

# **SOPHO ErgoLine**

## **D325/D330**

### **ErgoLine@Net**

USER GUIDE





**SOPHO ErgoLine**  
**D325/D330**  
**ErgoLine@Net**

USER GUIDE



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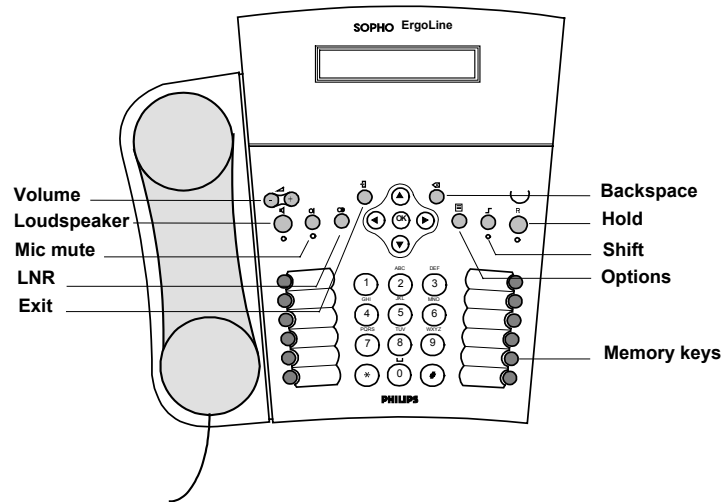
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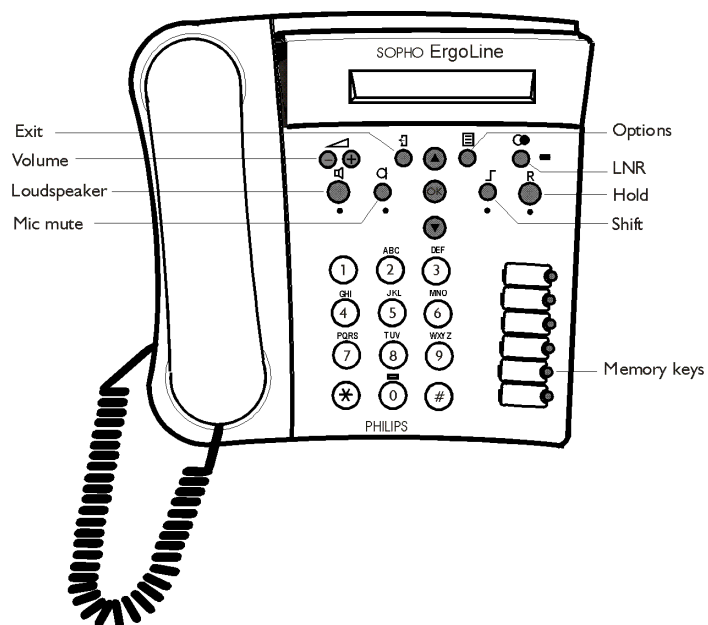
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## SOPHO ErgoLine D330 telephone layout





## SOPHO ErgoLine D325 / ErgoLine@Net telephone layout







Dialing a number

	1    Lift the handset
	2    Type the number you want

Dialing hands-free








	1    Press the <i>Loudspeaker</i> key
	2    Type the number you want

Dialing a number offline

	1    Type the number you want
 or  or 	2    Either lift the handset, press the key or press <i>OK</i>

## Dialing using a speed-dial key

Before you can dial someone using a Speed-dial key, you must have programmed it with the number, (see the section *Programming a speed-dial number into an empty memory key*).







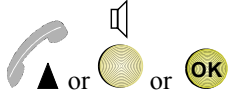
 or 	1 Lift the handset or press the key
 or 	2 Press the speed-dial key you want or Press <i>Shift</i> and the speed-dial key to access the second level
 or  or 	3 Either replace the handset, press the <i>Loudspeaker</i> key or press <i>OK</i> to end the call

Note: If 'one keystroke call' setup is active (see the section *Toggling features on and off*), you only have to press the speed-dial key. The call is then set up automatically.

## Using the personal directory or the extra phonebook(s)










The directory, often called personal directory, is present in your telephone. Before you can dial someone using the directory, you must have a directory set up with names and numbers (see *Adding a name to the directory*). It can contain up to 100 names.

An extra phonebook consists of names/numbers, present in the system e.g. a list of the employees in the company. An extra phonebook is not always present, this depends on the system.





	1	Press the <i>Options</i> key.
	2	Scroll to the desired item  Note: The extra phonebooks are not always present. This depends on the system.
	3	Press <i>OK</i>
	4	Key the first letter (or more) of the name you are calling for example, to enter <b>B</b> press key 2 twice
	5	Scroll if necessary to find the name you want
	6	Press <i>OK</i> to display the number
	7	Either lift the handset, press the loudspeaker key or press <i>OK</i>

# Displaying the Callers list

The Callers option is only available if there are entries in the Callers list. Any new callers are indicated by the Options icon flashing in the display. The Callers list can contain 10 callers numbers and/or messages.



	1 Press the <i>Options</i> key
 or    + 	2 If you are accessing new information in the Callers list that you have not previously read, the <i>Callers</i> option will appear in the display. Press <i>OK</i>  If you are accessing information that you have previously read, scroll to the <i>Callers</i> option and press <i>OK</i>
  	3 Scroll to see all the callers in the list

# Calling someone from the Callers list

  or  or 	To call the person from the Callers list whose name is in the display, either lift the handset, press the <i>Loudspeaker</i> key, or press <i>OK</i>
---	--












## Removing someone from the Callers list









	1	To remove the person from the Callers list whose name is in the display, press the <i>Options</i> key
	2	Press <i>OK</i>

## Calling someone from the Redial list









Every time you make a call the number you call is stored in the Redial list. This list can contain 5 numbers

 	1	Press the <i>Redial</i> key
  	2	Scroll to find the number/name you want to call
  or  or 	3	Either lift the handset, press the <i>Loudspeaker</i> key, or press OK  Note: Any currently connected party is put on Hold automatically




## Removing a number from the Redial list

 	1	Press the <i>Redial</i> key
  	2	Scroll to the number you want to remove
 	3	Press the <i>Options</i> key
	4	Press <i>OK</i> to remove the entry




## Editing a number from the Redial list [D330 only]

	<p>1 Press the <i>Redial</i> key</p>
	<p>2 Scroll to the number you want to edit</p>
  	<p>3 Edit the number using the number keypad and the horizontal cursor keys and the <i>backspace</i> key</p>
 or  or 	<p>4 To dial the number, either lift the handset, or, if using the telephone hands-free press the <i>Loudspeaker</i> key, or press <i>OK</i></p> <p>The number is now stored in the Redial list</p>

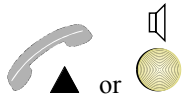
## Dialing a number from the Redial list during a call

	1	During a call, press the <i>Redial</i> key
	2	Scroll to the number you want to dial
	3	Press <i>OK</i> . The connected party is put on Hold and the number is dialed

## Storing the number of a connected party to the Redial list

	1	During a call, press the <i>Options</i> key
	2	Scroll to the <i>Store number</i> option
	3	Press <i>OK</i> to store the number in the Redial list


## Answering an incoming call

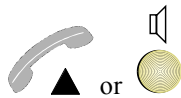


Lift the handset or press the *Loudspeaker* key

## Answering a diverted call

1 Scroll down to see the name or number of the originally dialed party.

- The name/number of the originally dialed party **can** be accompanied by an indication, between brackets, of the reason why the call is diverted to you:
  - person is busy in another call
  - person does not answer the phone
  - the person cannot be reached
  - the person is absent
- The name and/or number of the calling party **can** be accompanied with a -icon. This means that the caller has been waiting in a queue for a while.



