

Dialog 4106 Basic/Dialog 4147 Medium

Analog Telephones for MX-ONE™ Telephony Server

User Guide



ASTRA

EN/LZT 103 006 R2A

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Table of Contents

Welcome	4
Important User Information	6
Description	7
Free Seating	15
Incoming Calls	16
Outgoing Calls	18
During Calls	34
Call Forwarding	40
Absence Information	50
Messages	52
Group Features	55
Other Useful Features	57
Settings	60
Installation	67
Troubleshooting	72
Glossary	73
Index	74

Welcome

Welcome to the user guide for the *Dialog 4106 Basic* and *Dialog 4147 Medium*. This guide describes the available features of the telephones when they are connected to **MD110** or **MX-ONE™ Telephony Server**.

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

The user guide describes the functions and features of the *Dialog 4106 Basic* and *Dialog 4147 Medium* as they are programmed at delivery from the factory. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

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

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

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



Important User Information



Safety instructions

Save these instructions.

Read these safety instructions before use!

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

- Follow instructions in the equipment's user guide or other documentation.
- Always install equipment in a location and environment for which it is designed.
- For mains powered telephones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.
- For mains powered telephones: Avoid placing the telephone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.
- Headsets used with this equipment must comply with EN/IEC 60950-1 and for Australia AS/NZS 60950: 2000.
- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.
- Do not use a telephone (other than cordless type) during an electrical storm.

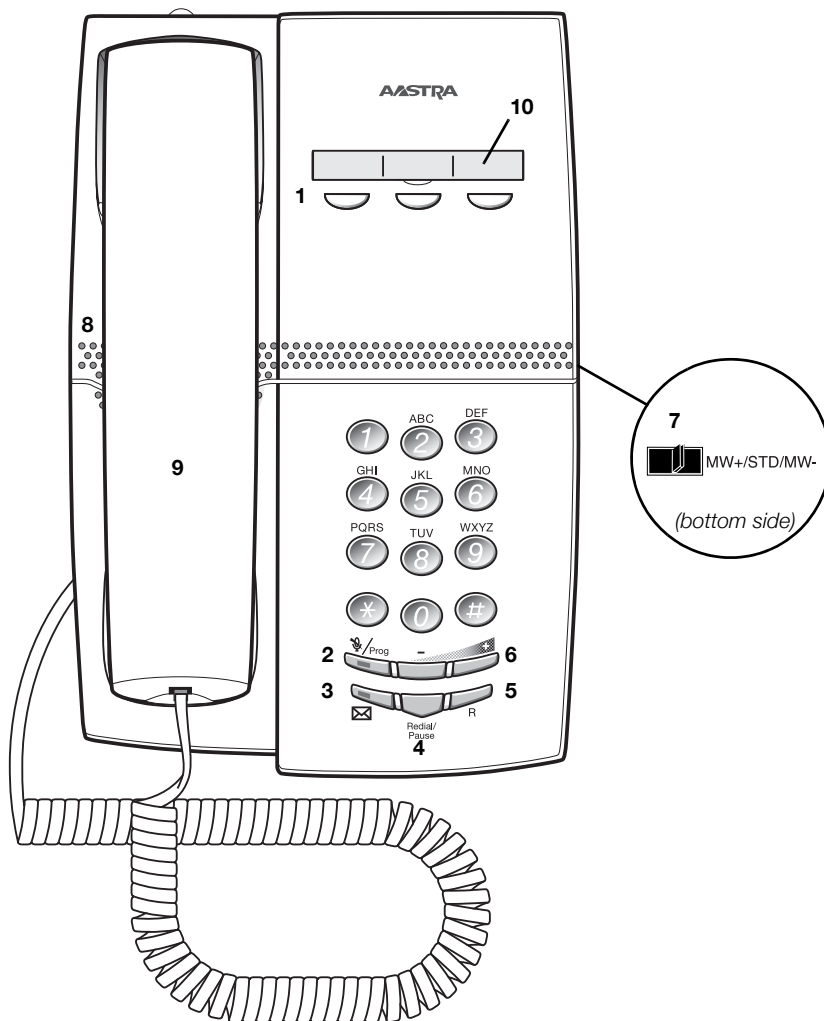


Disposal of the product

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

Description

Dialog 4106 Basic



- 1 Programmable keys**

Three keys for storing frequently used numbers. You can store one number per key, see section “[Dial by a function key](#)” on page 27.

Note: If you unplug the telephone, stored numbers will remain for about 24 hours.
- 2 Mute / Prog**
 - a. Switch microphone on or off. See section “[During Calls](#)” on page 34.
 - b. Enter programming mode. See section “[Settings](#)” on page 60.
- 3 Message Waiting key**
 - a. A flashing light indicates a waiting message. See section “[Messages](#)” on page 52.
 - b. Programmable key to store of one frequently used number. See section “[Dial by a function key](#)” on page 27
- 4 Last number redial / Pause key**
 - a. Redial last dialed number. See section “[Last Number Redial](#)” on page 21.
 - b. Insert a pause if you have to wait for dial tone when programming a number into the memory. See section “[Wait for dial tone](#)” on page 19.
- 5 R-key**

Used for example to make an inquiry, to transfer a call or to establish a conference, see section “[During Calls](#)” on page 34.
- 6 Volume control**

Adjust the volume.
- 7 Message Waiting switch**

Switch Message Waiting indication on or off. Also used to reverse the polarity in case of crossed line cables. See section “[Settings](#)” on page 60.
- 8 Loudspeaker (beneath handset)**

9 Handset

Supplied with hearing aid feature as standard.

