



## **Manual Operation via the telephone**

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### Aim and purpose

This document is part of the user manual for the installation and configuration of bintec elmeg devices. For the latest information and notes on the current software release, please also read our release notes, particularly if you are updating your software to a higher release version. You will find the latest release notes under [www.bintec-elmeg.com](http://www.bintec-elmeg.com).

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## Chapter 1 Introduction

These operating instructions are designed to assist you in using your **be.IP**. Whether you're employing your system for business or personal uses, it will always provide exceptional calling comfort and fun while telephoning. Take a few minutes to become acquainted with the functions of **be.IP** to learn to take full advantage of the whole range of available features.



### Note

The safety notices included in the installation instructions tell you what you need to consider when using your **be.IP**.

## Chapter 2 Operation via the telephone

### 2.1 Symbols



#### Note

These procedures do not apply to SIP telephones. Please refer to the telephone guide.

Different terminals may not have the same tones, call patterns and operating procedures.



This symbol prompts you to pick up your telephone receiver.



This symbol shows the call status. You've lifted the receiver of your telephone.



This symbol tells you to lift the receiver of your telephone or the telephone is not in use.



This symbol shows a signal on a terminal, e.g. your telephone is ringing.



This symbol tells you to dial a number.



One of these symbols prompts you to dial the displayed numeral or character.



These symbols display a selection of numerals or characters that may currently be used.



This symbol prompts you to dial a specific selection (numeral or character) from a list or table.



This symbol tells you to press the Flash button (signal button).



This symbol shows that an acknowledge tone can be heard on the receiver.



This symbol indicates a conference call.



If you enter a call number to dial via a SIP provider, the number dialled is output approx. 5 seconds after entering the last digit. If you end the call number with the hash key, the system dials automatically. Here, the terminal must be able to also dial the









in the **be.IP**.

### 2.2 Telephoning

#### Information for use and operation of telephones

Not all described performance features are included in the connection provided by your network operator. Ask your network provider which performance features are included in your connection, and which must be additionally ordered. Certain terminals may use their own, device-specific procedures for the described functions. Please inform yourself from the relevant terminal instructions. In the following operation sequences, only the telephone connection, i.e. the call between two subscribers, is exemplified. For analogue telephones, functions are only described for DTMF terminals with flash key. System telephones employ their own functions; you should therefore check system telephone instructions to determine whether the codes and procedures provided here should be used.

The performance features for analogue terminals can only be used with terminals that use the MFC dialling method and feature an flash key. Detection of flash length can be set in configuration. Analogue terminals which dial with the IWV method cannot use functions or codes that include  or . IWV dialling is automatically detected after dialling a numeral .

If **Automatic Outside Line** is set for your telephone, before any internal operating procedure, after first lifting the receiver , you need to first press the  key. For the corresponding performance features, the  symbol is inverted, as in the example below.



Lift the receiver.



Select the internal number.



You can take the call on your telephone.

## 2.2.1 Making external calls

Your **be.IP** offers various possibilities for external calling.

- Via ISDN connections
- Via external VoIP connections

### Selecting the external connection method

If you wish to make an external call, the **be.IP** attempts to establish a connection to the entered provider. If no connection can be established, the next provider can be selected if an automatic fallback has been configured. If no fallback connection is possible either, you will hear the engaged tone.



#### Note

Note that if you switch to another network, you may incur additional costs from this network provider.

### Automatic Route Selection

The configuration defines over which external connection the call shall be routed. Automatic route selection is defined in configuration. You can enter complete telephone numbers or (partial telephone numbers) in the automatic route selection. When a number is dialled, the **be.IP** recognises it and dials the entered number via the defined connection. The telephone numbers entered in automatic route selection are monitored by the blacklist, so blocked telephone numbers or parts of a telephone number cannot be dialled in this way. Emergency services numbers cannot be entered in the automatic route selection or blacklist.

### Gateway functions

External connections over VoIP and ISDN can be established from all connected internal terminals. If you switch from the ISDN connections to the VoIP connection or from VoIP to the ISDN connections, the number of connections depends only on the use of the DSP module.