2 Lift the handset or press the *Loudspeaker* key

## Ending a call



- 1 Replace the handset, or, if using the telephone hands-free, press the *Loudspeaker* key

Note: If the phone starts ringing after you have ended the call, there is a call waiting. This is announced as a normal incoming call. Call/Cost duration will be displayed

## Disconnecting a call



- 1 Press the *Options* key



- 2 Scroll to the *Disconnect* option



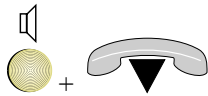
- 3 Press *OK*. The call is disconnected. You can immediately set up another call

## Switching from Soft-speaking to Listen-in



Press the *Loudspeaker* key whilst using the handset

## Switching from Softspeaking to Handsfree



Press and whilst holding down the *Loudspeaker* key replace the handset, then release the *Loudspeaker* key

Note: If you replace the handset after releasing the *Loudspeaker* key you will disconnect your call

## Switching from Hands-free to Listen-in



1 Lift the handset



2 Press the *Loudspeaker* key

## Switching from Hands-free to Soft-speaking



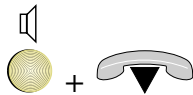
Lift the handset whilst using the phone hands-free

## Switching from Listen-in to Soft-speaking



Press the *Loudspeaker* key to disable listen-in

## Switching from Listen-in to Hands-free



Press and whilst holding down the *Loudspeaker* key, replace the handset; then release the *Loudspeaker* key

Note: If you replace the handset after releasing the *Loudspeaker* key, you will disconnect your call



## Switching the active microphone off and on






Press the *Microphone mute* key to switch the active microphone off

Press the *Microphone mute* key again to switch it back on





Note: If Microphone mute is on, the other party cannot hear you. The LED indicates the status of the microphone, as follows:

LED off	<i>The handset microphone is on as you are using the handset, or the set is idle.</i>
LED flashing	<i>The microphone is off: the other party cannot hear you</i>
LED on	<i>The microphone in the phone is on: you are using the telephone hands-free</i>



## Putting the caller on Hold and calling someone else

<b>R</b> 	1	Whilst connected, press the <i>Hold</i> key
	2	Dial the number of the other party
<b>R</b> 	3	Press the <i>Hold</i> key again to return to the original caller




## Transferring a call

<b>R</b> 	1	Whilst connected, press the <i>Hold</i> key
	2	Dial the number of the other caller
 or 	3	Replace the handset or, if using the telephone hands-free, press the <i>Loudspeaker</i> key

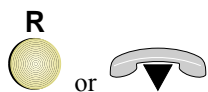
## Shuffling between two calls

	1	Whilst connected to one caller with a second caller on Hold, press the <i>Hold</i> key. You are connected to the held call and the original caller is put on Hold
	2	Press the <i>Hold</i> key again to connect to the original caller and put the second caller on Hold

## Connecting to a held call and disconnecting a current call

	1	To connect to the person who is on Hold and disconnect the current call, press the <i>Options</i> key
	2	Scroll to the <i>Reconnect</i> option
	3	Press <i>OK</i>

## Connecting to a held call after being disconnected










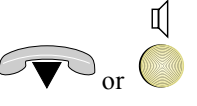


Press the *Hold* key or replace the handset



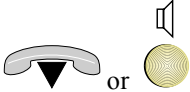
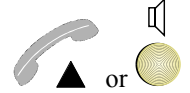
If, after you replace the handset, the telephone rings, you can answer the call by lifting the handset or by pressing the *Loudspeaker* key

## Setting up a three-party conference






It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

	1	Whilst connected to one caller, press the <i>Hold</i> key
	2	Press the <i>Options</i> key
	3	Press <i>OK</i> to prepare a 3-party call
	4	Dial the number of the third party
	5	When the third party answers the call, press the <i>Options</i> key
	6	Scroll to the <i>Add 3rd party</i> option
	7	Press <i>OK</i>
	8	To view the number/name of the other party, press the <i>Options</i> key
	9	Press <i>OK</i>
	10	To withdraw from the call, replace the handset or, if using the telephone hands-free, press the <i>Loudspeaker</i> key. The other two parties can continue their conversation after you have disconnected







## Calling back a busy number or a not answering call

	<p>1 On hearing the busy tone or if there is no answer, press the <i>Options</i> key</p>
	<p>2 Press <i>OK</i> to call back</p>
	<p>3 Replace the handset or, if using the telephone hands-free, press the <i>Loudspeaker</i> key</p> <p>When the busy number becomes available or the not answering extension was used, your telephone will ring in a different tone and the 'Call back...' prompt will appear in the display</p>
	<p>4 Start the callback call by lifting the handset or pressing the <i>Loudspeaker</i> key</p>

## Canceling a Callback







	1	Press the <i>Options</i> key
  	2	Scroll to the <i>Delete call backs</i> option
	3	Press <i>OK</i>  All outstanding calls back are cancelled

## Intruding on a busy line

 	1 Press the <i>Options</i> key
  	2 Scroll to the <i>Intrude</i> option
	3 Press <i>OK</i>  Note: Both parties can hear you when you do this




## Waiting for a busy extension

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.






 	1 Press the <i>Options</i> key
  	2 Scroll to the <i>I'll wait</i> option
	3 Press <i>OK</i>  Now the other person knows that you are waiting. Wait for the call to be answered and proceed as for a normal call.



## Viewing the I.D. of the waiting incoming call

	1	Press the <i>Options</i> key
	2	Press <i>OK</i> to see who is waiting
	3	If you don't want to answer the call waiting, press the <i>Exit</i> key

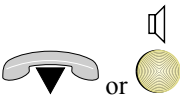

## Switching between the current call and a waiting incoming call

	1	If during a call, the call waiting icon flashes in the top right hand corner of the display there is a call waiting for you. If enabled, a beep will also sound
	2	Press the <i>Options</i> key
	3	Press <i>OK</i> to see who is waiting
	4	Press the <i>Options</i> key
	5	Press <i>OK</i> to answer the waiting call


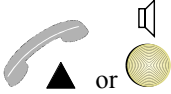
Note: The previous caller is placed in your waiting queue.

You can switch between the two parties using the steps above.

## Ending the current call and answering call waiting




	1 While a call is waiting, replace the handset or press the <i>Loudspeaker</i> key
	2 The telephone rings with the incoming waiting call Answer the call by lifting the handset or pressing the <i>Loudspeaker</i> key

## Answering incoming call waiting whilst programming

	1 Press the <i>Exit</i> key to terminate the programming  Note: Only programming you have carried out and confirmed by pressing OK, will be saved
	2 Answer the incoming call by lifting the handset or pressing the <i>Loudspeaker</i> key






## Calling in a waiting message

Before you can use this function you should program a key with the function *Message Waiting*. Then, depending on the kind of message that is waiting, the associated LED is blinking, flashing or continuously on.

 or 	1	Lift the handset or press the <i>Loudspeaker</i> key
	2	Press the <i>Message Waiting</i> key

Note: If the LED is still blinking, flashing or on after you finished a call, there is another message waiting for you. Repeat the above mentioned steps to call in that message too.




## Preparing a number during a call

	1	During a call press the <i>Options</i> key
	2	Scroll until you find the <i>Number preparation ?</i> option
	3	Press <i>OK</i>
	4	Enter the number you want to dial
	5	Press <i>OK</i> to put the caller on hold and dial the displayed number

## Diverting calls to a specific extension


It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Call diversion will only work on your telephone if you have a key programmed to divert your calls to a fixed extension. See the section *Programming a function in an empty memory key*.