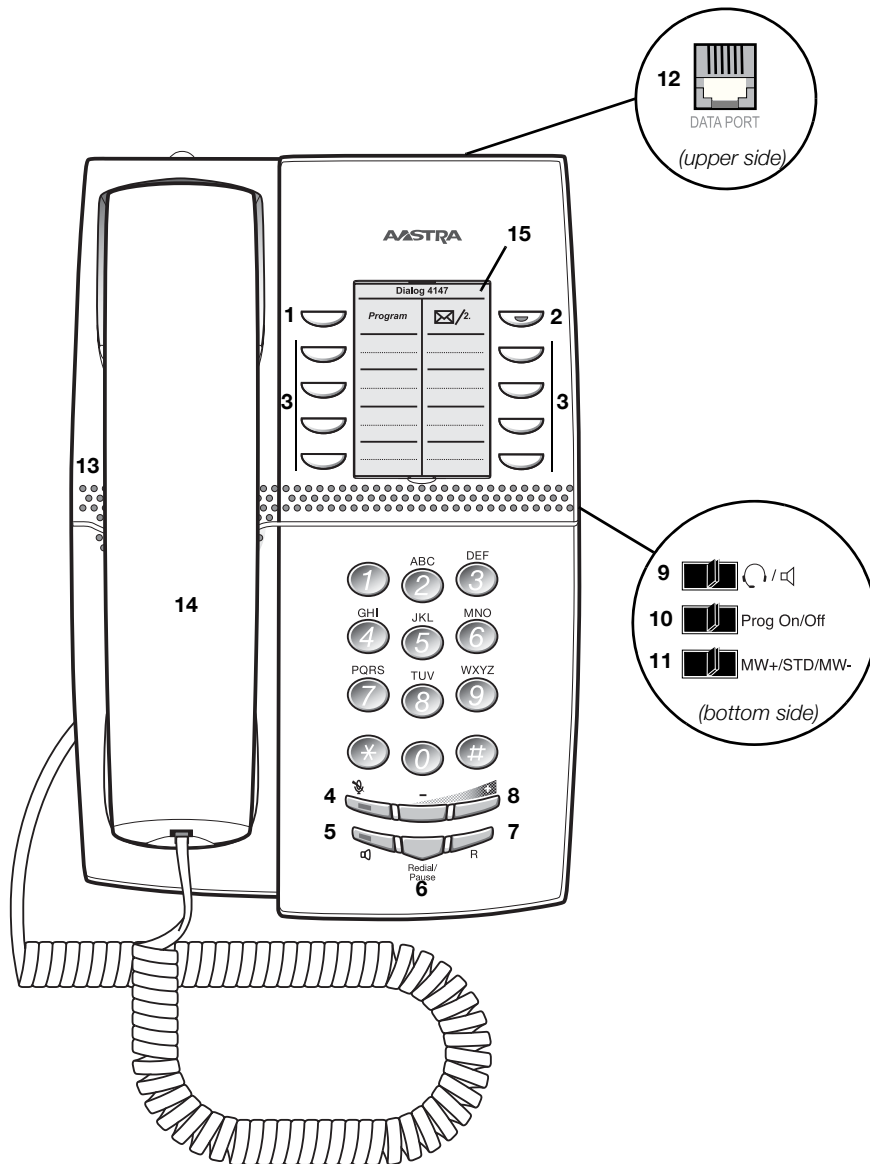
Please note: *The handset can attract and trap small metal objects in the earcap region.*

10 Designation card

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

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

Dialog 4147 Medium



- 1 Program**
Store frequently used numbers, see section “[Speed Dialing](#)” on page 25.
- 2 Message Waiting / 2nd**
 - a. A flashing light indicates a waiting message. See section “[Messages](#)” on page 52.
 - b. Key for access to secondary key functions (these functions are stated on the second line of the corresponding key).
- 3 Programmable keys**
Eight keys for storing frequently used numbers. You can store two numbers per key, see section “[Speed Dialing](#)” on page 25.
- 4 Mute**
Switch microphone on or off. See section “[During Calls](#)” on page 34.
- 5 Loudspeaker on/off / Headset key**
 - a. Switch loudspeaker on or off. See section “[During Calls](#)” on page 34.
 - b. Activate headset. See section “[Headset](#)” on page 65.
- 6 Last number redial / Pause key**
 - a. Redial last dialed number. See section “[Last Number Redial](#)” on page 21.
 - b. Insert a pause if you have to wait for dial tone. See section “[Wait for dial tone](#)” on page 19.
- 7 R-key**
Used for example to make an inquiry, to transfer a call or to establish a conference, see section “[During Calls](#)” on page 34.

Note: Sometimes it is necessary to change the flash time for the R-key, see section “[Flash time](#)” on page 66.
- 8 Volume control**
Adjust the volume.
- 9 Headset / Loudspeaker switch**
 - a. In headset position, the Loudspeaker key activates a connected headset. See section “[Settings](#)” on page 60.
 - b. In loudspeaker position, the Loudspeaker key activates the loudspeaker. See section “[Settings](#)” on page 60.
- 10 Prog On/Off switch**
Enable or disable the Program key. See section “[Settings](#)” on page 60.

Description

- 11 Message Waiting switch**
Switch Message Waiting indication on or off. Also used to reverse the polarity in case of crossed line cables. See section “[Settings](#)” on page 60.
- 12 Data port**
Used to connect a modem, PC or other phone equipment.
- 13 Loudspeaker (beneath handset)**
- 14 Handset**
Supplied with hearing aid feature as standard.

Please note: The handset can attract and trap small metal objects in the earcap region.
- 15 Designation card**
Use the DCM (Designation Card Manager) to make and print your own designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from: <http://www.aastra.com>












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

Tones and signals

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

Tone characteristics




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

Dial tone	
Special dial tone	
Ring tone or queue tone	 every 4 seconds
Busy tone	
Congestion tone	
Number unobtainable tone	
Call waiting tone	
Intrusion tone	
Conference tone	 every 15 seconds (to all parties)
Verification tone	
Warning tone, expensive route	

Description

Ring signals

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

Internal ring signal	
External ring signal	
Recall signal (Callback reminder)	

Free Seating

The Free Seating feature is used for persons who have an office extension number but no phone set of their own. For example, flexible office workers, persons mostly working outside the office, etc. As a Free Seating user and working from the office, you logon to any free phone set that will be temporarily assigned with your extension number and your system authorities.

To log on



Lift the handset.

*** 1 1 ***

Dial.



Enter the authorization code and press.



Enter your phone number and press.



Replace the handset to finish the procedure.

The display shows your phone number.

Note: An earlier version of the Free Seating feature uses another procedure: To log on, dial * 1 0 * extension No. #.

To log off



Lift the handset.

1 1

Dial.



Replace the handset to finish the procedure.

Note: An earlier version of the Free Seating feature uses another procedure: To log off, dial # 1 0 #.

Incoming Calls

A ring signal indicates an incoming internal or external call.

Answer calls



Lift the handset.

On another extension

You can answer a call to another extension from any phone in your office.