### VoIP telephony

You can telephone over the internet using all internally connected telephones. A maximum of four external connections are possible via VoIP. The number of connections depends on various parameters:

- Availability of free DSP channels on the **be.IP**
- The available bandwidth of the VoIP connection
- Configured, available SIP providers



#### Note

In case of automatic external line access, if you lift the receiver, the **be.IP** attempts to establish a connection. If a connection cannot be established, it automatically falls back to the next entered provider. Please note that this call is not free.

## VoIP Provider

You can create up to four SIP accounts with their own telephone numbers.

## ISDN connection

Your **be.IP** features ISDN interfaces. You can simultaneously establish two external connections via both B channels of an ISDN interface. These connections can also occur simultaneously with different communication partners.

For example, you can call an external business partner whilst simultaneously transmitting data from your PC to another business partner. When you make an external call with your **be.IP**, the **be.IP** automatically transmits the phone number and service ID (identifies the terminal, e.g. telephone, fax). Thus only a terminal with the same service ID is called (telephone calls telephone, group 4 fax calls group 4 fax).

If a terminal connection of the **be.IP** for combi-units is set up, external calls are signalled on the terminal unit with the service indications **Analog calls**, **ISDN calls** and **Device type fax**. In this case, when starting an external call, the service indication **Analog calls** will be sent.

## Access to the external connection

Worldwide calls need not be possible from every telephone. Some telephones only allow local calls. For each of the internal subscribers of **be.IP**, individual authorisation (exchange access rights) can be set up in the configuration of outgoing (external) connections. Six rights are possible:

- International exchange access right ( *Unlimited*): Unrestricted dial permission
- National exchange access right ( *Domestic*): Permission to make national calls (not possible to dial 00)
- Exchange access right for local calls ( *Local*): Permission to make local calls (not possible to dial 0 or 00)
- Semi exchange access right ( *Incoming*): The subscriber can receive incoming external calls but can only make internal calls
- No exchange access rights ( *Internal*): The subscriber can only make internal calls



### Note

Please note that restrictions that go beyond these authorisations can be applied through entry into your **be.IP**'s blacklist.

## Outgoing telephone number

You define in the configuration which telephone number is transferred for outgoing connections (priority telephone number). Two alternative telephone numbers (VoIP or ISDN), including those from another provider, can also be selected. If transfer of the priority telephone is not possible, one of these telephone numbers is sent instead. However, you can also suppress transfer of the telephone number.




### Note


When you enter a number via an SIP provider, dialling output only occurs ca. 5 seconds after entry of the last digit. If you end the call number with the hash key, the system dials automatically.

## 2.2.2 Outside line




### 2.2.2.1 Automatic outside line

You have connected several terminals to your **be.IP** that make frequent external but infrequent internal calls (e.g. fax devices or coin-operated telephones). Here, you have the option of allowing these terminals to establish an external connection as soon as the receiver is picked up. When these terminals have an automatic outside line, there is no need to dial the exchange code. When you lift the receiver you are automatically switched to an external connection and hear the external dialling tone of the exchange. You can thus start dialling an external number. If you want to make an internal call, lift the receiver and press the  key. You will then be able to dial an internal number (with IP telephones **elmeg IP120**, **elmeg IP130** and **elmeg IP140** the leading star is not necessary).


If an a subscriber with automatic outside line receives an internal call, the number of the caller is preceded by an  according to the configuration. For example, the number can then be dialled directly from the caller list.

### 2.2.2.2 Manual outside line

With manual outside line access, you must first select the external connection by keying in a code, e. g. the  (this can be changed in the configuration) before starting to dial. If it's an internal call you wish to make, you can begin dialling as soon as you pick up the receiver.




#### Note


You can always dial an external connection with    if you have the necessary authorisation.



#### Note

For terminals with automatic dialling, observe the different automatic outside lines when entering the call numbers. Some terminals on the market cannot display the .

In the **be.IP**, **Automatic Outside Line** can be set up individually for each authorisation class.

You can specify whether or not the  is to be placed in front for internal calls. For an internal subscriber with automatic outside line access, an internal call can be signaled with the internal code, even if the telephone doesn't independently support this function. In this case, the **be.IP** automatically places the internal code before the call number to be displayed. If a callback is made (e.g. from the caller history), the number can then be dialled immediately.