 Call diversion	1 Press the memory key programmed for call diversion If no extension number has been programmed into the Call diversion key, perform steps 2 and 3
	2 If the extension number has not already been programmed into the <i>Call diversion</i> key, type the extension number to which you want to divert calls
	3 Press <i>OK</i>

## Deactivating a diversion from your phone

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

 Call diversion	Press the memory key programmed for call diversion to deactivate the diversion
---	--






## Monitoring cost and call duration

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.





Call duration and cost (when available) are displayed during a call

Call duration and cost (when available) are shown in the display at the end of a call

# Adding a name to the personal directory



















	1 Press the <i>Options</i> key  Note: If the Callers option is shown first, press the up key once until <i>Directory</i> is displayed
	2 Press <i>OK</i> to access the directory
	3 If the directory is empty, go to step 4. Otherwise, press the <i>Options</i> key and then go to step 4
	4 Press <i>OK</i> to add a directory entry
 1. , : ! ? + - % & / ( ) = ÿ 1 2 A B C à á â ã ä å æ ç 2 3 D E F è é ê ë 3 4 G H I ï î ï 4 5 J K L 5 6 M N O ñ ò ó ô õ ö ø 6 7 P Q R S B 7 8 T U V ù ú û ü 8 9 W X Y Z 9 0 space 0 # # * *	5 Type the name: (for example, to enter <b>B</b> press number key 2 twice). Type 0 to insert a space.  Note: International characters can be obtained by continuous pressing of the key until the character required is displayed: e.g. to enter à press number 2 four times.

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



	6	Press <i>OK</i>
	7	Type the name  Note: While adding a name during a call, the number of the connected party is displayed here. If required you can edit this number [D330 only] or erase the number by pressing the options key and OK.
	8	Press <i>OK</i>
	9	To return to idle, press the <i>Exit</i> key













## Removing a name from the directory
















	1	Press the <i>Options</i> key
 or   +  	2	Press <i>OK</i> if the <i>Directory</i> option is displayed.  Otherwise scroll to the <i>Directory</i> option and press <i>OK</i>
 	3	Type the first character from the name
  	4	Scroll if necessary to the name you wish to remove and then press <i>OK</i>
	5	Press the <i>Options</i> key
  	6	Scroll to the <i>Remove entry</i> option
	7	Press <i>OK</i> to remove the entry
 	8	To return to idle, press the <i>Exit</i> key









## Modifying a name in the directory [D330]

	1	Press the <i>Options</i> key
 or  + 	2	Press <i>OK</i> if the <i>Directory?</i> option is displayed.  Otherwise scroll to that option and press <i>OK</i>
	3	Type the first character from the name (for example, to enter <b>B</b> press number key 2 twice). Type 0 to insert a space
	4	Scroll if necessary to the name you wish to modify and then press <i>OK</i>
	5	Press the <i>Options</i> key
	6	Press <i>OK</i> to modify the directory entry
      + 	7	Modify the name:  Use Backspace to delete a character  Use horizontal cursor keys to insert a character  Press Options key and OK to erase all characters

	8	Press OK
     + 	9	<p>Modify the number if required:</p> <p>Use Backspace to delete a digit</p> <p>Use horizontal cursor keys to insert a digit.</p> <p>Press Options key and OK to erase all digits</p>
	10	Press OK
 	11	To return to idle, press the <i>Exit</i> key










## Modifying a name in the directory [D325]

	1	Press the <i>Options</i> key
 or   +  	2	Press <i>OK</i> if the <i>Directory?</i> option is displayed.  Otherwise scroll to that option and press <i>OK</i>
	3	Type the first character from the name (for example, to enter <b>B</b> press number key 2 twice). Type 0 to insert a space
  	4	Scroll if necessary to the name you wish to modify
	5	Press the <i>Options</i> key
	6	Press <i>OK</i> to modify the directory entry
 + 	7	Modify the name:  Press Options key and OK to erase all characters
	8	Enter new characters (for example, to enter <b>B</b> press number key 2 twice). Type 0 to insert a space




	9	Press OK
  + 	10	Modify the number if required: Press the Options key and OK to erase all characters
	11	Enter a new number using the numeric keypad.
	12	Press OK
 	13	To return to idle, press the <i>Exit</i> key

## Copying an entry from the extra phonebook to the personal directory

This section is only valid if your system provides an extra phonebook

	1	Press the <i>Options</i> key.
	2	Scroll to one of the extra phonebooks
	3	Press <i>OK</i>
	4	Key the first letter of the name you are calling for example, to enter <b>B</b> press key 2 twice
	5	Scroll if necessary to find the name you want
	6	Press OK to select the name and to see the extension number
	7	Press the <i>Options</i> key (shown on the display: <i>Copy to directory ?</i> )
	8	Press <i>OK</i>  Note: The name/number can now be edited [D330 only] or erased: press Options key and OK
	9	Press <i>OK</i> twice to copy the name and the number to your personal directory

## Changing the contrast of your display [D330 only]

	1	Press and hold down the <i>Shift</i> key
	2	Whilst holding down the shift key, press the minus or plus key to alter the contrast
	3	When you are satisfied with the contrast level, release the <i>Shift</i> key

## Toggling features on and off

It may be that your system does not support one or more of the underneath features. If that is the case, you will not have access to them and/or you will not be able to change their status.

There are several features in the phone which you switch on and off.

The following features can be accessed in User mode:

- Ringer
- Softring
- Call wait. beep
- Autom. answering
- Autom. answering 1hr
- One key call setup
- Store divert. calls
- Callers list
- Do not disturb
- Incoming intercom
- Mic. for intercom
- Status monitoring
- TAPI (phone, not applicable to the ErgoLine@Net)
- Loudring f. 3-soft

The following feature can be accessed via Special mode, see the section *Entering the special mode*:

















- Night mode

You can find explanations for all of these features in the glossary at the back of this book.


















The procedure for toggling between features is shown in the following table.







## Toggling features on and off (continued)

 	1	Press the <i>Options</i> key
  	2	Scroll to the <i>Features</i> option
	3	Press <i>OK</i>
	4	Press <i>OK</i> to select the <i>Toggle list</i> option
  	5	Scroll to the feature you want.
 	6	Press the <i>Options</i> key to change the displayed option
	7	Press <i>OK</i> to display the feature to be changed
	8	Press <i>OK</i> to make the change
 	9	To return to idle, press the <i>Exit</i> key

## Changing the language of your telephone


























 	1	Press the <i>Options</i> key
  	2	Scroll to the <i>Features</i> option
	3	Press <i>OK</i>
  	4	Scroll to the <i>Set phone</i> option
	5	Press <i>OK</i>
	6	Press <i>OK</i> to select the <i>Language</i> option
  	7	Scroll to the language you want
	8	Press <i>OK</i> to save the setting
 	9	To return to idle, press the <i>Exit</i> key

## Adjusting the ringer volume on your phone

	1	Adjust the volume up or down using the minus and plus control keys
	2	Press <i>OK</i> to save the setting
 	3	To return to idle, press the <i>Exit</i> key

Note: The volume keys are context sensitive so that the volume of the ringer can be adjusted in any of the modes of use (Soft-Speaking, Handsfree and Listen-In).
















## Adjusting the ringer melody on your phone

 	1	Press the <i>Options</i> key
  	2	Scroll to the <i>Features</i> option
	3	Press <i>OK</i>
  	4	Scroll to the <i>Set phone</i> option
	5	Press <i>OK</i>
  	6	Scroll to the <i>Set ringer</i> option
	7	Press <i>OK</i>
  	8	Scroll to the <i>Set melody</i> option
	9	Press <i>OK</i>
   or 	10	Choose the melody by scrolling or pressing a digit from the keypad and listening to the melody
	11	Press <i>OK</i> to save the setting
 	12	To return to idle, press the <i>Exit</i> key

## Locking the telephone

By means of a password you can lock your telephone in the following ways:





- You can make and receive calls, but cannot access any programmed functions
- You can receive calls, but each keypress or lifting of the handset leads to a hands-free/soft-speaking call to a specific number
- You can only receive calls, but cannot make calls or access programmed functions.