Lift the handset and call the ringing extension.

You receive busy tone.

8

Press.

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

Answer a second call

A call waiting tone will inform you, during a conversation, that a second call is waiting. You have two options.

Option 1:

Finish the ongoing call:



Replace the handset.

The new call will be signalled on your phone.



Lift the handset to receive the new call.

Option 2:

Ask the party you are speaking with to wait:



Press and replace the handset.

The waiting call will be signalled on your phone.



Lift the handset to receive the new call.

After finishing the new call:



Replace the handset.

Your first call will be signalled on your phone.



Lift the handset to receive the first call again.

Do not disturb, DND

When you activate DND, calls to your extension are not shown. Outgoing calls can be made as usual.

***27#**

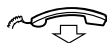
Dial to activate.

Special dial tone.

or

#27#

Dial to deactivate.

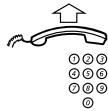


Replace the handset to finish activation/deactivation.

Outgoing Calls

Make calls

How to make internal and external calls.



Lift the handset and dial either:

An extension number to make an internal call.

Or:



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

Note: The digit or digits used for external call access, depend on the configuration of the system.



Replace the handset to end the call.

Notes:

You can make your calls more quickly, using Common Speed Dialing numbers and by programming your own Speed Dialing numbers, see section "[Speed Dialing](#)" on page 25.

If you receive a queue tone when dialing the digit or digits to get an external line (if optional feature Least Cost Routing is used in the system), keep waiting.

Once a line becomes free, you will receive a dial tone.

If a warning tone is heard, the selected line is marked "Expensive".

Wait for dial tone

Sometimes it is necessary to wait for a new dial tone after dialing the prefix digit when making an external call. In such situations, you must store the pause for a new dial tone into the number:



Press.

Manual dial pause control:

You can control the length of a dial pause manually if you store the pause after the fifth digit or later. This feature is very useful, if you are connected to a PBX that requires a new dial tone for extension numbers.

Example:

You want to talk to Steven. Steven's company has the number 12345678, and his extension is 1234, so the complete number is 12345678-1234. To wait for a new dial tone, you have to store a pause before the extension number.



Press.

The phone number is dialed without the extension, in this example 12345678.



Press when the new dial tone is received.

Now the extension number is dialed.

Number presentation restriction

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

Notes:

This feature might be blocked for use on your extension (preprogrammed by your system administrator).

The number presentation restriction is only valid for the ongoing call, i.e. the procedure has to be repeated the next time you want to use it.



***42#**



Lift the handset.

Dial and wait for a new dial tone.

Dial the number.

Your name and number is not indicated on the called person's display.

Individual External Line

To make a call on a specific external line:



0



Lift the handset.

Dial.

Dial the individual external line number and press.

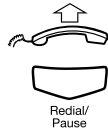


Dial the digit or digits to get an external line and the external number.

Last Number Redial

When you initiate a call (internal or external) the phone automatically stores all the dialed digits, irrespective of whether the call was successful or not. Stored numbers can consist of maximum 32 digits.

Note: To redial a number that incorporates a pause for a new dial tone, you must indicate to the telephone where in the number it must pause and wait for the new dial tone. To do this, press the Redial/Pause key at the proper place in the number. See section “Wait for dial tone” on page 19.



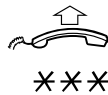
Lift the handset.

Press to redial the last dialed number.

Last External Number Redial

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

Note: To redial a number that incorporates a pause for a new dial tone, you must indicate to the telephone where in the number it must pause and wait for the new dial tone. To do this, press the Redial/Pause key at the proper place in the number. See section “Wait for dial tone” on page 19.



Lift the handset.

Press to redial the last dialed external number.

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

When you receive a busy tone

If you call an extension and receive a busy tone or get no answer or all external lines are busy you can use these methods:

Callback

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

6

Press.

It can take several seconds before the procedure is executed.

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



Replace the handset to finish the procedure.

You are called back (recall ring signal) when the ongoing call is finished or the next time a new call is finished. You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back.

The system calls the extension.

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

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

6

Press.

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



Dial the external number and press.



Replace the handset to finish the procedure.

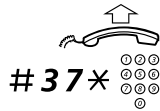
When an external line becomes free, you will be called back (recall ring signal). You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back.

The system calls the external number.

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



Cancel any single Callback

Lift the handset.

Dial and enter the extension number.

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



Press and replace the handset.



Cancel all Callbacks

Lift the handset.

Dial.



Replace the handset.

Activate Call Waiting

If you urgently wish to contact a busy extension or external line, you can notify the extension by a call waiting signal.

5 Press.

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

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

Notes:

The Call Waiting feature might be blocked for use on your extension (preprogrammed by your system administrator).

If Call Waiting is not allowed you will continue to receive a busy tone.

Intrusion on a busy extension

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

4 Press.

Note: *France and Sweden, press 8*

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

Notes:


The warning tone might be disabled for your system.

The Intrusion feature might be blocked for use on your extension (preprogrammed by your system administrator).

If Intrusion is not allowed, you will continue to receive a busy tone.

Intrusion on a busy external line

You can intrude on an ongoing call on a busy external line.

*** 4 4 *** 

Dial and enter the individual external line number.



Press and dial the digit or digits to get an external line.

Busy tone.

4 Press.

Note: *France and Sweden, press 8*

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

Notes:

The warning tone might be disabled for your system.

The Intrusion feature might be blocked for use on your extension (preprogrammed by your system administrator).

If Intrusion is not allowed you will continue to receive a busy tone.

Bypass

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



Lift the handset.

* 6 0 *

Dial and enter the extension number.

#

Press and wait for answer.

Speed Dialing

Common Speed Dialing numbers

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



Lift the handset and dial the common Speed Dialing number.

Individual Speed Dialing numbers

You can program up to ten frequently used phone numbers on the digit keys 0–9 and use them as individual Speed Dialing numbers (if this feature is allowed).

Note: In Finland, up to nine numbers, keys 1–9.

To use:




Lift the handset.

** (0–9)

Dial and press the relevant digit.

Note: Finland, dial ** (1–9); Sweden, dial (0–9) #.


*** 5 1 * (0 - 9)**

To program or change individual Speed Dialing numbers:

Lift the handset.

Dial and press the selected digit.

