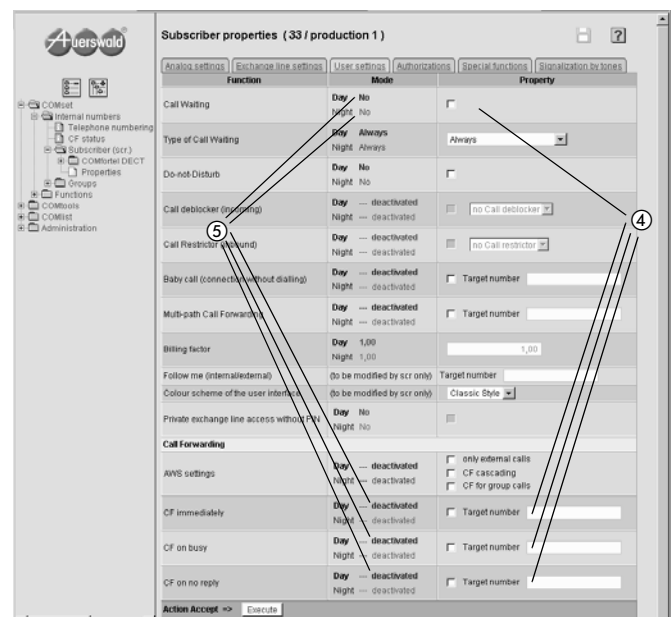
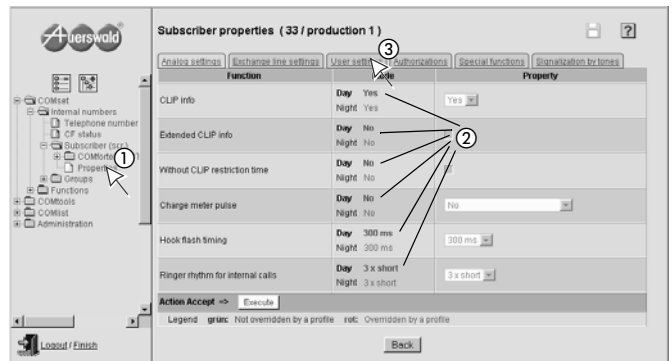
Note: If a function is not released for user settings at all (red colour in all configurations), the setting options are coloured in grey in the column "Property".

- By clicking on the register you can switch between the different functional blocks.
- If you like to change a setting (precondition: The corresponding entry is marked in green colour), you have to edit in the column "Property".
- Settings that you can modify yourself are presented in the column "Mode" in green colour. So if you change a feature, this change will work in all configurations that are in green colour.

If a setting is overridden only in some configurations (e.g. night) by the administrator, you can change the setting in the other configurations (e.g. day). If a setting is overridden in no configuration by the administrator, the setting in all configurations will be changed.

Note: You can also change some of the functions on the register card "User Settings" via telephone. This is described in this manual starting on page 34. Information about all other settings can be learned in the online help.

- If you have done the requested settings on a page, confirm these changes via mouse click on the field "Execute" in the action line.



View and change your Settings via Web Interface

View and modify the Properties of your own Group

- ⑦ Then you can check the performed settings in the column “Mode”.

Function	Mode	Property
Call Waiting	Day Yes Night Yes	<input checked="" type="checkbox"/>
Type of Call Waiting	Day Always Night Always	Always
Do-not-Disturb	Day No Night No	<input type="checkbox"/>
Call deblocker (incoming)	Day — deactivated Night — deactivated	<input type="checkbox"/> no Call deblocker
Call Restrictor (inbound)	Day — deactivated Night — deactivated	<input type="checkbox"/> no Call restrictor
Baby call (connection without dialing)	Day — deactivated Night — deactivated	<input type="checkbox"/> Target number
Multi-path Call Forwarding	Day — deactivated Night — deactivated	<input type="checkbox"/> Target number
Billing factor	Day 1,00 Night 1,00	1,00
Follow me (internal/external)	(to be modified by scr only)	Target number
Colour scheme of the user interface	(to be modified by scr only)	Classic, Blue
Private exchange line access without PIN	Day No Night No	<input type="checkbox"/>
Call Forwarding		
AVS settings	Day deactivated Night — deactivated	<input type="checkbox"/> only external calls <input type="checkbox"/> CF cascading <input type="checkbox"/> CF for group calls
CF immediately	Day 016088999000 Active Night — active	<input type="checkbox"/> Target number 016088999000
CF on busy	Day 35 active Night — deactivated	<input checked="" type="checkbox"/> Target number 35
CF on no reply	Day 35 active Night — deactivated	<input checked="" type="checkbox"/> Target number 35

View and modify the Properties of your own Group

Note: The viewing of these presented pages can be restricted by the administrator.

- ① Under “COMset ► Internal numbers ► Groups ► Properties + group selection in the list field at the top” you can view the group properties and change them.

Note: How to change the settings or which kind of information you can view on the pages is described in the [chapter View and modify the Properties of your own Subscriber Port on page 63](#) in detail.

Only the settings for functions Call Forwarding, Multi-path call forwarding and Follow-me can be changed.

Function	Mode	Property
AVS settings	Day ext. Calls deact. Cascading deact. Group calls deact. Night ext. Calls deact. Cascading deact. Group calls deact.	<input type="checkbox"/> only external calls <input type="checkbox"/> CF cascading <input type="checkbox"/> CF for group calls
CF immediately	Day deactivated - Night deactivated -	<input type="checkbox"/> Target number
CF on busy	Day deactivated - Night deactivated -	<input type="checkbox"/> Target number
CF on no reply	Day deactivated - Night deactivated -	<input type="checkbox"/> Target number
CF if all are logged out	Day deactivated - Night deactivated -	<input type="checkbox"/> Target number
Multi-path Call Forwarding	Day deactivated - Night deactivated -	<input type="checkbox"/> Target number

Look at the Telephone Book of the PBX

Note: The viewing of these presented pages can be restricted by the administrator.

- To open the telephone book of the PBX, click on "**COMtools ► Telephone book ► Overview**" in the tree.
- The telephone book is sorted correspondingly to the Short-code dialling numbers (if existing). If you like to sort the telephone book according to the names or telephone numbers, click on the corresponding headline of the column.
- If you do not like to scroll through all entries, you are able to set under "**Lines per page**" how many entries you like to look at on one page at the same time. By clicking on the arrow buttons or by selecting under "**Page:**" you can browse through the single pages.

