

Mobile Extension - How It Works

As a mobile extension, your mobile telephone is connected to your office exchange as an internal extension, i.e. you get the same telephone support as an internal extension. The operator, your colleagues, customers, etc. can call you by dialling your internal telephone number, regardless where you are; in the office, at a customer, on a travel, at home, etc.

To call someone, or to use an office exchange function, you dial a pre-determined number by use of a short number (recommended - telephone dependent) to get dial tone from the exchange or use the Calling Card functionality. Then you continue in the same way as you have lifted the handset from a telephone in your office, i.e. dial an internal number, dial the code to get an external line + an external number, dial a function procedure, etc.

This Guide

This guide describes only how to handle the specific office exchange functions. How to handle the internal functions of your mobile phone, e.g. to program the short numbers, settings, etc., please see the user guide for your mobile phone.

Note: The User Guide describes the features of the BusinessPhone Communication Platform with a default programming. Please consult your system administrator if you need further information.

Note: The functions described in this guide only work if your telephone calls are handled via your office exchange.

To Call Your Office Exchange

Store the predetermined number in your telephone phone book in such a way that you can access the numbers by just one single key press, or by a single key press + YES, e.g. at key 1.

If the public network does not support number identification for the calling party, you will be asked for an identification code. If it is still not possible to access, you will be connected to an alternative answering position, e.g. the operator. For more information please ask your system administrator.

To call your exchange:

Dial the predetermined number 

Wait for dial tone

Continue for the requested type of call or function

Security

Block extension Call exchange *** 7 2 #**

Unblock extension Call exchange **# 7 2 ***
Enter your Password
Press **#**

Change Password Call exchange **# * 7 2 ***
Enter your present Password *****
(default: **0 0 0 0**)
Enter your new Password **#**


Calling Card


You can use the Calling Card service of your mobile phone to automatically call the exchange without having to dial the access code manually.


Note: The Calling Card function is only supported on selected Ericsson or Sony Ericsson mobile phones and may vary from model to model. Please refer to the relevant user guide of your mobile phone for details about configuration and use of the function. Functions beginning with * or # cannot be used with the Calling Card function. Use short numbers instead.


Select and activate a card Enter the card settings
(access number of the exchange, no verification code is needed).


Note: You get this information from your system administrator.


Select the option **Number first**
Press  to confirm your choice

To make a call using the Calling Card Enter the phone number or retrieve the number from the phone book.
Press and hold 

Press  when the display shows:
Send called number?

Internal calls Number in international format e.g. +43...
or extension number only
Press & hold 

External calls Number in international format e.g. +43...
Press & hold 

Retrieve message externally Dial the number to the Mailbox system
Press & hold 
Enter your extension number
Enter your Password

To Change Answering Telephone - Tandem Configuration

The Tandem configuration is a unit, consisting of two telephones using the same directory number. Your mobile telephone is usually defined as the secondary and your desk telephone as the primary.

This function enhances the communication for users that, for example, have a wired phone on their desk (the primary telephone) and need to be mobile with their own mobile phone (the secondary telephone). Basically the Tandem configuration works as follows:

Activate Call exchange *** 2 8 #** 

For incoming calls: Both telephones are treated as 1 single extension.


For outgoing calls: Both telephones are treated as 2 separate extensions.

Deactivate Call exchange **# 2 8 #** 

For incoming calls: The secondary telephone cannot be called and the primary telephone works as a normal stand-alone telephone.

For outgoing calls: Both telephones are treated as 2 separate extensions.

Answer Calls

Answer calls Press 

Individual call pick-up Call exchange
Extension number **6**

Group call pick-up Call exchange, Press 
Dial the group call pick-up code

Make Calls

Internal Calls Call exchange
Number in international format e.g. +43...
or extension number only

External Calls Call exchange
Number in international format e.g. +43...

Common Abbreviated Number Call exchange
Dial Abbreviated Number

Individual Abbreviated Number Call exchange *** ***
Abbreviated Number: **0 - 9**

Program Call exchange *** 5 1 ***
Abbreviated Number: **0 - 9**
Digits for external call access
External number **#**

Last external number redial Call exchange *** * ***

You get busy tone or no answer

Automatic Callback Press **5** 
Press  when called back

Camp on Press **4**
Keep handset off hook

Intrusion Press **8**

Inquiry

Ongoing conversation Press **1** Call 3rd party

Refer Back

Switch between calls Press **1 2**

To terminate Press **1 1**

Transfer


Transfer a call Press **1** Call 3rd party
Press  (Before or after answer)

DTMF Tones

To control answering machines or any other telecommunication devices: *Call the device*
Press * (To send a DTMF tone)

Note: Once DTMF-sending was requested, it cannot be deactivated during the actual call.

Conference

Ongoing conversation *Press 1 Call 3rd party*
Press 13 (To establish)
Press  (To leave the Conference)

Call Forwarding

Fixed Diversion *Call exchange *21#*

Internal Diversion *Call exchange *21**
New number #

Cancel *Call exchange #21#*

Follow me *Call exchange *21**
*Own number **
New number #

Cancel *Call exchange #21**
Own number #

Bypass Call Forwarding *Call exchange *60**
Extension number #

Dictaphone

Record a message *Call exchange *58#*

Play-back *Press **

Re-record *Press 9*

Stop recording & save message *Press #*

Note: Diversion on no reply should not be activated to the GSM's mailbox - otherwise the BusinessPhone's diversion / mailbox is bypassed.

Mailbox system

Activate *Call exchange *21**
Number to the Mailbox system #

Deactivate *Call exchange #21#*

Retrieve Messages *Call exchange *59#*

Absence Information

Enter information mode *Call exchange *23**
Select Pre-defined Text or Voice Information

Pre-defined Texts *Enter Info Code and Completing Info (see table below)*
Press #

	Info Code	Completing Info
Time of return	1	hour (00-23) minute (00-59)
Date of return	2	month (01-12) day (01-31)
Lunch	3	back at, hour minute
Meeting	4	back at, hour minute
Vacation	5	back, month day
Illness	6	back, month day

Voice Information *Press 9*
Speak

Play-back *Press **

Re-record *Press 9*
Speak

Activate *Press #*

Cancel Absence Information *Call exchange #23#*

Account Number

Place costs on a selected Account Number: *Call exchange *9**
Account Number #
Digits for external call access
External number

Note: Regarding the Account Number please ask your System Administrator.