Note: *Finland, dial * 5 1 * (1 - 9)*

***** 


Press and dial the phone number.

The digit or digits to get an external line, must be added before external phone numbers.



Press and replace the handset.

Note: *The programmed number may consist of a maximum of 20 digits plus *, which indicates the second dial tone from the public network.*


5 1 * (0 - 9)

To erase one programmed number:

Lift the handset.

Dial and press the selected digit.

Note: *Finland, dial # 5 1 * (1 - 9)*




Press and replace the handset.


5 1

To erase all programmed numbers:

Lift the handset.

Dial.



Replace the handset.

Dial by a function key

Note: For for the Dialog 4147 phone, make sure that the programming slide switch is set to the "Prog On" position. See section "[Enable/Disable Program key](#)" on page 64.

You can program and activate directory numbers (extensions and Common Abbreviated Numbers) on the programmable keys. On the Dialog 4106 you can also store one number on the Message key. Stored numbers can consist of maximum 21 digits.



Lift the handset.

Wait for dial tone.

Press to make a call (preprogrammed).

Note: To dial a number that is stored on the second level, press the Message Waiting/2nd key before pressing the preprogrammed key.

Program

Program a directory number on the programmable keys.

On the Dialog 4106 Basic phone:

The Dialog 4106 has four keys for programming; the three programmable keys and the Message key.

Notes:

To store a number on the Message key, just press the key during the following procedure like a normal programmable key.

If you press an invalid key during programming, the programming mode will be terminated automatically and you will hear a special rejection tone.



Lift the handset.

Wait for dial tone.

Press.

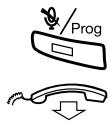
Press a programmable key.

If a number is already stored, it will be erased automatically. If you would like to erase a number, store a 0 instead of the telephone number.



Dial the number.

You can use any directory number, e.g. a Common Abbreviated Number or a colleague's extension number. You can also store a pause (multiple pauses possible), the R-key feature or any code that contains * or #. To store a number that incorporates a wait for a new dial tone, see section "Wait for dial tone" on page 19.



Press.

Replace the handset.

Notes:

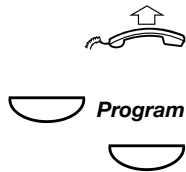
You can write the names above the keys on the self-adhesive label. Because of the special label material, you can also erase and re-write any key name.

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

<http://www.aastra.com>

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

On the Dialog 4147 Medium phone:



Lift the handset.

Wait for dial tone.

Press.

Press a programmable key.

Notes:

To store a number on the second level, press the Message Waiting/2nd key before pressing the programmable key.

If you press an invalid key during programming, the programming mode will be terminated automatically and you will hear a special rejection tone.

If a number is already stored, it will be erased automatically. If you would like to erase a number, store a 0 instead of the telephone number.



Dial the number.

You can use any directory number, e.g. a Common Abbreviated Number or a colleague's extension number. You can also store a pause (multiple pauses possible), the R-key feature or any code that contains * or #. To store a number that incorporates a wait for a new dial tone, see section "Wait for dial tone" on page 19.



Press.

Replace the handset.

Notes:

You can remove the transparent cover in order to write the names beside the keys.

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

<http://www.aastra.com>

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

Authority

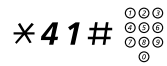
Data privacy

Data privacy allows you to make a call without any disturbances, i.e. Intrusion. This feature is automatically cancelled when the call is finished.



To order:

Lift the handset.



Dial and enter the number.

Authorization code, common

If you are authorized to use a common authorization code (1 to 7 digits) you can temporarily change any phone used within the exchange to the authority level connected to this code. You can use the code for one call only or you can open the phone to some calls and lock it when leaving the phone.

To use for a single call:



Lift the handset.

72

Dial.



Enter authorization code and press.

Verification tone.



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

To open an extension for several calls:



Lift the handset.

#73*

Dial.



Enter authorization code and press.

Verification tone.



To lock an extension:

Lift the handset.

73

Dial.



Enter authorization code and press.

Verification tone.

Authorization code, individual

If you are authorized to use an individual authorization code (1 to 7 digits, affiliated to your own extension) you can lock your own extension to a common authority level, e.g. when out of the office. You can also temporarily change any other phone used within the exchange to the same authority level as you have on your own phone. The individual code can be changed from your own extension.

To lock your phone:



Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.

To make calls with your authority level when your phone is locked:



Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



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

To open your phone:



Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



To assign your own authority level to another phone:

75

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



Dial your own extension number and press.

Verification tone.



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



To change your individual authorization code:

74

Lift the handset.

Dial.



Enter old authorization code and press.



Enter new authorization code and press.

Verification tone.

During Calls

Group listening (loudspeaking)

Note: This feature is only supported for the Dialog 4147 phone.

This feature lets other people in your room listen to your phone conversation. You speak in the handset while the other party's voice is heard on the loudspeaker.



During an ongoing conversation:

Press to switch between loudspeaker and handset.

When the key lamp is lit, the other party's voice can be heard on the loudspeaker.

Note: You can adjust the volume, see section "[Settings](#)" on page 60.

Monitoring

Note: This feature is only supported for the Dialog 4147 phone.

You have an ongoing conversation via the handset.



Press to switch the loudspeaker on.



Replace the handset.

The loudspeaker monitors the call.

Note: When the loudspeaker is on, the microphone is automatically switched off in the handset. You can adjust the volume, see section "[Settings](#)" on page 60.



Press to end the call.

From Monitoring to handset



Lift the handset.

Continue your conversation via the handset.



Mute

You have an ongoing conversation.

Press to switch the microphone on or off.

When the lamp lights, the caller will not be able to hear the conversation near to your phone.

Note: Mute key looks slightly different on the Dialog 4147 phone.



R



Inquiry

You have an ongoing conversation and you would like to make an Inquiry to an internal or external party.

Press.

Dial tone. The first call is put on hold.

Call the third party.

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

2

Press to return to the first call.

Note: Sweden, press **R**

Refer Back

2

Press to Refer back to the other party.

The party you talk to is put on hold, the other party is connected.

Note: Sweden, press **R**

Transfer

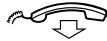
You want to transfer an ongoing call.



Press.
Dial tone.



Call the third party.
You can transfer the call before answer or wait for an answer.



Replace the handset.
The ongoing call is transferred.