Short code dialling number	External number	Name	Call Through	Call restrictor / deblocker
620	01703333333	market m.ph	<input type="checkbox"/>	<input type="checkbox"/>
621	0170452254245	distrb. m.phone	<input type="checkbox"/>	<input type="checkbox"/>
622	0170563464536	purchase m.phone	<input type="checkbox"/>	<input type="checkbox"/>
623	017034342543	product.m.phone	<input type="checkbox"/>	<input type="checkbox"/>
624	01704534644	caretaker m.ph.	<input type="checkbox"/>	<input type="checkbox"/>
625	017054323556	service m.phone	<input type="checkbox"/>	<input type="checkbox"/>
626	017062334322	warehouse m.ph.	<input type="checkbox"/>	<input type="checkbox"/>
627	03489247988	caretaker priv.	<input type="checkbox"/>	<input type="checkbox"/>
628	01605436789	field staff 1	<input type="checkbox"/>	<input type="checkbox"/>
629	01609876543	field staff 2	<input type="checkbox"/>	<input type="checkbox"/>

Short code dialling number	External number	Name	Call Through	Call restrictor / deblocker
624	01704534644	caretaker m.ph.	<input type="checkbox"/>	<input type="checkbox"/>
627	03489247988	caretaker priv.	<input type="checkbox"/>	<input type="checkbox"/>
621	0170452254245	distrb. m.phone	<input type="checkbox"/>	<input type="checkbox"/>
628	01605436789	field staff 1	<input type="checkbox"/>	<input type="checkbox"/>
629	01609876543	field staff 2	<input type="checkbox"/>	<input type="checkbox"/>
630	01609864534	field staff 3	<input type="checkbox"/>	<input type="checkbox"/>
631	01609034560	field staff 4	<input type="checkbox"/>	<input type="checkbox"/>
632	01609023546	field staff 5	<input type="checkbox"/>	<input type="checkbox"/>
633	01609643432	field staff 6	<input type="checkbox"/>	<input type="checkbox"/>
620	01703333333	market m.phone	<input type="checkbox"/>	<input type="checkbox"/>

Copy Telephone Numbers of the PBX Telephone Book into the Telephone Book of a DECT System telephone

Note: The viewing of these presented pages can be restricted by the administrator.

- Click on "**COMtools ► Telephone book ► DECT telephone book**" at the left side of the tree. This page only exists if you have a COMfortel DECT 900/900C or COMfort DECT 800.
- Activate the telephone book entries in the right column that you like to copy into the telephone book of your COMfortel DECT 900/900C or COMfort DECT 800.
- If you have selected the requested entries on one page (the possible total number is stated in the headline of the column), confirm them via mouse click on the field "**Execute**" in the action line.

Now the PBX starts copying the data to the telephone. If the handset is currently not ready for a data transfer (switched off or out of reach), the PBX will try it later again until the data is transferred. During the data transfer (duration: 1-3 minutes) a status message, e. g. "Copying from PBX", is displayed.

Short code dialling number	External number	Name	Max. entries
620	01703333333	market m.phone	140
621	0170452254245	distrb. m.phone	132
622	0170563464536	purchase m.phone	
623	017034342543	product.m.phone	
624	01704534644	caretaker m.ph.	
625	017054323556	service m.phone	
626	017062334322	warehouse m.ph.	
627	03489247988	caretaker priv.	
628	01605436789	field staff 1	
629	01609876543	field staff 2	

View Call Restrictor and Call Deblockers

Note: The viewing of these presented pages can be restricted by the administrator.

- To open the Call Restrictors and the Call Deblockers, click on "**COMtools ► Special numbers ► Overview**" at the left side of the tree.

The available Call Restrictors or Call Deblockers are presented.

Call restrictors (incoming)	Telephone numbers / Range	Name
Robinson	00520692000	
VIP numbers		
Call deblockers (incoming)	Telephone numbers / Range	Name
VIP	0052069200700	
Restricted number		
Call restrictors (outgoing)	Telephone number / Range	Name
Restricted	0800 0900	
Release numbers		
Call deblockers (outgoing)	Telephone numbers / Range	Name

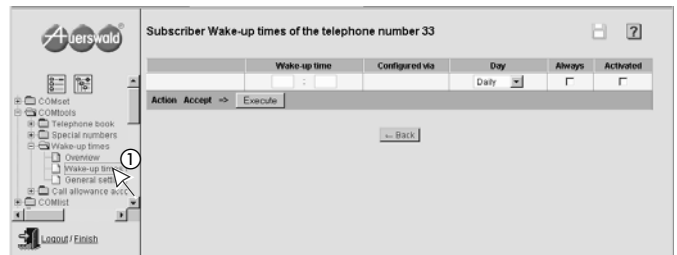
View and change your Settings via Web Interface

Enter Wake-up Times for your own Subscriber Port

Enter Wake-up Times for your own Subscriber Port

Note: The viewing of these presented pages can be restricted by the administrator.

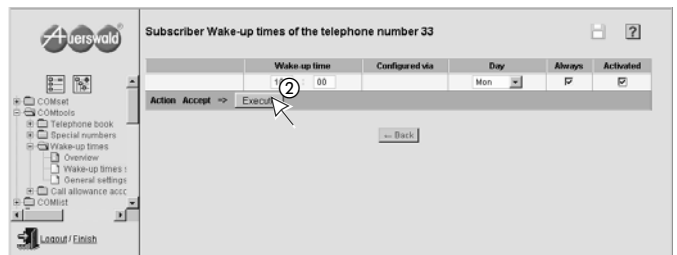
- Click on “**COMtools ► Wake-up times ► Wake-up times subscriber**” at the left side of the tree.



- Fill in the free entry fields with hours and minutes and add this wake-up time by clicking on the button “**Execute**”. Repeat it for additional wake-up times if necessary (a maximum of 20 wake-up times are possible for each user) and perform the other settings.

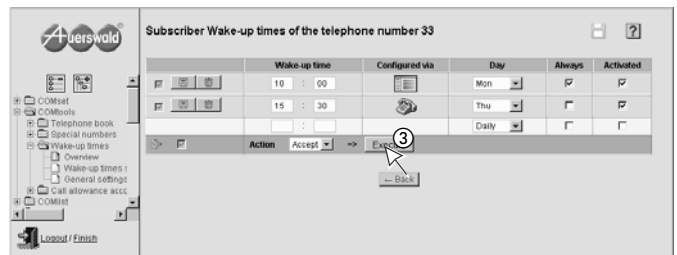
If you do not fill in the hook in the column “**Always**”, the entry will be deleted out of the list after the wake-up call has been executed.

If you do not like to use an entered wake-up time temporarily, do not delete it but deactivate it in the last column.

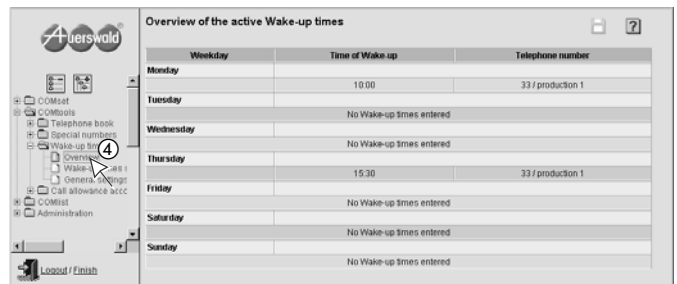


- If you change existing wake-up times, confirm them via mouse click on the button “**Execute**” in the action line.