### Making external calls with manual outside line



Lift the telephone receiver.



Dial #0. You will hear the dial tone.

or



Dial \*2\*.



Dial the required external telephone number.

You hear the ringing tone. Your correspondent is being called. The called party lifts the receiver.



Have your conversation.



End the call by replacing the receiver.

### Making external calls with automatic outside line



Lift the receiver of your telephone.



Dial the required external telephone number.

You will hear the ringing tone. Your correspondent is being called. The called party lifts the receiver.



Have your conversation.



End the call by replacing the receiver.

### 2.2.3 Bundle

You wish to assign specific external connections to internal subscribers of your **be.IP** for outgoing connections. You can join these external connections together to create bundles and supply these to extensions for outgoing calls via the permission class. In this way, all subscribers initiate the external dialling with same exchange code, but can only set up a connection over the bundles which have been cleared for them.

You can create up to 100 bundles from 00 to 99. The code for the bundle assignment can be changed ( **Alternative Access Codes**).

When an external call is initiated by the exchange code or in the event of automatic external line access a bundle released for this subscriber is used to establish the connection. If a subscriber has authorisation for several bundles, the connection is established using the first released bundle. If one bundle is occupied, the next released bundle is used. If all the released bundles are occupied, the subscriber hears the engaged tone.

#### Bundle assignment sequence

External connections are:

- ISDN connection over NTBA
- IP terminals over VoIP connection


If several different external switch-offs exist in the **be.IP**, the assignment is carried out in the order of connections or bundles specified in the configuration.

#### Target bundle assignment

Besides general exchange access, an internal subscriber can also selectively use a bundle. Here, an external connection with the corresponding code number is initiated for selective use of the bundle, and not by dialling the exchange code.

To be able to perform a selective bundle assignment, the subscriber must possess the appropriate authorisation. This authorisation may also include bundles which the subscriber with the **0** code cannot otherwise use.

If the subscriber does not have authorisation for targeted bundle assignment or if the dialled bundle is busy, he hears the engaged tone after dialling the code.

If **Automatic Outside Line** is set up for an extension, the  key must be pressed before a target bundle assignment and then the code for the bundle assignment must be entered for an outside line.



#### Note

Incoming connections are signalled by call option irrespective of the bundle formation.

An extension can only use a bundle (including target assignment) if this is released in the configuration. In bundle assignment (including selective bundle assignment), the configured number is displayed for the caller.



Lift the receiver of your telephone.



Select a bundle (01 to 99).



Dial the required external telephone number.

You will hear the ringing tone. Your correspondent is being called. The called party lifts the receiver.



Have your conversation.



End the call by replacing the receiver.

## 2.2.4 Making internal calls

All calls, fax transmissions or data transmissions occurring between internal terminals are internal connections. These connections are free of charge.



### Note

If you hear the special dialling tone when lifting the receiver, this indicates that a performance feature is enabled (e.g. **call forwarding**). You can still make a call.

### Making internal calls without Automatic outside line



Lift the receiver of your telephone.



Dial the required internal telephone number.

You will hear the ringing tone. Your correspondent is being called. The called party lifts the receiver.



Have your conversation.



End the call by replacing the receiver.

### Telephoning internally when calls are automatically routed to the exchange



Lift the receiver of your telephone.



Press the \* key (with IP telephones **elmeg IP120**, **elmeg IP130** and **elmeg IP140** the leading star is not necessary)



Dial the required internal telephone number.

You will hear the ringing tone. Your correspondent is being called. The called party lifts the receiver.



Have your conversation.



End the call by replacing the receiver.

### Receiving calls



Your telephone rings.



Lift the receiver of your telephone.



Have a conversation.



End the call by replacing the receiver.

## 2.2.5 Call pickup

### Call pickups from group

**Note**

Pickup is only possible in the pickup group to which your terminal is assigned.

**Description**

A call is signalled to a co-worker who is presently absent from his work station. You now have two options to respond to the caller. You could walk over to your colleague's telephone, or transfer your colleague's call to your phone.

**Call pickup in the group**

A call signaled at another telephone can be picked up via a code number. Call pickup up is only possible within the group to which a subscriber was assigned at configuration. By default, all the extensions (all internal numbers) are assigned to the 0 group. Call pickup is not possible for open inquiry.