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

Call Waiting

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

To terminate the ongoing call and answer the waiting call:



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



Lift the handset to answer the new call.

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

Conference

With this procedure you can include up to seven parties in a conference. Only the conference leader can admit participants. During the conference, a tone will be heard every 15 seconds.

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

You have an ongoing conversation and want to establish a phone conference. You will become the conference leader.



Press.



Call the third party.
Wait for answer.

3

Press to establish a conference.

Repeat the procedure to include other persons to the conference.



Replace the handset to leave the conference.

Note: *A tone is heard each time a participant enters or leaves the conference. When the conference leader leaves the conference, the conference will continue with the other included parties. The conversation is changed back to a normal two party connection when there are only two parties left.*

Hold

You can temporarily put the ongoing call on hold. Calls put on hold can be resumed on your own or another phone.



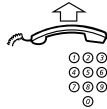
Press and replace the handset.

To resume the call on your own extension:



Lift the handset.

To resume the call on another extension:



Lift the handset.

Call the extension where the call was put on hold.

8

Press.

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

Call Forwarding

Diversion

If you do not want to be disturbed or will be out of the office, you can have all calls to your extension diverted to a preprogrammed answering position. During Diversion you will hear a special dial tone. You can still make calls as usual.

Diversion can be made direct, on no answer, on busy or to another information service facility.

Order Direct Diversion from your own extension

The call can be diverted to an individual position or up to three pre-determined common answering positions (depending on the type of the incoming call). Preprogrammed by your system administrator.



*** 2 1 #**

Lift the handset.

Dial.

Note: *U.K., dial * 2 #*



Replace the handset.

Note: *Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section "[Internal Follow-me](#)" on page 43.*



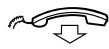
2 1

Cancel Direct Diversion from your own extension

Lift the handset.

Dial.

Note: U.K., dial **# 2 #**



Replace the handset.

Note: Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section [“Internal Follow-me”](#) on page 43.



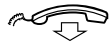
*** 2 1 1 #**

Diversion when there is no answer

Lift the handset.

Dial to order.

Note: Finland and Norway, dial *** 6 1 #**



Replace the handset.

The incoming call is diverted after 3 signals.

To cancel:

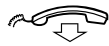


2 1 1





Lift the handset.

Dial to cancel.

Note: Finland and Norway, dial **# 6 1 #**

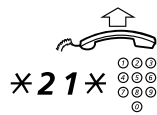


Replace the handset.

- 
*** 2 1 2 #**
- Diversion when caller receives a busy tone**
Lift the handset.
Dial to order.
Note: Finland and Norway, dial * 6 7 #
- 
Replace the handset.
- To cancel:
- 
2 1 2
- Lift the handset.**
Dial to cancel.
Note: Finland and Norway, dial # 6 7 #
- 
Replace the handset.

Internal Follow-me

All calls to your extension are diverted to another extension of your choice (within the private network). During Follow-me you will hear a special dial tone. You can still make calls as usual.



Order from your own extension

Lift the handset.

Dial and enter the answering position number.

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



Press and replace the handset.



Cancel from your own extension

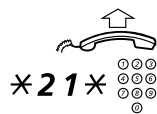
Lift the handset.

Dial.

Note: U.K., dial # 2 #



Replace the handset.



Redirect from answering position

If you are in another room, you can still answer your calls by forwarding them to the extension where you are.

Lift the handset.

Dial and enter your own extension number.

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



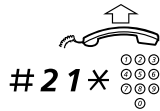
Press and enter the Diversion number.



Press and replace the handset.

Calls are diverted to the answering position.

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



Cancel from answering position

Lift the handset.

Dial and enter your own extension number.

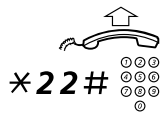
*Note: U.K., dial # 2 * No.*



Press and replace the handset.

External Follow-me

If external Follow-me is allowed, you can have all calls to your extension diverted to an external number of your choice. A special dial tone will be heard. You can still make calls as usual.



Order

Lift the handset.

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



Press and replace the handset.

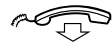


Cancel

Lift the handset.

2 2

Dial.



Replace the handset.

Personal Number

With this feature you can be reached on your normal office phone number even if you are in another room, out of the office, or at home, etc.

Depending on the functionality of your office exchange, you can have either one individual single search profile or you can choose between five individual search profiles.

A search profile can be designed to fit the situation, i.e. in the office, traveling, at home, etc. Both internal or external phone numbers can be used in a profile.

Your search profile is programmed or modified by your system administrator. See section [“To design and order your search profiles”](#) on page 46.

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

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

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

To activate or change to another profile from your office phone



Lift the handset.

*** 1 0 ***

Dial.

(1 - 5)

Press the search profile digit.



Press and replace the handset.

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

To cancel from your office phone



Lift the handset.

1 0

Dial.



Replace the handset.

To design and order your search profiles

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

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

Important notes when designing your search profiles:

- Avoid ring times longer than 45 seconds for your profiles.
Usually the caller hangs up after 3-6 ring signals. If you need a longer ring time, the maximum time is 60 sec.
- Consider the time you need to react and answer on each answering position in your profile.
You might need up to 15 seconds to react and answer a call on a desk or cordless phone and 20–25 seconds for a mobile phone.
- There must be an answering position at the end of every profile (Voice Mail or operator/secretary).
If not, calls might end up unanswered.
- Consider what should happen while you are busy on a phone.
The available options are:
 - *Diversion to Voice Mail (if available)*
 - *Diversion to the operator*
- If an answering machine, a fax or other answering device is used as an early answering position, it might interrupt the searching.
Disconnect the answering device, or design the ring times so they do not affect the searching.
- If your system admits just one single personal profile, design the profile only with your 2–3 most frequently used positions.
If you add more numbers, there is a risk that the caller hangs up before a latter position is called.
- If your system admits 1–5 personal profiles, design the different profiles to fit your most frequently used positions.
Make sure you use as few answering positions as possible for each profile. Profile examples:
 - *In office*
 - *At home*
 - *Traveling*
 - *Absent/not reachable*

Example:

How to fill in your setting form for search profiles:

Profile 1

In office

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

* Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, etc.

Profile 2

At home

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

Setting form for search profiles

Name:

Department:

Telephone No:

Account:

Profile 1

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

* Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, etc.