Note: If a wake-up time has been entered via telephone, it would be shown by a telephone symbol in the column “**Configured via**”.

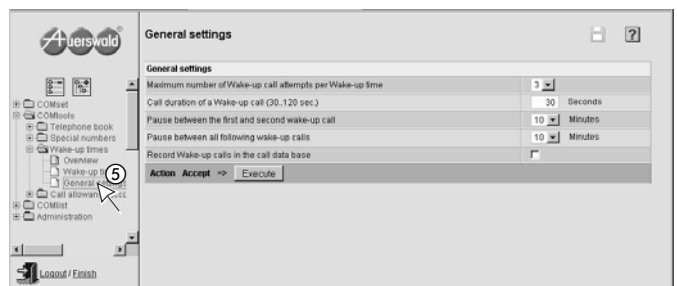


- On which weekdays wake-up times have been configured and activated for your extension, can be viewed under “**COMtools ► Wake-up times ► Overview**”.



- To configure e.g. the duration of a wake-up call or the number of repetitions, the pages “**COMtools ► Wake-up times ► General settings**” are available to you.

Important: Please note that all possible settings on this page are valid for all extensions.



Look at the Call Allowance Account Status

Note: The viewing of these presented pages can be restricted by the administrator.

- 1 If a call allowance account has been configured for your telephone, you can view the current status of your account under **“COMtools ► Call allowance accounts ► Call allowance accounts”**. Besides this you can learn how to recharge your account or how often it will be recharged.

Telephone number	Name	Call allowance balance	Charge to following pattern	Allowance charge amount
33	production 1	44,8600	Set monthly 15	50,0

Look at Call Data

Note: The viewing of these presented pages can be restricted by the administrator.

- 1 Under **“COMlist ► Call charge data list”** you can look at the generated call data.
- 2 If you do not like to scroll through all entries, you can configure under **“Lines per page”** how many entries are visible on one page at the same time. By clicking on the page number or arrow buttons you can browse through the single pages. The button of the visible page is marked in a colour.
- 3 By clicking on the corresponding headline of the column you can sort the call data as you like.
- 4 By selecting an existing filter you can reduce the presented call data list to e.g. the data of the last month.
- 5 If the function **“Online name search”** has been configured in the PBX, you can extend the call data list of the PBX later with missing names or update existing names if necessary. By clicking on the magnifier in the column **“External partner”** of the call data list the backward search at www.dasoertliche.de will be started. If an entry was found, the name and address of the call partner will be displayed. There is the option to edit this entry before copying it into the column **“external name”** of one or all entries with the corresponding number. There is also the option to copy it into the telephone book of the PBX.
- 6 By clicking on the book it is possible to copy the name and the telephone number of the calling partner into the Telephone book.

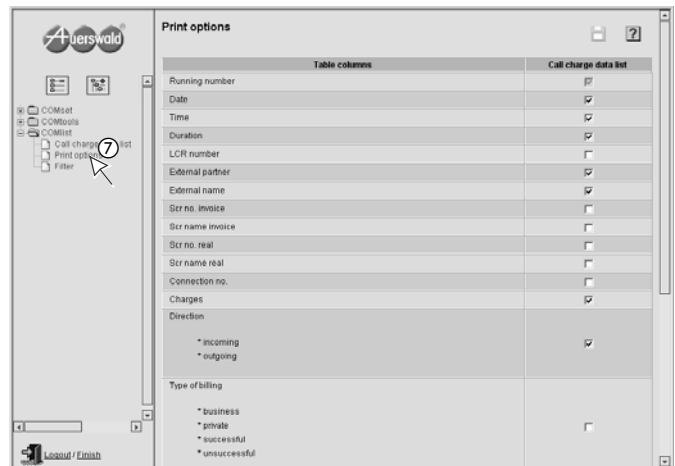
No.	Date	Time	Duration	External partner	External name	Charge	Decision
1	12.10.2005	11:47:55	00:01:50	35	production 2	0,0000	outgoing
2	12.10.2005	11:47:55	00:23:55	011791	production 3	0,7600	outgoing
3	05.10.2005	15:03:06	00:02:30	36	depot 1	0,0000	incoming
4	22.09.2005	15:43:53	00:08:48	31	production 3	0,0000	incoming
5	22.09.2005	15:41:45	00:01:04	36	office	0,0000	outgoing
6	21.09.2005	10:44:32	00:02:25	36	production 3	0,0000	incoming
7	16.09.2005	10:47:12	00:03:06	06920940	depot 2	0,1600	outgoing
8	07.09.2005	17:08:46	00:20:25	32	production 3	0,0000	incoming
9	07.09.2005	17:01:04	00:05:30	32	depot 2	0,0000	incoming
10	07.09.2005	13:20:25	00:02:30	36	production 3	0,0000	incoming

 The sum of charges on this page is 0,92 Eur. The interface also shows a 'Standard sorting' dropdown and an 'Execute' button."/>

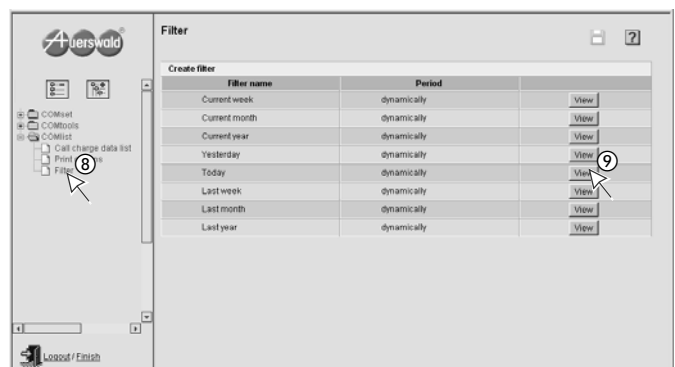
View and change your Settings via Web Interface

Look at Call Data

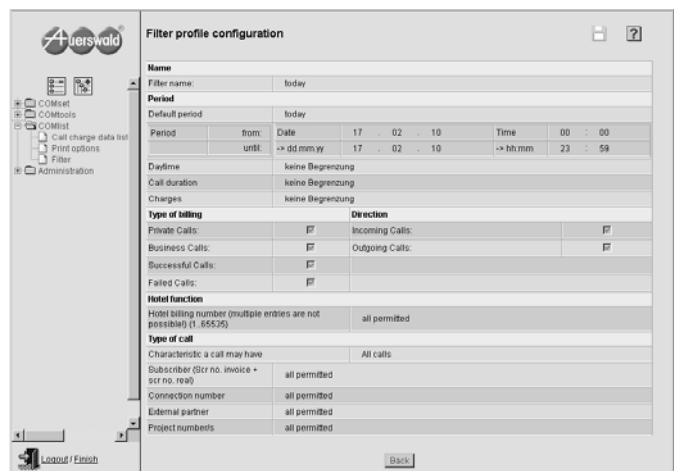
- ⑦ Under “**COMlist ▶ Print options**“ you can reduce the displayed table to the columns being necessary for you. Information on the meaning of the individual columns can be learned in the online help.