	1	While in the idle mode, press the <i>Options</i> key
  	2	Scroll to the <i>Features</i> option
	3	Press <i>OK</i>
  	4	Scroll to the <i>Set phone</i> option
	5	Press <i>OK</i>
  	6	Scroll to the <i>Select mode</i> option
	7	Press <i>OK</i>
	8	Enter the lock password (Default lock password is 111. This password can be changed, see section "Changing your password to lock the telephone")
	9	Press <i>OK</i> to enter lock mode

## Locking: barring access to programming functions





You can still make and receive calls.

You must be in Lock-mode to do this. See the section *Locking the telephone*.

  	1	In Lock mode, scroll to <i>No access to programmed issues</i>
	2	Press <i>OK</i>  Access to the programming functions is now barred and the telephone returns to the idle menu



## Lock: set direct call to...

Lifting the handset or pressing the loudspeaker key directs calls to the specific numbers you enter. You can still receive calls as normal. If you do not enter any number, all outgoing calls are barred. You must be in Lock-mode to do this. See the section *Locking the telephone*.

  	1	In Lock mode, scroll to <i>Set direct call to</i>												
<table border="1"><tr><td>1</td><td>2</td><td>3</td></tr><tr><td>4</td><td>5</td><td>6</td></tr><tr><td>7</td><td>8</td><td>9</td></tr><tr><td>*</td><td>0</td><td>#</td></tr></table> 	1	2	3	4	5	6	7	8	9	*	0	#	2	Enter the number to which each key press will direct a call, and then press <i>OK</i>  Note: You can enter up to 20 digits
1	2	3												
4	5	6												
7	8	9												
*	0	#												

## Lock: receive calls only

You must be in Lock-mode to do this. See the section *Locking the telephone*.





	1	In Lock mode, scroll to <i>Receive calls only</i>
	2	Press OK

Note: In this mode it will not be possible to make any outgoing calls






















## Unlocking the telephone

If your telephone is locked in any of the ways detailed in *Locking the telephone*, you can remove the lock.

You require a Lock-password to unlock the telephone. (Default password is 111)

	1	Press the <i>Options</i> key
	2	Press <i>OK</i>
	3	Enter the lock password (Default password is 111). This password can be changed, see section "Changing your password to lock the telephone".
	4	Press <i>OK</i> to unlock the telephone




















## Changing your password to lock the telephone

	1 Press the <i>Options</i> key
  	2 Scroll to the <i>Features</i> option
	3 Press <i>OK</i>
  	4 Scroll to the <i>Setphone</i> option
	5 Press <i>OK</i>
  	6 Scroll to the <i>Change password</i> option
	7 Press <i>OK</i>
	8 Enter the old password
	9 Press <i>OK</i>
	10 Enter the new password
	11 Press <i>OK</i>
	12 Enter the new password again
	13 Press <i>OK</i>
 	14 To return to idle, press the <i>Exit</i> key



## Setting the voice output medium
















You can change the voice output medium for your telephone so that it will operate via a headset instead of the handset or vice versa.

	1	Press the <i>Options</i> key
  	2	Scroll to the <i>Features</i> option
	3	Press <i>OK</i>
  	4	Scroll to the <i>Set phone</i> option Note: In the Glossary you can find the description of the options
	5	Press <i>OK</i>
  	6	Scroll to the <i>Set voice output</i> option
	7	Press <i>OK</i>
  	8	Scroll to the voice output medium type you want (explanation of terms can be found in the Glossary)
	9	Press <i>OK</i>
 	10	To return to idle, press the <i>Exit</i> key

Note: If you choose “Handset without hook” or “Headset”, the normal hook switch on your telephone cradle will be disabled. You have to program a function key with the function “On/off hook”, which can then be used as a hook switch.





















## Entering the special mode

Special mode gives you access to more features, e.g. in the toggle list, and it gives you the option to clear all personal information in the phone

	1	Press the <i>Options</i> key
  	2	Scroll to the <i>Features</i> option
	3	Press <i>OK</i>
  	4	Scroll to the <i>Set phone</i> option
	5	Press <i>OK</i>
  	6	Scroll to the <i>Select mode</i> option
	7	Press <i>OK</i>
	8	Enter the password for the <i>Special</i> mode: 2468 Note: This password cannot be changed
	9	Press <i>OK</i>

## Clearing all personal information (keys, directory)










The telephone must be in Special mode to do this. See the section *Entering the special mode*.

	1	In Special mode, from the idle menu, press the <i>Options</i> key
  	2	Scroll to the <i>Features</i> option
	3	Press <i>OK</i>
  	4	Scroll to the <i>Set phone</i> option
	5	Press <i>OK</i>
  	6	Scroll to the <i>Service issues</i> option
	7	Press <i>OK</i>
  	8	Scroll to the <i>Clear all keys</i> option, the <i>Clear directory</i> option or the <i>Reset toggle list</i> option
	9	Press <i>OK</i>
	10	Press <i>OK</i> again to confirm the change
 	11	To return to idle, press the <i>Exit</i> key

## Downloading features to your telephone


















The telephone must be in *Special* mode to do this. See the section *Entering the special mode*.

Note: During the download you will not be able to use the telephone.














	1	In Special mode, from the idle menu, press the <i>Options</i> key
	2	Scroll to the <i>Features</i> option
	3	Press <i>OK</i>
	4	Scroll to the <i>Set phone</i> option
	5	Press <i>OK</i>
	6	Scroll to the <i>Service issues</i> option
	7	Press <i>OK</i>
	8	Scroll to the <i>Download request</i> option
	9	Press <i>OK</i>

## How to return to user mode

The phone needs to be in special mode before you can perform this function. See the section *Entering the special mode*.

 	1	When your phone is in special mode, press the <i>Options</i> key
  	2	Scroll to the <i>Features</i> option
	3	Press <i>OK</i>
  	4	Scroll to the <i>Set phone</i> option
	5	Press <i>OK</i>
  	6	Scroll to the <i>Select mode</i> option
	7	Press <i>OK</i>
 	8	Press the <i>Options</i> key
	9	To return to User Mode, press <i>OK</i>

## Programming a speed-dial number into an empty memory key

	1	Press the <i>Options</i> key
  	2	Scroll to the <i>Keys</i> option
	3	Press <i>OK</i>
  or  + 	4	Press the empty memory key you want to program  or Press <i>Shift</i> and the empty memory key to program at the second level of the key  Note: You also can program the second level of the keypadkeys by pressing the <i>Shift</i> and a keypadkey
	5	Press <i>OK</i>
	6	Type a number  If the number matches with a name in the directory, the matching name appears in the display
	7	Press <i>OK</i> to allocate the number to your selected memory key
 	8	To return to idle, press the <i>Exit</i> key

## Programming a function in an empty memory key

It may be that your system does not support one or more of these features for you. If that is the case, you will not have access to them.

You can program specific functions under a memory key allowing access to the function by way of a single key press.









The following functions can be programmed under a memory key:

- Divert all calls
- Call-back
- Divert on busy
- Do not disturb
- DTMF
- Message waiting
- Call wait. beep
- Autom. answering
- Ringer
- On/off hook for voice
- Direct Password
- Autom. answering 1 h
- Handset without hook
- Headset
- TAPI (phone, not applicable to the ErgoLine@Net)

The following function can be accessed in Special mode (see the section *Entering the special mode*):

- Night mode

You can find explanations for all of these functions in the glossary at the back of this book.