Profile 2

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

Profile 3

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

Profile 4

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

Profile 5

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

Absence Information

The absence information is used to inform callers why you are absent and when you will return. If you are authorized, you can also enter absence information for another extension from your own extension.

Order

Example: Back on September 15 (=0915).



Lift the handset.

*** 2 3 ***

Dial.

(0 - 9)

Enter the absence code.

Note: *The absence codes consist of one digit which depends on the system connected to the exchange. Contact your system administrator regarding the available absence codes.*

*** 0 9 1 5**

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

Notes:

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

The order in which the date is stated is system dependent.



Press and replace the handset.

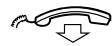


Cancel

Lift the handset.

2 3

Dial.



Replace the handset.

The programmed information is erased.



Order for another extension

Lift the handset.

*** 2 3 0 ***

Dial.



Dial the extension number and press.

(0 - 9)

Enter the absence code.

*** 0 9 1 5**

Press and enter the date or time of the other person's return.



Press and replace the handset.



Cancel for another extension

Lift the handset.

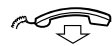
2 3 0 *

Dial.



Dial the extension number and press.

Note: If the special dial tone is received, the authorization code for the other extension is required. Add the code and press # before replacing the handset.



Replace the handset.

Messages

Manual Message Waiting (MMW)

If the called extension does not answer, you can send a message waiting signal to that extension (if this feature is allowed). Received messages are indicated with a flashing Message Waiting key.

Answer



Lift the handset.

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

Cancel MMW at your own extension



Lift the handset.

3 1

Dial.



Replace the handset.

Order MMW to another extension



Lift the handset.

*** 3 1 ***

Dial.



Dial the extension number.



Press and replace the handset.



3 1 *



Cancel MMW to another extension

Lift the handset.

Dial.

Dial the extension number.

Press and replace the handset.

Voice Mail (optional)

You may be connected to a Voice Mail application, contact your system administrator for more information and see separate instructions for the application.

The Voice Mail application allows you to leave a voice message to the caller when you are unable to answer calls, e.g. when out of office, in a meeting, etc. The caller can then leave a message in your mailbox. When back in your office, you can enter your mailbox and listen to the messages received.

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

Group Features

Group Call-pick-up

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

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



8

Lift the handset.

Press to answer.

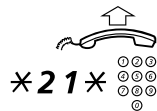
Notes:

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

*Finland and Sweden, press **0***

Group Hunting

As a member of a group of extensions that is called by a common number, you can temporarily leave the group.



Lift the handset.

Dial and enter your own extension number.

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



Press and replace the handset.



To re-enter the group

Lift the handset.

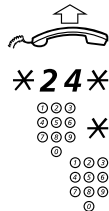
Dial.

Note: U.K., dial # 2 #



Replace the handset.

If you are authorized, you can divert all calls to a group, to another extension or to another group:



Lift the handset.

Dial.

Dial the number of the group to be diverted and press.

Dial the extension number of the new answering position.



Press and replace the handset.

To cancel the Diversion:



Lift the handset.

Dial.

Dial the number of the group that has been diverted.



Press and replace the handset.

Other Useful Features

Account code

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



✳ 6 1 ✳

Lift the handset.

Dial.

Note: *Finland and Norway, dial ✳ 7 1 ✳*



Dial the account code and press.

Dial tone.



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

Ongoing external call

When used to charge a call it is also possible to connect an ongoing external call to an account code. During the call:



✳ 6 1 ✳

Press and replace the handset to put the call on hold.

Dial.

Note: *Finland and Norway, dial ✳ 7 1 ✳*



Dial the account code and press.

Dial tone.

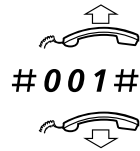


Lift the handset to resume the call put on hold.

General Deactivation

The following features can be simultaneously cancelled:

- Callback (all Callbacks are cancelled).
- Diversion/Internal and External Follow-me.
- Manual Message Waiting/Message Diversion.
- Do not disturb.



Order

Lift the handset.

Dial.

Replace the handset.

Night Service

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

Common Night Service

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

Individual Night Service

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

Hot line

Ask your system administrator if you require this feature.

Delayed Hot line

When the handset of the delayed Hot line phone is lifted or when the Line key is pressed, a Call Duration timer is started. If no digit is pressed before time out, a call is automatically generated to a specific extension or external line. If a digit is pressed before Time out the phone works as an ordinary phone.

Direct Hot line

The same feature as described above, but no delay. Only Hot line calls can be placed from this line. To be used e.g. as alarm phone, door phone etc.

Emergency mode

In the event of an emergency, the operator can set the exchange into Emergency mode, during which only preprogrammed extensions are permitted to make calls.

Settings

The Dialog 4106 and Dialog 4147 phones are equipped with a couple of setting options, you can for instance set and adjust a personal volume and ring signal.

Handset, headset and loudspeaker volume

There are two separate volume settings, one for the loudspeaker and one for the handset/headset. Use the Volume keys to adjust the volume of the handset/headset or loudspeaker during a call.

- Adjust the handset listening volume when the handset is off hook.
- Adjust the headset listening volume when the headset is activated.
- Adjust the loudspeaker volume when dial tone is heard via the loudspeaker.



Press to change the volume.

Programming the ring signal

By programming, you can adjust the ring character and ring volume. To change the ring character and volume, you have to enter the programming mode.

Programming the ring character and ring volume for the Dialog 4106 Basic

The ring character can be adjusted with three different characters, each with another three volume levels.



Lift the handset.

Wait for the dial tone.



Press.

#

Press.



Select and enter digit from the table below.

<i>Digit (character)</i>	<i>Ring character - Repetition rate</i>	<i>Ring volume</i>
1	1 time	Soft
2	1 time	Medium
3	1 time	Loud
4	4 times	Soft
5	4 times	Medium
6 (default)	4 times	Loud
7	10 times	Soft
8	10 times	Medium
9	10 times	Loud
0	None	Off

Notes:

Default setting is digit 6. If you choose 0, the ring signal will be turned off until the next time you go off hook.

Please note also that you will not hear the ring signal during programming.



Press.

The selected ring character is stored.

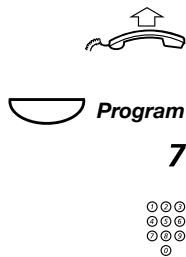


Replace the handset to finish the procedure.