- ⑧ Under “**COMlist ▶ Filter**“ you can look at the available filters.
 ⑨ Click on the button “**View**“ of the corresponding filter.



- ⑩ Now the individual settings of the filter are presented to you.



Service Functions, Troubleshooting



Touching the voltage carrying conductors or the telephone connections may cause an electric shock **dangerous to life**. Also individual modules may carry dangerous ringer voltages during operation.

– The case may only be opened by the **skilled electrician**.

– **Installation work** inside the open case as well as **maintenance services** involving the keys inside the case are only allowed to be executed by the **skilled electrician**.

– Disconnect the **power plug** of PBX (and perhaps also the accessory) **from the 230 Volt mains socket** before opening the case in any case.

Change the PIN

With the following function each PIN of the PBX can be changed – provided that the PIN to be changed is known.



* 9 9 *



Old PIN
(6-digit)

*



New PIN
(6-digit)

*



New PIN
(6-digit)

#

Note: If you hear a busy tone at the end of the entry, the new PIN may be already in use in the PBX. Try again with another digit order.

Set Date and Time

The PBX has an internal clock that offers the system time to the connected terminals. If the terminal is able to support this option, this system time is displayed on the terminal.

Besides this the system time is necessary to execute functions like configuration switching as well as wake-up calls.

The clock may be set via the following function if necessary.



8 * 3 0 0

Sub-Admin PIN



6-digit time: 00-23 (hours) and
00-59 (minutes) and 00-59 (seconds)

#



8 * 3 0 1

Sub-Admin PIN



6-digit date: 01-31 (day), 01-12 (month),
00-99 (year)

#

Cleaning of the Casing

Protect the PBX against moisture, dirt, aggressive fluids or steam. Should a cleaning be necessary, wipe the case with a slight humid

cloth or use an antistatic fabric. Pay attention by all means that no moisture will enter into the case.

Least Cost Routing (LCR)

The PBX enables you to call easily and without prior thinking via the cheapest available network provider. This is called automatic Least Cost Routing. If LCR is activated for the telephone, the PBX selects the corresponding prefix telephone number of the provider proposed for the corresponding time for each outbound external call and dials it first.

You can select between two different LCR methods:

- With Soft-LCR easy⁹ a chargeable¹⁰ update service is available. The tariff tables in the PBX can be update automatically or with the function described later.
- You are responsible yourself for the update of the tariff data with Soft-LCR 4.0. The tariff tables in the PBX can be updated via Web interface in the configuration manager "Routing".

Service Functions, Troubleshooting

Call the Service Technician and ask for Configuration Changes

Start LCR easy-Update



Sub-Admin PIN



Ring-back tone (PBX connects the telephone with the server; app. 2 seconds)



Special tone pulsating in an interrupted manner (connection to the server is activated; app. 16 seconds for 8 providers)



Acknowledge tone (Update was successful)

Important: Before you start the update as here described, Soft-LCR easy⁹ has to be installed and configured.

The update is generating costs.¹⁰

Note: If the server is busy or does not take the call (e.g. because you already had the most recent data) there are no charges for you.

If you immediately hear the busy tone, the server is e.g. busy. Try again later.

If you hear the ring-back tone for 15 seconds and then the busy tone, the server does not accept the call because your data have already been up-to-date. You can enforce an update (e.g. because the number of the telephone providers changed) if you start an update within an hour again.

If you hear a busy tone after the busy tone instead of the acknowledge tone, the update has been interrupted without success (e.g. because of a problem of the server). Then the PBX has no LCR data anymore. The LCR is automatically switched off and only after the next successful update it is activated again.

This update starts automatically and if it is not accepted by the server it is enforced by the PBX and retried. (Exception: If no automatic has been configured, you have to start the update manually.)

You can do a maximum of 5 update tries per day and presented telephone number.

⁹ The program Soft-LCR easy is a dialer program registered at the Bundesnetzagentur (formerly RegTP) for the premium service number (0 90 09) 00 00 561. The program is used for the update of the Least-Cost-Routing tables in the PBX to be able to select the most cost-effective connection for a telephone call automatically. During the installation only the configuration program Soft-LCR easy is installed on the PC. There is no dialling of the premium service number. Only during the activation by the user there will be a dial-in of the premium service number by the PBX itself. With this configuration program the PBX can be configured in such a way that it dials the premium service number in selectable regular intervals to update the LCR tariff tables automatically. The deactivation of the regular dialling of the premium service number can be made with by configuration program Soft-LCR easy in the PBX. The configuration program Soft-LCR easy can be de-installed via the menu.

¹⁰ The update is done via the premium service number (0 90 09) 00 00 561 (1,86 Euro/minutes – tact 2 seconds; valid until 3rd of December, 2010). The price is a German fixed network price. There is a maximum charge of 0,93 Euro per connection.

Call the Service Technician and ask for Configuration Changes

If you want to ask your dealer later for changes to the settings of your PBX, it will not be necessary that a service technician comes to your home. The function remote programming enables a service technician, to read the data out of the PBX or to reprogram during an external

telephone connection. He needs your permission of course. And if you give your permission by dialling certain digits described here, the service technician will be able to do the remote diagnosis or the remote programming only for a short time frame.

Release PBX for Remote Configuration (PPP)



Sub-Admin PIN or User PIN

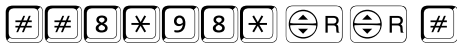
Analog Devices

If you like to connect an additional device or to connect another device to a connection box e.g. a telephone instead of a fax machine, please contact your specialized dealer or your skilled electrician. If you like to connect other telephones to the already existing and configured analog connections (e.g. replace a pulse dial telephone by a new DTMF telephone), please pay attention to the following: The analog subscriber connections enable the connection of most of the analog units with pulse dialling or dual-tone multi-frequency dialling (telephone, fax machine, modem, answering machine). Units with a DTMF dialling must have a FLASH key (so-called signal key R).

If you pick up the receiver telephone after having plugged in a new telephone, please dial **7** and hang up. Thanks to this the PBX will learn the dialling mode.

If the new telephone has a dual-tone multi-frequency dialling, check whether the FLASH key was set and set the FLASH period as short as possible (see operation instruction of the telephone). Then you execute the programming described in the following. Subsequent to this the PBX has learned the exact duration of the FLASH time of your telephone. This is very important e.g. for the transfer or Query. Analog telephones that execute certain function via T-Net function key/menu are using a long FLASH (300 ms). Often an additional FLASH key is available. Configure this also to 300 ms and execute the following programming again.