Lift the receiver of your telephone.



Dial \*0.



You can take the call on your telephone.

**Answering machine pickup**

Lift the receiver of your telephone.



Dial \*0



You can take the call on your telephone.

**Call pickup for a specific extension**

A call signaled at another telephone can be picked up via a code number and dialling a partial number . In this instance, call pickup is possible across groups. Call pickup is not possible for open inquiry.



Lift the receiver of your telephone.



Dial \*0.



Dial the number of the internal subscriber



Press the # key.



You can take the call on your telephone.

**2.2.6 Automatic callback on busy or no reply**

This function can only be used on analogue telephones allowing suffix dialling. An automatic callback from an inquiry connection is not possible.

**Note**

External callbacks to the ISDN network are deleted automatically after a time specified by the exchange.

**Setting up callback for analogue telephones**



You called an internal or external subscriber. The extension is either busy or the respondent does not lift the receiver.



Dial \*22.



You hear the positive acknowledge tone.



Replace the receiver.

Your telephone is called when the called subscriber replaces the receiver. If you lift the telephone receiver, the subscriber for whom the callback is requested is called. If he picks up, you can speak to him.

### Setting up Callback on busyfor ISDN telephones

This performance feature is supported for telephones at the internal ISDN connection on the **be.IP**. For information on operation, please see the user's guide for your ISDN telephone.

### Deleting automatic callbacks on analogue telephones

With this procedure, analogue telephones delete internal and external callbacks on busy and no reply.



Lift the receiver of your telephone.



Dial #22.



You will hear the positive acknowledge tone.



Replace the receiver.

### 2.2.7 Suspend display of own number

If you do not want the person you are calling to identify you before lifting the receiver, you can selectively prevent display of your phone number for the next call. By dialling a code, you prevent display of the number to the next person you call. Here, entry of the code occurs immediately before entering the number of the desired called party.



#### Note

With the following procedure, analogue terminals suppress display of their number. For ISDN and SIP terminals, please consult the related user's guide. This configuration only applies to the next call to be made (temporary). If you want to hide your number more than once, you must always enter the code before entering the destination number.



#### Note

For this type of number suppression, you must request the performance feature **Case-by-case number suppression** from your network provider.

### Temporarily hide own number



Lift the receiver of your telephone.



Dial \*24.



Select the number of the desired party.

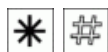
## 2.2.8 Speed dial number from the phone book

The employees in your company must phone many customers. This is where the **be.IP**'s phone book comes into play. You need not enter the customer's number but can extract the name via a system telephone display, and dial. Customer names and telephone numbers can be centrally administered by an employee. If a customer whose number has been entered in the phone book calls, his/her name appears in the system telephone display.

When creating a telephone book entry, an index is assigned to each entry. Authorised telephones can initiate speed dial from the phone book via the index.



Lift the receiver of your telephone.



Press the \* button and # button.



Select the speed-dial index (000 to 999).



The subscriber is called.



Have a conversation.

## 2.2.9 Announcement

Announcement to and from system telephones is possible. For ISDN telephones, please refer to the user's guide to see whether or not the announcement performance feature is supported.

### System telephones

System telephones can initiate an announcement via the system telephone menu or via a programmed function key. If an announcement is initiated via a function key, the announcements will appear on your telephone's display as in normal connection status, and the announcement key LED will light up. The announcement can be ended by renewed pressing of the function key or by pressing the loudspeaker key. The LED switches off again at conclusion of the announcement.

If a system telephone is the destination of an announcement, the announcer's number appears in the telephone display. The announcement is signalled with a positive acknowledge tone over the loudspeaker. The announcement can be terminated with the ESC key.

A function key with associated LED can also be set up on a system telephone to deny or allow announcements.

### Individual announcement

You can initiate the announcement in a selective manner by dialling an internal number. The announcement can be allowed or denied by the destination subscriber (system telephone only). The announcement is signalled to the destination subscriber and to the **announcer** with a positive acknowledge tone.