Programming the ring character and ring volume for the Dialog 4147 Medium

The ring character can be adjusted with five different characters and three different volume levels.

Program ring character:



Lift the handset.
Wait for the dial tone.

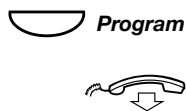
Press.

Press.

Select and enter digit from the table below.
You can hear the chosen character.


<i>Digit (character)</i>	<i>Ring character - Repetition rate</i>
0	1 time
1	2 times
2	4 times
3	6 times
4	10 times

Note: *Default setting is digit 0.*




Press.
The selected ring character is stored.


Replace the handset to finish the procedure.

 *Program ring volume:*

Lift the handset.
Wait for the dial tone.

 **Program**


6




Enter digit from the table below.
You can hear the chosen volume.

<i>Digit (character)</i>	<i>Ring volume</i>
1	Soft
2	Medium
3	Loud


Note: *Default setting is digit 3.*


 **Program**

Press.
The selected ring volume is stored.

 **Replace the handset to finish the procedure.**

Switch off/on ring signal:


 **Lift the handset.**
Wait for the dial tone.

 **Program**


9

0 or 1

Press.
0=Off and 1=On. Default setting is digit 1.

 **Program**

Press.

 **Replace the handset to finish the procedure.**

Hearing aid compatibility

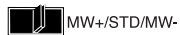
Since your telephone has a built-in inductive coupler for the hard-of-hearing, anyone so desiring can use the telecoil in his/her hearing aid while telephoning. To do so, simply switch the hearing aid in the T position.

Message Waiting indication

Your incoming messages can be indicated by a rapidly flashing Message key. It is possible that the line leads to the phone could be twisted after installation (the Message Waiting LED will be on when there is no Message Waiting signal and will go off when there is a Message Waiting signal). To solve this problem there are three possible settings for the Message Waiting indication:

- **STD** This setting should be used when no Message Waiting indication is required. This is also the default setting upon delivery.
- **MW+**. Use this position when Message Waiting indication is required and the line cabling is straight.
- **MW-**. Use this position when Message Waiting indication is required and the line cabling is twisted.

On the bottom side of your phone:



Slide the switch to the required position.

Enable/Disable Program key

Note: *This feature is only supported for the Dialog 4147 phone.*

It is possible to enable or disable programming of the function keys using a switch. When the switch is set in the **Off** position, no programming is possible (i.e. the memory content is locked).

On the bottom side of your phone:



Slide the switch to the required position.

Headset

Note: This feature is only supported for the Dialog 4147 phone.

To install the Headset, see section “[Installation](#)” on page 67. You can adjust the volume of the headset, see section “[Headset, headset and loudspeaker volume](#)” on page 60.

Headset calls are handled via the Loudspeaker/Headset key. To enable the Headset functionality, you have to change the Loudspeaker/Headset switch into the Headset position.

On the bottom side of your phone:



Slide the switch to the required position.

The following headset features are available:

Answer calls



Press to answer.



Press to end the call.

Make calls

With the handset on hook.



Press.



Dial the number.



Press to end the call.

Flash time

Note: This feature is only supported for the Dialog 4147 phone.

Some systems require a different flash time for the R-key. You can set two different flash times (timed breaks). To find out if you have to change the flash time, proceed as follows:



Lift the handset.



Make a call using any of the services that require R.
If you cannot use the service, you need to change the flash time.

Change flash time:



Lift the handset.
Wait for the dial tone.



Program

Press.

2

Press.

0 or 1

Press.

0=100 ms and 1=600 ms. Default setting is digit 0.



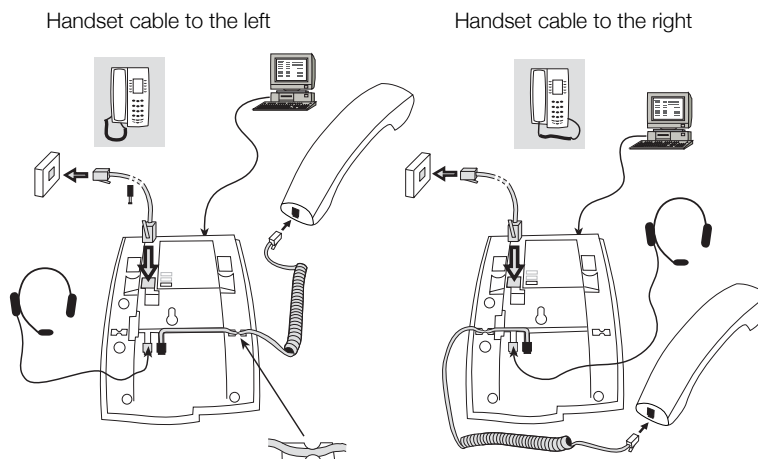
Program

Press.

Replace the handset to finish the procedure.

Installation

Install cables



You can put the cable to the handset in the notch underneath the telephone. The cable to the exchange has to be plugged into "LINE" and the handset cable has to be plugged into "HANDSET".

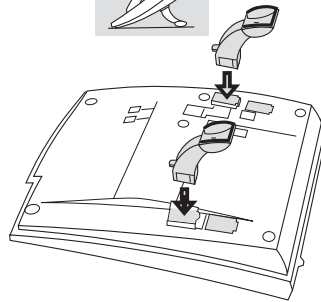
Note: *The headset and the data port connections are for use with the Dialog 4147 phone only. For headset servicing and replacement, contact your local service centre or retailer shop.*

To change cables:

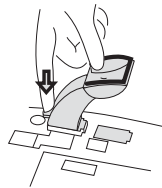
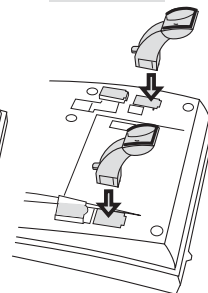
Use a screwdriver to unlock the stop, and remove the cable.