Learn Flash Timing



ISDN Devices

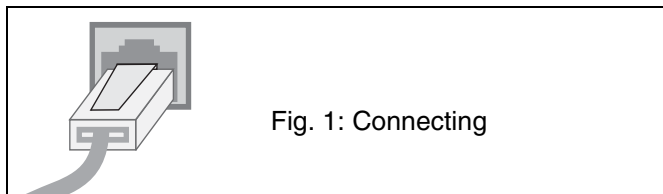
If you like to connect an additional device, please contact your specialized dealer or your skilled electrician. If an S_0 bus is connected to the internal S_0 port, there are often more connecting boxes than units but you will need a new internal telephone number for the new device. This must be configured.

If you like to replace one device by another (e.g. telephone by telephone or ISDN PC-controller by ISDN PC-controller), you will also have to pay attention to the fact that a maximum of four devices per S_0 port may get their voltage supply out of the PBX. All the devices should be certified Euro-ISDN units in order to guarantee a proper functionality.

The connecting cable of an ISDN device may have a maximum length of 10 m. It is equipped with a Western plug that you plug into

the ISDN wall jack as shown in Fig. 1. (If you like to unplug the Western plug out of the wall jack again, you will have to press the lever in order to remove it). In case of self powered ISDN devices you have to connect the power supply with the 230 Volt mains.

Then you must enter the MSN into the new unit (see instruction manual of the telephone). This MSN must match with an MSN configured with *COMset* for the internal S_0 port.



Frequent Problem Sources

The functional richness of the PBX makes it sometimes possible that a function is started unintentionally and by mistake (e.g. by dialling a wrong number sequence). It is also possible that you dialled an incorrect programming sequence and start a function that has an unknown effect to you.

Or you have no knowledge about the authorizations and rights of the subscribers.

Sometimes problems that are suspected to be in the PBX are actually problems located in the telephone (e.g. ringer switched off, no MSN entered). There might also be problems with power failures or the exchange lines.

The following chapters will assist you in finding minor problems yourself. If you are still not finding a solution here, please contact your dealer or your skilled electrician.

You are hearing an unexpected Tone

Various tones in the receiver are signalling various operating modes of the PBX.

At the end of a programming you hear e.g. the acknowledge tone as a prove of successful execution. If you hear a busy tone, it indicates that there was an error during the operation or a missing authorization.

The internal dial tone after picking up the receiver or after pressing the FLASH- or R-key is signalling that you can start to dial a number.

You are not hearing a Dial Tone after Picking up the Receiver

- ① Please check the wiring and plugs. Please also check the telephone.
- ② If you have this problem with an ISDN telephone, you did not enter the corresponding internal telephone number as first MSN into the telephone. Try to correct this problem. Make sure that this MSN is presented to the *PBX* later (see manual of the telephone).
- ③ Disconnect the telephone from the *PBX* for 5 seconds **and** an eventually existing external power supply (Pull the plug). If the problem is solved, the telephone had a malfunction.
- ④ If this problem exist for all internal telephones, check whether there is a power outage or whether the power plug of the PBX has

been removed from the socket. If not, contact your authorized dealer or your skilled electrician.

You are hearing the Busy Tone after picking up the Receiver on a Direct Exchange Line Telephone

- ① All available public exchange lines are busy.

You are hearing a pulsating Tone (Special Dial Tone) after Picking up the Receiver

- ① Eventually a subscriber Call Forwarding has been configured for the telephone. You can switch this function off, if unwanted (p. 33).
- ② Eventually a Do-not-Disturb service has been configured for the telephone. You can switch this function off, if unwanted (p. 44).
- ③ Please check, if the filling status of the call data memory has exceeded 80%.

You are hearing a pulsating Tone (Special Dial Tone) for 2 seconds after Picking up the Receiver

- ① An automatic dialling has been configured for the telephone. You can switch this function off, if unwanted (see p. 43).

Service Functions, Troubleshooting

Frequent Problem Sources

You are hearing a pulsating Tone (Special Dial Tone) after logging into a Group

- ① Eventually a group Call Forwarding has been configured for the group.

You are hearing a Clicking/Breaking after Picking up the Receiver

- ① If this is an analog telephone, the “call charge transmission immediately” has been activated with the configuration program *COMset*. You will hear these charge unit pulses for the previous call after picking up the receiver (particularly, if it was an expensive long distance call).
- ② Check the curled cord of the receiver for defects.

Telephoning impossible

The most important requirement for telephoning is the presence of a dial tone after picking up the receiver. If this is not the case, the previous chapter will help you.

If an external call is not possible with your telephone, please check, if this problem is also existing on other internal telephones or if dialing a different external number is possible.

No external Call possible

- ① Please check the exchange line authorization for these subscribers.
- ② Please check, if there is a call allowance configured for these subscribers and if the account is empty.
- ③ If you have this problem with all internal telephones, check if the connection of the PBX to the network operator (e.g. NT) has been

disconnected. If not, please contact your authorized dealer or your skilled electrician.

Telephony is not possible on the ISDN or System telephone

- ① If you hear the busy tone after picking up the receiver, eventually both voice channels of the internal S₀ ports are busy. Try again later.
- ② You might not have entered the corresponding internal telephone number as first MSN into the telephone. Try to correct this problem. Make sure that this MSN is presented to the PBX later (see manual of the telephone).
- ③ Disconnect the telephone from the PBX for 5 seconds **and** an eventually existing external power supply (Pull the plug). If the problem is gone, the telephone had a malfunction.

The Telephone cannot be called

Check if your telephone is really not reachable. Try to make a call from another internal telephone to you telephone.

No internal and external Calls

- ① Eventually a subscriber Call Forwarding has been configured for the telephone. You can switch this function off, if unwanted (see p. 33).
- ② If the telephone is permanently busy, perhaps the Do-not-Disturb was activated. Switch it off if this is not needed (see p. 44).
- ③ Please check if the ringer of the telephone is deactivated.
- ④ Disconnect the corresponding telephone from the PBX **and** the external power supply (Pull the plug) for app. 5 seconds. If the problem is solved, the telephone had a malfunction.

- ② Please check if the telephone has the necessary exchange line authorization for external calls (in this case no external calls can be started on this telephone).
- ③ If you have this problem with all internal telephones, check if the connection of the PBX to the network operator (e.g. NT) has been disconnected. If not, please contact your authorized dealer or your skilled electrician.

No incoming external Calls, but Calls from internal Telephones are possible

- ① Eventually a MSN/DDI Call Forwarding has been configured. You can switch this function off, if unwanted (see p. 40).


No incoming Calls to the Group Number

- ① To receive calls to the group number, you have to log in as a group member “incoming” (see p. 48).
- ② To be able to log into a group, your telephone has to be configured as member of the group.
- ③ Eventually a group Call Forwarding has been configured for the group.

No external Calls are reaching an internal Target Telephone with a Call Forwarding activated

- ① Please check if the telephone has the necessary exchange line authorization for external calls (in this case no external calls can be started on this telephone).