### Team announcement

An announcement can also be made to a team by dialling a team number. The team subscribers hear the announcement simultaneously. The announcement is signalled to the destination subscribers and to the **announcer** with a positive acknowledge tone. The announcement to a team is also possible from an inquiry. With a team announcement, it can take up to four seconds before the connection to the individual team subscribers is established. The announcement then proceeds to the team subscribers who have accepted the announcement within this period.

Announcements are accepted automatically by the telephones called by activating the **loudspeaker** function, if:

- the telephone is idle
- the announcement is set up
- the **Do not disturb** function is not active

## Perform announcement



Lift the receiver of your telephone.



Dial \*27.



Dial the internal or team extension.



You will hear the positive acknowledge tone.



Make the announcement.

### 2.2.10 Room monitoring

You wish to initiate sound monitoring for a room. For this, place a telephone connected to your **be.IP** in the room. Following a procedure, this telephones becomes a monitored phone. You can dial this phone from every authorised internal or external telephone and use it for sound monitoring of the room.

An internal subscriber of the **be.IP** is configured as a room-monitoring telephone. For this, the receiver must be lifted from the relevant phone, or the hands-free function be enabled, following which a code is entered. After you've entered the code, the receiver should not be replaced or the hands-free function turned off. Room monitoring via this phone is now activated. The telephone is not available for conventional calls for the duration of activation.

This performance feature cannot be used for enquiries, call forwarding or team calls.



#### Note

After each configuration of the **be.IP**, room monitoring is deactivated and must then be re-enabled and set up.

### Activating room monitoring for an internal telephone



Lift the receiver of your telephone.



Dial \*26.



You will hear the positive acknowledge tone.

Replace the receiver. Do not switch off hands-free.

### Room monitoring from an internal telephone

An internal call to a room-monitoring telephone (direct dialling telephone's number) is now accepted automatically and the connection is established. The caller can now acoustically monitor the room in which the corresponding telephone is located.



Lift the receiver of the telephone you want to use to monitor the room. You will hear the internal dial tone.



Dial the internal telephone number of the telephone to be monitored.



You will hear the positive acknowledge tone.



Room monitoring in operation.

### Room monitoring from external telephones

The caller can now acoustically monitor the room in which the corresponding telephone is located.

**Note**

Room monitoring can only be enabled on the monitored telephone.



Lift the receiver of the external telephone you want to use to monitor the room.



Dial the external number of the system configured in the **Numbering->Call Distribution->Incoming Distribution** menu under **Assignment** for *Remote access telephony*.



If remote access is enabled and available at this point, you will hear the special dialling tone of your **be.IP**. Switch your phone to tone dialling, or use a tone dialling hand-held transmitter.



Enter the 6-digit PIN2.



You will hear the positive acknowledge tone.



Dial the number of the telephone to be monitored.



You will hear the positive acknowledge tone.



Room monitoring in operation.

**End room monitoring**

If room monitoring is ended by the caller, the performance feature remains activated for the room-monitoring telephone. It is possible to resume room monitoring from an internal or external telephone. If the receiver of the room-monitoring telephone is picked up or the hands-off function disabled, no further connections to room monitoring are possible. The performance feature is thus deactivated.

**2.2.11 Assign project number/client number**

You're conducting several calls for which you wish to subsequently bill your interlocutor. During a call, you can enter a project number for the corresponding connection. When evaluating the call records (e.g. with the PC fees programme), you can bill these calls specifically to each customer.

A maximum 6-digit project number can be assigned manually to an existing connection or a connection that is being initiated. This project number is saved in the corresponding connection data record. For outgoing connections, a connection data set is always saved. For incoming connections, you can define whether the connection data records are always saved, or only in case a project number has been assigned. When the call records are output using the cost accounting programme, you can identify these records individually or sort, filter or compile these records by project number.

**Project number for a self-initiated call**

Lift the receiver of your telephone.



Dial \*23.



Enter the project number (max. 6-digit).



Press the # key.



You will hear the positive acknowledge tone.











Select the number.

**Project number for an external call to the ISDN terminal**













You can use this performance feature for the ISDN terminal if your ISDN terminal supports the **Network Direct** (Keypad) function in call status.

You're conducting a call and wish to record it for a project.