	1	Press the <i>Options</i> key
	2	Scroll to the <i>Keys</i> option
	3	Press <i>OK</i>
	4	Press the empty memory key you want to program
	5	Scroll through the list of functions until the facility you want appears in the display.
	6	Press <i>OK</i>
	7	If requested enter a number <b>Note:</b> for the functions <i>Diversion of all calls</i> and <i>DTMF-tones</i> , entering the number is optional
	8	To return to idle, press the <i>Exit</i> key



## Programming a group facility in an empty memory key

You can program group facilities under a memory key allowing access to the facility by way of a single key press.

The following group facilities can be programmed under a memory key:












- Absent for calls
- Group absence
- Incoming intercom
- Softring
- Status monitoring
- Show absent/present
- Group facility
- Group member calls
- Group member (intercom)
- Private calls
- Personal calls
- Executive calls
- Group calls
- Private park
- Group park
- Divert to altern. secr.

The following feature can be accessed in Special mode:
















- Line key

You can find explanations for all of these features in the glossary at the back of this book. *continued on next page.*

Note: It may be that your system does not support one or more of these group features. If that is the case, you will not have access to them.

	1	Press the <i>Options</i> key
	2	Scroll to the <i>Keys</i> option
	3	Press <i>OK</i>
	4	Press the empty memory key you want to program
	5	Scroll through the list of functions until the facility you want appears in the display.
	6	Press <i>OK</i>
	7	If requested, enter a number (ask your system supervisor)
	8	Press <i>OK</i>
	9	If requested, scroll to the required softring type.  Note: If a loudring tone is requested, select ring type <i>3-softring</i> and switch <i>Loudring f. 3-softr.</i> in the toggle list to ON. Refer to Glossary.
	10	Press <i>OK</i>
	11	To return to idle, press the <i>Exit</i> key














## Editing the contents of a memory key

	1	Press the <i>Options</i> key
  	2	Scroll to the <i>Keys</i> option
	3	Press <i>OK</i>
	4	Press the empty memory key you want to program
	5	Press the <i>Options</i> key
	6	Press <i>OK</i>
  +    + 	7	<p>Edit the function by selecting a new function/ groupfacility (an explanation can be found in the Glossary) or</p> <p>Edit the number by using the Backspace key and the horizontal cursor keys [D330 only] or</p> <p>Erase the whole number by pressing the Options key and OK and enter a new number</p>
	8	Press <i>OK</i>
	9	To return to idle, press the <i>Exit</i> key

Note: If you are unable to edit a key, speak to your system administrator as the key may have been set for the telephone system.

## Clearing the contents of a memory key

You need to empty the contents of a memory key if you want to change the functionality of the key. If however you just want to clear the contents without allocating anything else to the memory key, press *Exit* when you have finished clearing the key.

	1	Press the <i>Options</i> key
  	2	Scroll to the <i>Keys</i> option
	3	Press <i>OK</i>
	4	Press the memory key you want to clear
	5	Press the <i>Options</i> key
  	6	Scroll to the <i>Clear key contents</i> option
	7	Press <i>OK</i>
 	8	You can now program the key again, or press <i>Exit</i> to return to idle

## Using a function key to activate or deactivate a function



If a memory key has a function allocated to it, its LED will be lit, indicating that the function is active. Press the function key to toggle the function on and off

Note: If this function has been programmed under the second level of the key, the LED will not light

## Using a speed key during a call

If there is already a call on hold, you cannot use this facility



During a connection press a memory key which is programmed for speed dialling key.

This puts the original call on hold and dials the speed dial number

Note: This will only work if *one keystroke call* setup is on. See the section 'toggle list'

## Using Group facilities

Group facilities allow you to make use of pre-programmed facilities for selectively answering or diverting different calls. As a member of a normal group you can have access to the following facilities:

- Absent for calls
- Group absence
- Incoming intercom
- Softring
- Status monitoring
- Show absent/present
- Group facility
- Member calls
- Group member (intercom)
- Private calls
- Personal calls
- Executive calls
- Group calls
- Private park
- Group park
- Divert to altern. secr.

The following feature can be accessed in Special mode:

- Line key

You can find an explanation of each of these keys in the glossary at the back of this book.

Note: It may be that your system does not support one or more of these group facilities. If that is the case, you will not have access to them.

Note: All the features discussed in this chapter must be programmed into the system as memory keys before they can be used.

## Monitoring the status of group facility keys

It may be that your system does not support this feature for you. If that is the case, you will not have access to it. You can identify the status of a group facility key by how the LED in the key is displayed

Key type for	LED status	Meaning
<i>Group Member Key</i>	LED off	Group member is available, his/her phone is idle
	LED on	Group member is busy in a call, or incoming call for the group member cannot be answered by you
	LED flashing fast	Incoming external call for group member
	LED flash slowly	Incoming internal call for group member
	LED flashing and name/number of group member is displayed	Incoming internal call from the group member displayed on your phone
<i>Parking calls</i>	LED off	Park key is empty
	LED on	Park key is occupied, but you do not have access to the parked person
	LED flashing	Park key is occupied; you can get back to the parked person by pressing this park key
<i>Switching Abs./present</i>	LED off	Telephone is switched present
	LED on	Telephone is switched absent
<i>Show absent / present status</i>	LED in member key off	Telephone of group member is present for incoming calls
	LED in member key on	Telephone of group member is absent for incoming calls. Calls will be routed to another extension
<i>Private calls</i>	LED off	Idle, no calls are coming in Incoming call but you are unable to answer it
<i>Personal calls</i>	LED on	
<i>Execut. calls</i>	LED flashes slowly	Internal call coming in
<i>Group calls</i>	LED flashing fast	External call coming in





## Making a call to a group member

Your telephone must have a key programmed for Groupmember calls: the *Group member* key

It is possible to call a group member by means of his/her group member key the moment the LED in the key is off or on.

- If the LED in the Group member key is off, the group member is idle
- If the LED in the Group member key is on, this can mean two things:
  - The group member is busy on a call
  - A call is coming in for the group member, however, this call cannot be answered by you.

	1 Press the <i>Group member</i> key
	2 If the <i>One key call setup</i> feature is on, the telephone automatically activates hands-free and calls this group member.  If the <i>One key call setup</i> feature is off, the number appears in the display. Lift the handset or press <i>Loudspeaker</i>

## Making an intercom call to a group member

It may be that your system does not support this feature for you. If that is the case, you will not have access to it. Your telephone must have a key programmed for Group member calls by intercom: the *Group member intercom key*.

It is possible to call a group member by means of his/her *Group member key* the moment the LED in the key is off.

- If the LED in the *Group member intercom* key is off, the group member is idle
- If the LED in the *Group member intercom* key is on, this can mean two things:
  - The group member is busy on a call, or
  - A call is coming in for the group member, however, this call cannot be answered by you.



Group member  
intercom

Press the *Group member intercom* key and hands-free is automatically activated.

Note: If the group member allows incoming calls, he/she will hear you immediately after three short rings

Note: You can also use this key to call a group member in the normal way, as follows:



1 Lift the handset



Group member  
intercom

2 Press the *Group member intercom* key

## Answering an incoming call for a group member



It may be that your system does not support this feature for you. If that is the case, you will not have access to it. Your telephone must have a key programmed for Group member calls (by intercom): the *Group member (intercom)* key.

It is possible to answer a call for a group member by means of his/her group member key the moment the LED is flashing and there is **no** indication in the display.

- If the LED in the *Group member (intercom)* key is flashing fast, an external call is coming in for that group member
- If the LED in the *Group member (intercom)* key is flashing slowly, an internal call is coming in for that group member.