Query or Transfer not possible

If you are already in a call status with another subscriber (internal or external), you have to press the Flash key (signal key, R key) on a DTMF telephone first, before you dial a number e.g. to transfer. In this manual the flash key is presented with the symbol .

The flash key does not exist on a pulse dial telephone and is also not necessary. If you have connected an PD telephone to your PBX, you will not have to press the flash key.

Pressing the FLASH key disconnects the Caller

- ① The FLASH duration of the telephone is too long. Modify the settings of the telephone (see manual of the telephone) or the settings of the PBX with the function “learn FLASH time” (see p. 70).

Pressing the FLASH key leaves you in the first Call

- ① The FLASH duration of the telephone is too short. Modify the settings of the telephone (see manual of the telephone) or the settings of the PBX with the function “learn FLASH time” (see p. 70).

- ② The FLASH-key of your telephone is configured as EARTH-key and not as FLASH-key (see manual of the telephone).

A Query is not possible via T-Net-Function Key/Menu

- ① Analog telephones equipped with T-Net-function keys or menus are using a long FLASH (300 ms). Eventually your PBX is not configured for this FLASH timing. Most of the time an additional FLASH-key is available at the telephone. Configure this key also for 300 ms (see manual of the telephone) and let the PBX learn the FLASH timing (see p. 70).

You try a Query from an external Call to an internal Call and hear the busy Signal

- ① The called party is probably talking. Try again later.
- ② Please check if the telephone has the necessary exchange line authorization for external calls (in this case no external calls can be started on this telephone).

ISDN Telephone is ringing after putting the Receiver on-hook and you are reconnected

- ① Please check with the manual of your telephone, if "Transfers on a PBX" is activated. If not, try to correct this problem.

Pick-up is not possible

Depending on the assigned authorization of your telephone you can do a pick-up of any available telephones, only for telephones within your group or not at all.

Busy Tone during Pick-up for external Call

- ① Please check if the telephone has the necessary exchange line authorization for external calls. In this case a pick-up of an external call is not also possible.

Busy Tone during Pick-up on the internal S₀ Port

- ① Probably both voice channels of the internal S₀ ports are busy.

Pick-up takes over ongoing Calls to another Telephone

- ① The Takeover function and Pick-up use the same functional procedure. "Conversation may be taken over" should be deactivated for all telephones. The permission for a Takeover is only useful for answering machines.

PBX is not programmable

The settings corresponding to your telephone can be done with the functions for standard telephones described in this manual or via web server.

For the functions via telephone the corresponding PINs are necessary. For the changes of the settings via web server you need a user PIN in any case.

Via the Web Server no changes are possible

- ① The settings of certain functions or of all functions for the corresponding telephone may have been forbidden.

On a certain Telephone no programming is possible





- ① The settings of certain functions or of all functions for the corresponding telephone may have been forbidden.





Telephoning

Alarm -> page 31

    Confirm alarm within 60 seconds with DTMF digit "0"

Take waiting Call/reject it -> page 13

    Take waiting call and put ongoing call on hold (start Query)

    Take waiting call and finish ongoing call

    Reject waiting call to continue ongoing call undisturbed





Announcement/Handsfree mode -> page 27



       Call system telephone (individual telephone or group) for InterCom Announcement

       Call system telephone for InterCom/ Handsfree Mode

   Call audio output


Call Through -> page 33

    Call external connection through PBX

      Call external connection through PBX (using Short-Code Dial Number)







      Call internal subscriber or internal group of the PBX


Start a call -> page 14








   Call internal telephone

    Knock internally








   Call external telephone









      Request exchange line access (exchange line connection)

       Start external call with number presentation restricted

       Start external call with private exchange line access

       Start external call with private exchange line access (without PIN)


       Start external call with project assignment

        Start external call with a certain telephone number






    Start external call with a certain VoIP account

Conference -> page 26

     Start conference call








   Finish conference call completely


     Connect both conference call partners

     Back to the previous active call partner (Query)

     Back to the previous call partner on hold (Query)


Pick-up and Take over -> page 12


       Another internal Telephone rings – Pick-up






      Take Call from Answering Machine






Query and Alternation -> page 19






    Start external Query



    Start internal Query

     Cancel Query on no Reply

     In a Query talk to both call partners individually (Alternation)






     In a Query disconnect the call on hold and continue with the active call

     In a Query disconnect the active call and continue with the call previously on hold

  In a Query connect both call partners by hanging up

Query and 3rd Call -> page 24

     Start 3rd call with external connection

     Start 3rd call with internal telephone

Finish 3rd call and return to the previously active call partner (Query)

Finish 3rd call and return to the call partner previously on hold (Query)

Connect the 2nd and 3rd call partner - then talk with the 1st call partner

Disconnect 1st and 2nd call – then talk with the 3rd call partner

Start internal Query call to call door terminal

Open the door during door terminal call

Start internal Query call during door terminal call

Connect door terminal call

Start Recall/Exchange Line Reservation -> page 18

Start Recall on Busy (internal/external)

Delete Recall on Busy

On Busy: Reserve Exchange Line for the next call

Transfer -> page 22

Connect both call partners by hanging up

Connect both call partners

Put a call into an internal parking zone (**Call Parking**) and take it with another telephone again.

Connect external Call to internal telephone without announcement (**Blind Transfer**)

Put the external caller into the Waiting Loop if transfer was unsuccessful

Door Terminal Call -> page 28

Call door terminal

Settings

Alarm -> page 31

Activate one-time alarm from an internal telephone (sub-admin PIN, no. of the alarm contact)

Activate repetitive alarm from an internal telephone (sub-admin PIN, no. of the alarm contact)

Deactivate alarm from an internal telephone (sub-admin PIN, no. of the alarm contact)

Activate one-time alarm from an external telephone (telephone number for remote switching/programming, external PIN, no. of the alarm contact)

Activate repetitive alarm from an external telephone (telephone number for remote switching/programming, external PIN, no. of the alarm contact)

Deactivate alarm from an external telephone (telephone number for remote switching/programming, external PIN, no. of the alarm contact)

Alarm announcements -> page 52

Record alarm announcement (no. 1[6]-4[9] of the announcement, sub-admin PIN)

Listen to alarm announcement (no. 1[6]-4[9] of the announcement, sub-admin PIN)

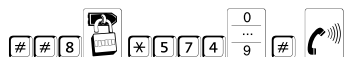
Delete alarm announcement (no. 1[6]-4[9] of the announcement, sub-admin PIN)

Automatic Reception -> page 53

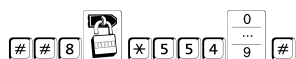
Record announcement for automatic reception (no. 1-9 and 10[0] of the announcement, sub-admin PIN)

Digit Sequence Index

Settings

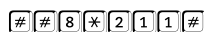


Listen to announcement for automatic reception (no. 1-9 and 10[0] of the announcement, sub-admin PIN)