Install stands and adapt telephone

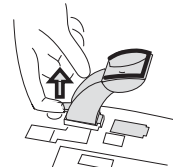
Position high



Position low



Press to fasten stand



Release to remove stand

Install card

Note: *This section only applies to the Dialog 4147 phone.*

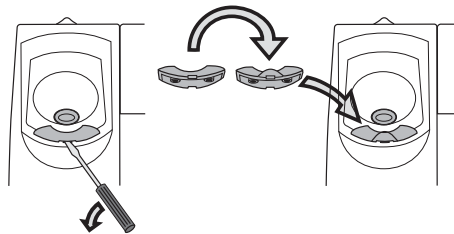
Use the Designation Card Manager to make and print your own designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from:
<http://www.aastra.com>

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

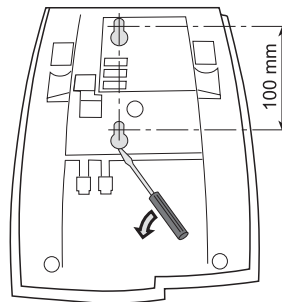


Wall mounting

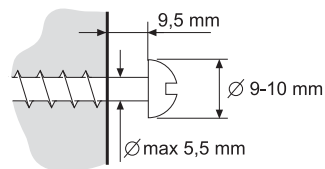
The phone can be wall mounted without using a special console. Useful for instance in conference rooms or public areas.



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



- 3 Use a screwdriver to remove the two plastic covers.
- 4 Drill wall holes according to measurements given here.



- 5 Place screws according to measurements and mount the phone.

Placing the telephone

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.
 - Do not place your telephone near sources of extreme heat, e.g. near the radiator.
 - Make sure that the line cable isn't creased.
-

Cleaning the telephone

Use a slightly moistened (not wet) soft cloth or an anti-static cloth and wipe off the telephone carefully. Do not use rough cloth, solvents or aggressive cleaning fluids. Any damages of the telephone, that are caused by non-observance of these instructions, are not part of the liability given by the manufacturer.

Troubleshooting

This section contains information on how to solve common operational problems. Go through the following steps if you encounter any problems. If this does not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

Fault check list

- 1. Make sure your telephone is connected to an analog line.**
- 2. Read the Installation chapter.**

Make sure that you have done everything correctly and that everything is properly connected.
- 3. Disconnect all extra equipment.**

If your telephone is working properly when done, the problem lies in the extra equipment.
- 4. Connect a functioning telephone instead of the faulty one.**

If that telephone is working properly, the problem is probably in your telephone, contact your system administrator.
- 5. Check for operational problems.**

If operational problems are found, the problem is in the telephone network, contact the local telephone service or the local telephone company.

Glossary

<i>Exchange</i>	Switch. Your telephone switching system.
<i>Idle mode</i>	The state your phone is in when nothing is activated; not calling, not ringing, not diverted etc.
<i>Least Cost Routing</i>	A feature that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance).
<i>Speed Dialing number</i>	Abbreviated number or short number, used for making frequently used numbers faster to dial.
<i>Third party</i>	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external.

Index

A

- Absence Information 50
- Account code 57
- Answer calls 16
- Authority 30
- Authorization code, common 31
- Authorization code, individual 32

B

- Bypass 25

C

- Call Forwarding 40
 - Diversion 40
 - External Follow-me 44
 - Internal Follow-me 43
 - Personal Number 45
- Call Waiting 23, 37
- Callback 22
- Cleaning the telephone 71
- Common Speed Dialing numbers 25
- Conference 38
- Copyright 5

D

- Data privacy 30
- Declaration of Conformity 5
- Description 7
 - Dialog 4106 Basic 7
 - Dialog 4147 Medium 10
 - Tones 13
- Dial by a function key 27
- Disposal of the product 6
- Diversion 40
- Do not disturb, DND 17
- During Calls 34
 - Call Waiting 37
 - Conference 38

- Hold 39
- Inquiry 36
- Monitoring 35
- Mute 36
- Refer Back 36

- During calls
 - Group listening (loudspeaking) 34
 - Transfer 37

E

- Emergency mode 59
- External Follow-me 44

F

- Fault check list 72
- Flash time 66
- Free Seating 15

G

- General Deactivation 58
- Glossary 73
- Group Call-pick-up 55
- Group Features 55
- Group Hunting 56
- Group listening (loudspeaking) 34

H

- Handset, headset and loudspeaker volume 60
- Headset 65
- Hearing aid compatibility 64
- Hold 39
- Hot line 59

I

- Important user information 6
- Incoming Calls 16
 - Answer calls 16
- Incoming calls

- Parallel Ringing 18
 - Individual External Line 20
 - Individual Speed Dialing numbers 25
 - Inquiry 36
 - Install cables 67
 - Install card 69
 - Install stands and adapt telephone 68
 - Installation 67
 - Cleaning the telephone 71
 - Install cables 67
 - Install card 69
 - Install stands and adapt telephone 68
 - Placing the telephone 71
 - Wall mounting 70
 - Internal Follow-me 43
 - Intrusion 24
- L**
- Last External Number Redial 21
 - Last Number Redial 21
- M**
- Make calls 18
 - Manual Message Waiting (MMW) 52
 - Message Waiting indication 64
 - Messages 52
 - Manual Message Waiting (MMW) 52
 - Voice Mail 54
 - Monitoring 35
 - Mute 36
- N**
- Night Service 58
 - Number presentation restriction 20
- O**
- Other Useful Features 57
 - Outgoing Calls 18
 - Dial by a function key 27
 - Last External Number Redial 21
 - Last Number Redial 21
 - Make calls 18
 - Outgoing calls
 - Authority 30
 - Bypass 25
 - Call Waiting 23
- Callback 22
 - Individual External Line 20
 - Intrusion 24
 - Number presentation restriction 20
 - Speed Dialing 25
 - When you receive a busy tone 22
- P**
- Parallel Ringing 18
 - Personal Number 45
 - Placing the telephone 71
 - Programming the ring signal 61
- R**
- Refer Back 36
 - Ring signals 14
- S**
- Safety instructions 6
 - Setting form for search profiles 49
 - Settings 60
 - Flash time 66
 - Handset, headset and loudspeaker volume 60
 - Headset 65
 - Hearing aid compatibility 64
 - Message Waiting indication 64
 - Programming the ring signal 61
 - Short numbers 25
 - Speed Dialing 25
- T**
- Tones 13
 - Transfer 37
 - Troubleshooting 72
 - Fault check list 72
- V**
- Voice Mail 54
- W**
- Wall mounting 70
 - Warranty 5
 - Welcome 4
 - When you receive a busy tone 22

Subject to alteration without prior notice.
For questions regarding the product,
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EN/LZT 103 006 R2A