If the LED in the *Group member key* is on, this can mean two things:

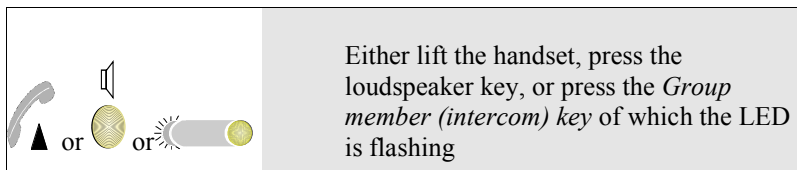
- The group member is busy on a call, or
- A call is coming in for the group member, however, this call cannot be answered by you.

 Group member (intercom)	1 Press the <i>Group member (intercom)</i> key of which the LED is flashing the name/number of the incoming caller is displayed
	2 The telephone is automatically hands free. Lift the handset to continue the all soft-speaking

## Answering an incoming call from a group member

Your telephone must have a key programmed for Group member calls (by intercom): the *Group member (intercom) key*.

It is possible to answer a call from a group member by means of the key for his/her group member calls, the moment the LED is flashing and the name/number of the group member is displayed.




## Toggling your telephone between absent and present

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.


Your telephone must be part of an executive/secretary arrangement and have a key programmed with the *Absent for calls* feature: the *Absent/present* key

- If the LED in the key is off, your phone is switched to *present* for most incoming calls
- If the LED in the key is on, your phone is switched to *absent* for most incoming calls

If you are the executive:

 <p>Absent/present</p>	<p>Press the <i>Absent/Present</i> key</p> <p>Note: If you switch your telephone to <i>Absent for calls</i>, most of the incoming calls are diverted to a pre-defined extension, probably your secretary</p>
---	--

If you are the secretary:

 <p>Absent/present</p>	<p>Press the <i>Absent/Present</i> key</p> <p>Note: If you switch to your telephone to <i>Absent for calls</i> and the executive's telephone is also switched to <i>Absent for calls</i>, all calls to the executive, which come in on your telephone are diverted to a pre-defined extension, probably another secretary</p> <p>Your calls will still come in on your own telephone</p>
---	--

## Switching your telephone absent for incoming group calls

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

You need a key programmed with the *Group absence* feature: the *Group absence* key.

- If the LED in the key is off, your phone is switched *Present* for incoming group calls.
- If the LED in the key is on, your phone is switched *Absent* for incoming group calls.



Group absence

Press the *Group absence* key.

Note: If you switch your telephone to *Group absence*, all your incoming group calls are diverted to the other group members.



It depends on a setting in the system as to where your personal calls come in at that moment.

- Personal incoming calls will come in at your own telephone, or
- Personal incoming calls will be diverted to a pre-defined extension.

## Remotely toggling another telephone absent and present

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Your telephone must be part of an executive/secretary arrangement and have a key programmed with the *Show absent/present* feature: the *Show absent/present* key.

 Show Absent/present	<p>Press the <i>Show Absent/Present</i> key</p> <p>Note: The LEDs in the different group member (intercom) keys now indicate if the telephone of the group member is switched Absent or Present for most calls.</p> <ul style="list-style-type: none"><li>• If that LED is off, your telephone is switched Present for incoming calls</li></ul> <p>If that LED is on, your telephone is switched Absent for most incoming group calls</p>
 Groupmember (intercom)	<p>Press the <i>Group member (intercom)</i> key of that specific group member to switch the telephone of this group member between Absent and Present</p>

## Answering calls for executives

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.



Your telephone must be part of an executive/secretary arrangement and have a key programmed for incoming executive calls: the *Executive key*

Note: Calls for the executive will only come in on this key if the telephone is switched to *Absent for calls*, or if he/she is busy on a call.

It is possible to answer a call for an executive by means of this executive key the moment the LED in the key is flashing and there is no indication in the display.

- If the LED in the *Executive key* is flashing fast, an external call is coming in for that executive.
- If the LED in the *Executive key* is flashing slowly, an internal call is coming in for that executive.

Note: If the LED in the *Executive key* is on, a call is coming in for that executive, however it can not be answered by you.

 Executive	1	Press the <i>Executive</i> key of which the LED is flashing.  The name/number of the incoming caller is displayed
	2	The telephone is automatically hands-free. Lift the handset to continue the call soft-speaking



## Answering group calls, private calls or personal calls

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.



Your telephone must have a key programmed for:

- incoming group calls: the *Group key*
- incoming private calls: the *Private key*
- *incoming personal calls*: the *Personal key*

It is possible to answer a call coming in on one of these keys the moment the LED in the key is flashing and there is no indication in the display.

- If the LED in the key is flashing fast, an external call is coming in.
- If the LED in the key is flashing slowly, an internal call is coming in.

Note: If the LED in the key is on, a call is coming, however it cannot be answered by you.



 Group or Private or Personal	Press the <i>Group key</i> , <i>Private key</i> , or <i>Personal key</i> of which the LED is flashing  The name/number of the incoming caller is displayed
	The telephone is automatically hands free. Lift the handset to continue the call soft speaking.

## Parking and uptaking a call

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Your terminal must have a key programmed for private park: the *Private park key*, or for group park: the *Group park key*.

- If the LED in the key is off, the park key is empty, no one is parked
- If the LED in the key is flashing, a caller is parked and you can get back to the parked caller
- If the LED in the key is on, a caller is parked, however you cannot get back to the parked caller



 Park	<p>1 To park a connected call, press the <i>Park key</i></p> <p>Note: If the LED in the key is off, the call will be parked and you will get a dial tone</p> <p>If the LED in the key is flashing, the connected call and the parked call will be swapped</p> <p>The connected call is now parked and you are connected to the formerly parked call</p>
 Park	<p>2 To unpark a call, press the <i>Park key</i> of which the LED is flashing</p>

## Using an alternative secretary

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.



Your telephone must be part of an executive/secretary arrangement and have a key programmed for diversion to alternative secretary: the *Alternative Secretary* key.

- If the LED in the key is off, calls are not diverted to the alternative secretary
- If the LED in the key is flashing, calls are diverted to the alternative secretary

 Alternative secretary	1 To divert calls to the extension of an alternative secretary, press the <i>Alternative secretary</i> key, when the LED is off
 Alternative secretary	2 To switch off diversion of all calls to the extension of an alternative secretary, press the <i>Alternative secretary</i> key, when the LED is on

## How to observe the group status

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

	Lift the handset
	<p>Dial a start code plus the group number (ask your system supervisor what these numbers are)</p> <p>The display will show 6 digits which mean the following:</p> <ul style="list-style-type: none"><li>• the first 2 digits show how many group members are present</li><li>• the second 2 digits show how many are absent</li><li>• the third 2 digits show how many calls are waiting</li></ul>

## Glossary

Your telephone may not support all of the features mentioned below.

### A

#### **Absent for calls**

Group facility that allows you to prevent incoming calls by switching to absent, and to allow them by switching to present. If you switch to absent, all group calls will be diverted to a pre-defined extension. Your telephone can still be reached by entitled users within the Executive/secretary group, and you can still receive calls, for example, to your private number.

#### **Alternative secretary key**

Group facility that allows you to divert your calls and the calls for a boss, which normally come in on your extension, to another pre-defined extension.

#### **Automatic answering**

The telephone can be programmed to answer incoming calls automatically. A short beep sounds then the telephone automatically switches to handsfree mode.

#### **Automatic ring back**

If you call an extension which is busy or doesn't answer, you can use the "CallBack" option to have the system call you back the moment the other party's telephone is idle or used again.

#### **Automatically on hook**

If you are using the telephone handsfree and the other party hangs up, your telephone returns to idle mode.

### B

#### **Backspace key (D330)**

Pressing this key deletes the last entered digit/character.

## C

### **Call back**

If you call an internal extension which is busy, or does not answer, you can activate the “Call back” option to have the system to call you back the moment the other party’s telephone is idle or used again.