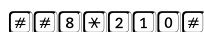


Delete announcement for automatic reception (no. 1-9 and 10[0] of the announcement, sub-admin PIN)

Do-not-Disturb -> page 44



Switch on Do-not-disturb



Switch off Do-not-disturb



Activate Call Deblocker (incoming) (user PIN)



Deactivate Call Deblocker (incoming) (user PIN)



Activate Call Restrictor (incoming) (user PIN)



Deactivate Call Restrictor (incoming) (user PIN)

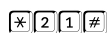
Call Forwarding (Subscriber) -> page 33



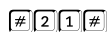
Configure CF unconditional for subscribers (internal destination telephone number)



Configure CF unconditional for subscribers (external destination telephone number)



Activate CF unconditional for subscribers



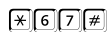
Deactivate CF unconditional for subscribers



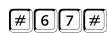
Configure CF on busy for subscribers (internal destination telephone number)



Configure CF on busy for subscribers (external destination telephone number)



Activate CF on busy for subscribers



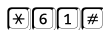
Deactivate CF on busy for subscribers



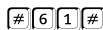
Configure CF on no reply for subscribers (internal destination telephone number)



Configure CF on no reply for subscribers (external destination telephone number)



Activate CF on no reply for subscribers



Deactivate CF on no reply for subscribers

Call Forwarding (Group) -> page 37



Configure CF unconditional for groups (telephone number to be forwarded, internal destination telephone number)



Configure CF unconditional for groups (telephone number to be forwarded, external destination telephone number)



Activate CF unconditional for groups (telephone number to be forwarded)



Deactivate CF unconditional for groups (forwarded telephone number)



Configure CF on busy for groups (telephone number to be forwarded, internal destination telephone number)



Configure CF on busy for groups (telephone number to be forwarded, external destination telephone number)



Activate CF on busy for groups (telephone number to be forwarded)



Deactivate CF on busy for groups (forwarded telephone number)



Configure CF on no reply for groups (telephone number to be forwarded, internal destination telephone number)



Configure CF on no reply for groups (telephone number to be forwarded, external destination telephone number)



Activate CF on no reply for groups (telephone number to be forwarded)



Deactivate CF on no reply for groups (telephone number to be forwarded)

Call Forwarding (external Numbers) -> page 40



Configure CF unconditional for external numbers (telephone number to be forwarded, external destination telephone number)



Activate CF unconditional for external numbers (telephone number to be forwarded)

9 6  # # 2 1

Deactivate CF unconditional for external numbers (telephone number to be forwarded)

9 6  # * 6 7 * 

Configure CF on busy for external numbers (telephone number to be forwarded, external destination telephone number)

9 6  # * 6 7

Activate CF on busy for external numbers (telephone number to be forwarded)

9 6  # # 6 7

Deactivate CF on busy for external numbers (telephone number to be forwarded)

9 6  # * 6 1 * 

Configure CF on no reply for external numbers (telephone number to be forwarded, external destination telephone number)

9 6  # * 6 1

Activate CF on no reply for external numbers (telephone number to be forwarded)

9 6  # # 6 1

Deactivate CF on no reply for external numbers (telephone number to be forwarded)

9 6 # * 6 9

Switch over CF to time control for the MSN of the dialling telephone

9 6  # * 6 9

Switch over CF to time control for the entered number

BabyCall -> page 43

* 5 3 *  #

Configure BabyCall/hotline (internal destination telephone number)

* 5 3 *  #

Configure BabyCall/hotline (external destination telephone number)

* 5 3 #

Activate BabyCall/hotline

5 3

Deactivate BabyCall/hotline

* # 5 3 #


Check activation

Flash Time -> page 71

8 * 9 8 *  

Learn Flash time



Follow-me -> page 36

8 * 1 9 1 

Configure internal Follow-me on the internal destination telephone (telephone(s) to be forwarded/group)

8 * 1 9 0

Deactivate all forwardings directed to this telephone on the internal destination telephone

8 * 1 9 1  * 

Configure internal Follow-me from any internal telephone (telephone(s) to be forwarded/group, internal destination telephone number)

8 * 1 9 1  * 


Configure external Follow-me from any internal telephone (telephone(s) to be forwarded/group, external destination telephone number)

8 * 1 9 0 

Delete Follow-me from any internal telephone (telephone(s) to be forwarded/group)

 # # 8  * 1 9 1  *  #

Configure internal Follow-me from external telephone (tel.no. for remote switch./programming, external PIN, telephone/group to be forwarded, internal destination telephone number)

 # # 8  * 1 9 1  *  #

Configure external Follow-me from external telephone (tel.no. for remote switch./programming, external PIN, telephone/group to be forwarded, external destination telephone number)

 # # 8  * 1 9 0  #

Delete Follow-me from external telephone (tele.no. for remote sw./programming, external PIN, forwarded telephone(s)/group)

Call Charges -> page 50

8  * 9 2 1

Start LCR update (sub-admin PIN)

8  * 7 4  *  9998

Set account to 0-9998 currency units (e.g. Cent) (sub-admin PIN, internal subscriber)

8  * 7 4  * 9 9 9 9 9

Set account to "unlimited" (sub-admin PIN, internal subscriber)

8 * 2 7 0

Stop Call Charge Data printout

8 * 2 7 1

Start Call Charge Data printout

8  * 5 1

Delete individual call data sets (user PIN)

Groups -> page 48

8 * 4 1 1 

Log in incoming to a group (internal telephone number of the group)

8 * 4 1 1

Log in incoming to all groups

8 * 4 1 0 

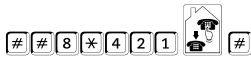
Log out incoming of a group (internal telephone number of the group)

8 * 4 1 0

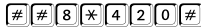
Log out incoming of all groups

Digit Sequence Index

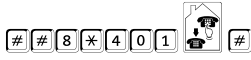
Settings



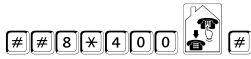
Log in outgoing to a group
(internal telephone number of the group)



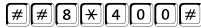
Log out outgoing



Log in incoming and outgoing to a group
(internal telephone number of the group)



Log out incoming and outgoing of a group
(internal telephone number of the group)



Log out incoming and outgoing of a group



Log out all the members of a group (internal
telephone number of the group)

Configurations (Day, Night etc.) -> page 50



Switch configuration from an internal
telephone (no. of the configuration)



Switch configuration from an external
telephone (telephone number for
remote switching, external PIN, no. of
the configuration)

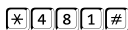
Multi-path Call Forwarding -> page 42



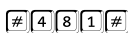
Configure multi-path call forwarding
for the subscriber (internal
destination telephone number)



Configure multi-path call forwarding
for the subscriber (external
destination telephone number)



Activate multi-path call forwarding
for the subscriber



Deactivate multi-path call forward-
ing for the subscriber



Configure multi-path call
forwarding for the group (called
telephone number, internal
destination telephone number)