### **Call diversion**

Call diversion is a facility to divert calls to another extension. This can be to a fixed or variable extension.

### **Callers list**

The telephone can keep a record of all calls which are not answered by you. The record includes messages left by the callers and the time and date they called. The callers list can store details of up to ten callers. You can choose to disable the callers list. Then the telephone will not record the unanswered incoming calls.

### **Call waiting beep**

Your telephone emits two short beeps to alert you to

a call waiting. You cannot alter the sound of the beeps but you can disable the signal. The call waiting beep can be disabled.

### **Call waiting indication**

If a caller dials your extension number while you are on another call, two short beeps will sound and a “bell” icon flashes on the display. The beeps can be disabled.

## D

### **Delete all call backs**

You can delete all activated call backs.

### **Dial tone**

The tone you hear when you lift the handset or press the loudspeaker key from idle.

### **Direct calls to . . .**

See Lock types.

### **Direct password**

A key can be programmed with this function. Pressing the key, lifting the handset and typing a password (ask your system supervisor) will allow you to access privileged

functions authorized for that access level.

**Directory**

A list of names and numbers in your telephone which can be used to call people or to see who is calling you.

**Disconnect**

If you end a call by replacing the handset, or activating the Disconnect option, you will immediately hear the dialtone again.

**Display**

The small screen on your telephone. You can vary the contrast level of the screen.

**Diversion**

If you want to receive your calls somewhere else, incoming calls can be diverted to a selected or variable extension.

**Divert on busy**

The telephone can be programmed to divert your calls automatically to another pre-selected extension if you are on a call.

**Divert to alternative secretary**

Group facility that allows you to divert your calls, and the calls for your boss which normally come in to your telephone, to another pre-defined extension. A memory key must be programmed to allow you to do this.

**Do not disturb**

Function that blocks your extension to callers. Incoming calls will be diverted to the operator. The function can be toggled on/off.

**Doorlamp**

If your telephone is wired to control a doorlamp via the Static-interface, you can program the following options:

- Doorlamp when busy; The doorlamp can be programmed to illuminate when your telephone is busy.
- Doorlamp (manual); Pressing the memory key allocated to this function will illuminate the doorlamp.

**Dooropener**

If your telephone is wired to control the opening of a door via the Static-interface, pressing the memory key allocated to this function will activate the door release mechanism.

**Download from the switch**

This is the term used to describe the process of transferring data or programs.

Certain memory keys and other options may be already programmed when you start using your set.

**DTMF**

This stands for **Dial Tone Multi Frequency**. When this function is switched on, when you dial a number, each keypress sounds a pitched note. This can be switched on and off by a programmed function key.

**E****Error beep**

If you press a key which is not valid in that specific state, a short error beep will sound.

**Executive key**

Group facility key that allows a secretary to answer incoming calls for a boss on the secretary's telephone the moment the boss's telephone has been switched to absent for most calls.

**Exit key**

The key which returns the telephone to the Idle menu from every other menu.

**Extension**

A telephone linked to the main telephone system.

**F****Function key**

A memory key which has been programmed to activate a function.



## G

### **Group**

People with an inter-related job function or interest can have their extensions “grouped”. This allows each such extension to make use of Group facilities. The people thus grouped are called “Group members”.

### **Groupabsence key**

Group facility key that allows you to switch your telephone absent/present for group calls. If you switch your telephone absent for group calls, the incoming group calls are rerouted to other group member(s).

### **Group facilities**

Facilities supported by the telephone system to make it possible to work efficiently in a group. For example, you are able to answer each others’ calls and monitor each others’ telephone status.

### **Group member (intercom)**

Group facility that allows you to answer calls for and make intercom calls or

normal calls to another group member.

### **Group member key**

Group facility key that allows you to answer calls for and make calls to another group member.

### **Group observation**

When this function is active, you can display the absent/present status of the members of a group, and how many calls there are waiting for the group.

### **Group park key**

Group facility key that allows you to park a call so that another group member can unpark it later.

## H

### **Handset**

The part of the telephone that you lift to talk.

### **Handset without hook**

The handset of the telephone works, but the cradle hook switch does not. To use the telephone this way, you must have selected another hook switch. This can be a foot pedal or a function key

which simulates the hook switch.

**Handsfree**

Speaking into the telephone via the handsfree microphone. The handset is not in use, and people around you can hear the other party via the handsfree loudspeaker.

**Headset**

An accessory item consisting of a microphone and loudspeaker worn on your head which allows you to listen and speak to the other party.

**Hold**

Places a caller in a waiting mode. The caller cannot hear you. You can then transfer the call or reconnect to it when you want.

**I****Idle menu**

This is the menu that is displayed when you are not busy on a call nor programming the telephone.

**I'll wait**

If you dial an extension which is busy, you can select to put yourself in the waiting queue of the busy party. The other party will notice that you are waiting.

**Incoming intercom**

If you set up an intercom call, your telephone switches to handsfree and the other party's telephone automatically answers handsfree after the sound of the intercom ring melody. If you choose to disable *Incoming intercom*, calls will be presented as a normal incoming call. The telephone will ring normally.

**Intercom function**

Your telephone can serve as an intercom.

**Intrude**

A facility which allows you to break into a call between two parties. Both parties can hear you. During the intrusion, a tickertone will be heard to indicate that a third person is listening too.

## K

### Key

A button on your telephone.

## L

### Language

You can set the telephone to give the displayed text messages in the language of your choice.

### Last number redial key

See Redial list.

### LED

A three letter acronym for **L**ight **E**mitting **D**iode. This is a small lamp which illuminates next to the key labels showing you, for example, that the function programmed under the key is active.

### Line

A connection to an external destination

### Line key

Only programmable in 'special mode'. When the line key function is used, the line can be monitored. If a line is busy, the associated LED is on. If

the call is idle, the LED is off.

### Listen-in

Speaking into the telephone via the handset with the loudspeaker activated, so that people around you can hear both sides of the conversation. The other party cannot hear them.

### Lock mode

The mode in which the facilities listed under "Lock" types can be programmed.

### Lock types

- Receive calls only;

The telephone can only receive calls

- Direct call to . . . ;

The telephone can receive calls, but each keypress or lifting of the handset leads to a handsfree/softspeaking call to a specific number

- No programming;

The telephone can make and receive calls, but

cannot access any programmed functions.

**Loudring f. 3-softr.**

While programming a group facility, there is a choice of different softings.

Select *softings type 3 and* switch on the function *loudring f. 3-softr.* in the toggle list. Now, instead of 3 softings, a loud ring tone will sound whenever a call comes in on the particular keys.

**Loudspeaker key**

The telephone has a loudspeaker built into its body. The loudspeaker key activates/deactivates the loudspeaker. With the loudspeaker key, you can initiate or accept a call with the handset in its cradle.

**M**

**Melody**

You can select the melody the “bell” plays when an incoming call is directed to your telephone. There are twelve variants to choose from.

**Memory key**

The telephone has twelve blue programmable keys each with a label holder and an LED signal lamp. The keys can be programmed in two levels. The Shift key (see Shift key) is used to program/access the second level. Any memory key can be programmed to serve as a Speed-dial key, a Function key, or a Groupfacility key.

**Message**

Text displayed on the screen of your telephone, which is sent by the other party during a call.

**Message waiting**

If a message has come in for you, the LED of the Message waiting function key flashes.

**Metering**

If you make a call to an external destination, the call may be metered to record the cost and duration of the call.

**Microphone blocked**

If this feature is switched on and if you can receive incoming intercom calls, the loudspeaker of your telephone will be switched on, but not the microphone. The other party cannot hear you.

**Microphone mute**

Muting the telephone microphone prevents the other party from hearing you. This function is controlled by the Micr. key. Status depends upon how you are using the telephone, and is indicated in the LED as follows:

- **LED off:** The microphone in the telephone is not on - because the telephone is idle or you are using the handset
- **LED flashing:** The microphone is blocked and the other party cannot hear you
- **LED on:** The microphone in the telephone is on - you are using the telephone handsfree.

**N****Night mode**

Facility for diverting all calls to a specified extension, usually the security duty officer's extension. Any extension can be pre-programmed as a night extension.

**No programming**

See lock types.

**Notice**

Message which can be sent to you by another party when you dial his/her number. The notice appears on your display as soon as the called extension starts ringing.

**O****Off-hook**

The handset has been lifted from its cradle.

**Off line**

You are not busy on a call.

**Offline number preparation**

You can key in a number before you lift the handset or press the loudspeaker key to set up the call.

**OK key**

Press this key to accept the displayed or newly entered information.

**One Key call setup**

If this facility is on, pressing a speeddial key or groupfacility key will immediately lead to the programmed number being called handsfree.

**On/off hook (voice)**

If a memory key is programmed with this function, the key can be used to switch on and off hook use. It can be used instead of the hookswitch beneath the handset. This is useful if you are using an accessory, for example, a headset. The associated LED is on in the off hook situation.

**Options key**

Pressing this key will reveal features in the display which can be selected/activated by pressing the "OK" key. The rectangular icon in the upper right corner of the display indicates that there are features available in that specific menu.

**Other 3-call party**

You can display the number (and name if the calling party is in your directory) of both parties involved with you in a 3-party call.

**P****Password**

A unique set of characters which protects access to some telephone facilities. The password cannot be longer than six digits.

**P(A)BX**

**Private (Automated) Branch Exchange** is the term used to describe the control equipment that manages internal telephone systems.

**Personal key**

Group facility key that allows you to receive more than one incoming personal call on a key.

**Phonebook**

One or more names realted to an extension

**Prepare 3-call Option**

An option which allows you to prepare a three party conference. The

option must be activated before the first connected party is put on Hold.

**Private key**

Group facility key that allows you to receive private calls. These private calls will always be presented to your telephone even when your telephone is switched absent for most calls.

**Private park key**

Group facility key that allows you to park a call which only you can later unpark.

**Programmable keys**

The telephone has twelve blue programmable keys with a label and an LED. Also called Memory keys.

## **R**

**Receive calls only**

See Lock types.

**Reconnect**

You can have a caller on hold then reconnect to that caller by pressing the “Reconnect” option. This releases the current connection and reconnects you to the held caller.

**Redial list**

The Redial list is a store of the last five numbers called, regardless of the method you used to make the call. You press the “Redial” key to access the redial list. You can scroll through the list using the up/down cursor keys and select any number. The most recently dialled numbers are at the top of the list.

**Ring type**

A sound of one, two or three softings can be associated to group facility keys to indicate the status of the group facility. The softing volume is adjustable by the volume up/down keys.

**Ringer**

The term used for the “bell” on your telephone. You can vary the sound volume and the melody played for an incoming call. The sound of the ringer can be disabled.

## S

### **Scroll keys**

Keys which allow you to move the display message up or down, or to move left or right to edit entered digits/characters or to reveal more options in the same menu.

### **Second bell**

If your telephone is wired to control a second bell via the static interface, it can be set up to ring the second remote bell to signal an incoming call. This only works for voice calls.

### **Set melody**

The incoming call indication "bell" can be set to play a selected melody. There is a choice of twelve melodies to choose from.

### **Set mode**

By means of this option you can access the Lock mode or the Special mode.

### **Set ringer volume**

The ringer volume can be changed by using the volume up/down keys.

### **Set voice output**

Option by means of which you can choose the required voice output medium (voice o/p).

### **Shift key**

This key allows you to switch between the two programmable levels of the programmable keys, and to switch between number and alphanumeric input during editing.

### **Show absent/present key**

Group facility key that allows you to see or change the absent/present status of other members of the executive/secretary group. If you switch someone else's telephone to absent, all their calls will be diverted to your extension and up to ten pre-defined people within the group can call them directly.

### **Shuttle**

If you put a caller on hold and call a third party, you can rotate or "shuttle" between the calls.



**Softtring**

A sound of one, two or three softtrings can be associated to group facility keys to indicate the status of the group facility. The softtringing volume is adjustable by the volume up/down keys. See also *Loudtring f. 3-softtr*.

**Softspeaking**

Speaking into the telephone via the handset.

**Special mode**

The mode that gives access to Special Features. This mode allows you to carry out certain functions, for example, clearing all personal information stored in the telephone.

**Speed dial key**

A memory key can be programmed to dial a commonly used number.

**Status monitoring**

Status monitoring is a Group feature that allows you to see which members of the group are busy on a call, or if calls for specific group members are coming in. If “Status monitoring” is not active, your telephone will not

show the status of other group members.

**Store diverted calls**

If this function is active all calls which are diverted to you, but not answered by you will be stored in the Callers list, including information about their original destination.

**Store number**

The Store number option is used to add the number of a connected party to the Redial list.

**Suffix dialling**

Sending digits to the switch during a call to request functions from the switch.

**T****TAPI**

This stands for Telephone Application Program Interface.

TAPI (speech via telephone);  
The Speech path uses the handsfree function, the handset or headset connected to the telephone (for example, dialler).

**Three party conference**

You can set up a call between yourself and two other parties. All parties can hear each other.

**Toggle list**

This is a list of functions which can be switched on or off.

**U****User mode**

This is the default mode for your telephone. If your telephone is in Special mode, you can switch it back to User mode by selecting the "User mode" option.

**V****Voice o/p**

The medium used to make calls. This can be either:

- Handset with hookswitch
- Handset without hookswitch
- Headset.

**Volume keys**

These keys control the volume of the loudspeaker, the ringer and the handset.

**X****X-inp. inst. of mic.**

The X- interface is used to connect additional equipment such as a recording machine. The X-input instead of microphone function has to be switched on and off via a programmed function key. It is used to switch between the voice input of the audio interface and built in microphones.

## NOTICE TO THE USER

This equipment is intended to be used for connection to SOPHO iS3000 systems. This equipment is delivered with a line cord using RJ45 connectors for connection. Hereby Philips Business Communications declares that the product ErgoLine D325/D330 is in conformity with the essential requirements of Directive 1999/5/EC. A copy of the related Declaration of Conformity can be obtained via the address mentioned in this manual.

CE 0344

## PRODUCT DISPOSAL INFORMATION

### For countries in the European Union



**The symbol depicted here has been affixed to your product in order to inform you that electrical and electronic products should never be disposed of as municipal waste.**

Electrical and electronic products including the cables, plugs and accessories should be disposed of separately in order to allow proper treatment, recovery and recycling. These products should be taken to a designated facility where the best available treatment, recovery and recycling techniques are available. Separate disposal has significant advantages: valuable materials can be re-used and it prevents the dispersion of unwanted substances into the municipal waste stream. This contributes to the protection of human health and the environment. Please be informed that a fine may be imposed for illegal disposal of electrical and electronic products via the general municipal waste stream.

In order to facilitate separate disposal and environmentally sound recycling, Philips Business Communications has made arrangements for local collection and recycling in all member states of the European Union. In case your electrical and electronic products need to be disposed of please refer to the contractual agreements that your company has made upon acquisition of these products. Should this information not be available, please contact the local Philips organization or contact us at [www.sopho.philips.com](http://www.sopho.philips.com).

### For countries outside the European Union

Disposal of electrical and electronic products in countries outside the European Union should be done in line with local regulations. If no arrangement has been made with Philips Business Communications or your supplier, please contact the local authorities for further information.