Configure multi-path call forward-
ing for the group (called tele-
phone number, external
destination telephone number)



Activate multi-path call forwarding
for the group (called telephone
number)



Deactivate multi-path call forward-
ing for the group (called telephone
number)

Change PIN -> page 69



Change PIN (old PIN, new PIN,
new PIN)

Release Programming via S₀ -> page 70



Release programming
(user PIN or sub-admin PIN)

Room Monitoring -> page 46



Start Room Monitoring to listen into the
room later



Call configured telephone from
internal telephone and perform Room
Monitoring



Perform Room Monitoring from exter-
nal telephone (telephone number for
Remote Switching/programming,
external PIN)

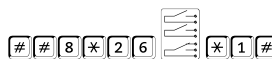
Relay -> page 30



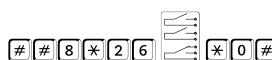
Activate relay with the opera-
tion modes "staircase light,
door opener, alarm indication
light, siren, PC relay" from inter-
nal telephone (relay number)



Activate relay with the opera-
tion modes "staircase light,
door opener, alarm indication
light, siren, PC relay" from
external telephone (telephone
number for remote switching,
external PIN, relay number)



Activate relay with the opera-
tion mode "depending on confi-
guration" from internal
telephone number (relay
number)



Deactivate relay with operation
mode "depending on configura-
tion" from internal telephone
(relay number)

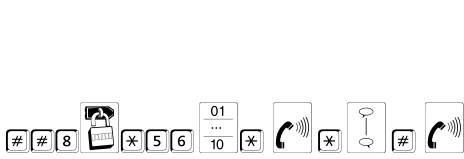


Activate relay with operation
mode "depending on configura-
tion" from external telephone
(telephone number for remote
switching/programming, exter-
nal PIN, relay number)



Deactivate relay with operation
mode "depending on configura-
tion" from external telephone
(telephone number for remote
switching/programming, exter-
nal PIN, relay number)

Text before Answering -> page 52



Record Announcement for Text before Answering (no. 1-10 of the announcement, sub-admin PIN)



Listen to Announcement for Text before Answering (no. 1-10 of the announcement, sub-admin PIN)



Delete Announcement for Text before Answering (no. 1-10 of the announcement, sub-admin PIN)

Time -> page 69



Set time (sub-admin PIN, time 6-digit hhmms)



Set date (sub-admin PIN, date 6-digit ttmjij)

Music on Hold -> page 52



Fade in internal Music on Hold (sub-admin PIN)



Delete internal Music on Hold (sub-admin PIN)



Record Music on Hold announcement (sub-admin PIN)



Delete Music on Hold announcement (sub-admin PIN)



Deactivate Music on Hold and announcement (sub-admin PIN)



Activate only announcement without Music on Hold and listen to it (sub-admin PIN)



Activate only internal Music on Hold without announcement and listen to it (sub-admin PIN)



Activate internal Music on Hold mixed with announcement and listen to it (sub-admin PIN)

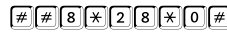


Activate only external Music on Hold without announcement and listen to it (sub-admin PIN)

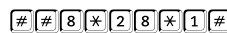


Activate external Music on Hold mixed with announcement and listen to it (sub-admin PIN)

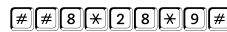
Voice Mailboxes -> page 58



Activate readiness



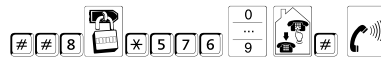
Deactivate readiness



Activate time control for readiness



Record announcement (no. 1-9 and 10[0] of the announcement, admin/sub-admin/user PIN)



Listen to announcement (no. 1-9 and 10[0] of the announcement, admin/sub-admin/user PIN)



Delete announcement (no. 1-9 and 10[0] of the announcement, admin/sub-admin/user PIN)

Voice Mailboxes: Query from internal Telephone or Remote Access -> page 59



Open the Help menu (user PIN or PIN for remote access)



Open the main menu (user PIN or PIN for remote access)



Play back the new messages (user PIN or PIN for remote access)



Play back all of the messages (user PIN or PIN for remote access)



Jump back to the previous message (user PIN or PIN for remote access)



Repeat the message currently being played back (user PIN or PIN for remote access)

Digit Sequence Index

Settings



Jumps to the next message
(user PIN or PIN for remote access)



Delete the message currently being played back
(user PIN or PIN for remote access)



End playback
(user PIN or PIN for remote access).



Disable the voice mailbox
(user PIN or PIN for remote access)



Enable the voice mailbox
(user PIN or PIN for remote access)



record and change announcements
(user PIN or PIN for remote access)



Disable message forwarding
(user PIN or PIN for remote access)



Enable message forwarding
(user PIN or PIN for remote access)

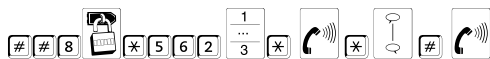


Delete all messages and voice memos
(user PIN or PIN for remote access)

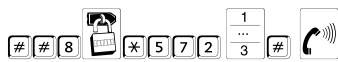


Record voice memo
(user PIN or PIN for remote access)

Wake-up Announcements -> page 52



Record wake-up announcement
(no. 1-3 of the announcement, sub-admin PIN)



Listen to the wake-up announcement
(no. 1-3 of the announcement, sub-admin PIN)

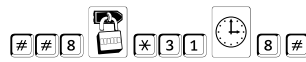


Delete wake-up announcement
(no. 1-3 of announcement, sub-admin PIN)

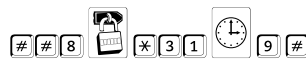
Wake-up Function -> page 46



Activate one-time wake-up with wake-up time for the next Mo = 1, Tu = 2, ... or Su = 7 (user PIN)



Activate one-time wake-up with wake-up time for the next Sa and Su (user PIN)



Activate one wake-up with the wake-up time for the next Mo, Tu, Wed, Thur and Fr. (user PIN)



Activate one wake-up with wake-up time for the next Mo, Tu, Wed, Thur, Fr, Sa and Su (user PIN)



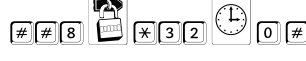
Activate repetitive wake-ups with wake-up time for Mondays = 1, Tuesdays = 2, ... or Sundays = 7 (user PIN)



Activate repetitive wake-ups with wake-up time for Saturdays and Sundays (user PIN).



Activate repetitive wake-ups with wake-up time for Mondays to Fridays (user PIN)



Activate repetitive wake-ups with wake-up time for each day (user PIN)



Delete all own wake-up times (user PIN)

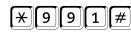
Hotel Room Telephones (Hotel Function) -> page 56



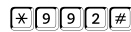
Configure the wake-up time for a one-time wake-up call



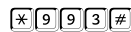
Delete a wake-up time



Enter the room status "clean"



Enter the room status "unclean"



Enter the room status "blocked"

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