	You're conducting a call and wish to record it for a project.
  	Dial *23.
	Enter the project number (max. 6-digit).
	Press the # key.
	You will hear the positive acknowledge tone.
	Proceed with your call.


### Project number for an external call




You can use this performance feature on analogue or ISDN terminals if your ISDN terminal does not support the **Network Direct** (keypad) function in the call status. You're conducting a call and wish to record it for a project.

	You're conducting a call and wish to record it for a project.
	Press the R key. You hear the internal dialling tone.
  	Dial *23.
	Enter the project number (max. 6-digit).
	Press the # key.
	You will hear the positive acknowledge tone.
	Press the R key.
	Continue your call.

## 2.2.12 Send fax from a combined device

You have an analogue terminal with integrated fax, telephone and answering machine. As a rule, three different connection configurations are necessary on the **be.IP** for these. However, if you set up this connection as a multifunctional device, you can use the full range of said device. All calls can then be signalled on this device. Further, you can choose whether to initiate with the fax device or the telephone before establishing an external connection.

If an analogue terminal connection of the **be.IP** is set up for multifunctional devices, all calls are received, regardless of the service. In the case of trunk prefixes using keys, the service ID **Fax Group 3** can also be transmitted, regardless of the configuration of the analogue connection. If  is dialled, the service ID **Analogue Telephony** is also transmitted.

Example: You cannot reach a group-3 fax machine that is operated with a service ID in a remote ISDN **be.IP**. By dialling via    your **be.IP** transmits the service ID **Fax Group 3**. The remote ISDN **be.IP** recognises the service and connects to the fax machine.



#### Note

If you set up a connection as **Multifunctional device** in the configuration, call waiting is prevented on this connection.



Lift the telephone receiver. You hear an internal dialling tone. This is the same as the permanent dialling tone, as fax machines need this to function correctly.

You wish to send a fax with the *Fax Group 3* service indication.



Dial \*25.



Enter the external phone number.



The external fax machine is called.

### 2.2.13 Dir. call

You wish to set up a telephone for which the connection to a specific number is established without entering the number (e.g. emergency telephone). You are not at home. However, there is someone at home who needs to be able to reach you quickly and easily by telephone if necessary (e.g. children or grandparents). If you have set up the **Direct Call** function for one or more telephones, the receiver of the telephone simply needs to be lifted. After a period with no further entries set in configuration, the **be.IP** automatically dials the configured direct call number.

#### Telephoning with direct call switched on



Lift the receiver of your telephone.



Start dialling the number within the configured time.



Please wait. The target subscriber is called after the preconfigured time.

### 2.2.14 Hold for enquiry

You're conducting a customer call. To correctly answer your customer's queries, you first want to speak to a colleague. After consulting with your colleague, you can resume the call with your customer, providing him/her with the correct information.

Inquiry allows you to interrupt an internal or external call to make a query call. The query can be made as an internal or external call. The subscriber cannot listen in to your query call. Once you're ended your query call, you may resume your initial call. If programmed, the subscriber on hold hears music on hold or an announcement.

During a call, you can call another subscriber at any time.



You're conducting a call and wish to call an additional subscriber.



Press the R key. You hear the internal dialling tone.



If you wish to speak with an external subscriber and automatic outside line is not enabled, first dial 0. If, after dialling 0, you hear the engaged tone, either your telephone is not authorised to make external calls or the exchange line is busy.



Dial the subscriber. You hear the ringing tone. Your correspondent is being called. The person lifts the receiver.



Have a conversation.

To end the callback, press the disconnect key of your ISDN telephone.

Or, if using analogue telephones:



Press *R0* to end the current connection. The active connection remains active.



Press *R1* to disconnect the active connection and return to the call in progress.



Continue your conversation.

## Initiate open inquiry



You're conducting an external call and wish to make the call available for the open inquiry.



Press the R key. You will hear the internal dial tone.



Dial \*21.



You will hear the positive acknowledge tone.



Hang up, you'll find the external call in the call waiting queue.

## Accept open inquiry



You wish to accept the call from an open inquiry.



Dial fixed code 21.



You've accepted the call.

## 2.2.15 Call waiting

### 2.2.15.1 Analogue terminals

The call-waiting option can be individually configured for every subscriber. Allowing call waiting or not can be set via configuration or via a code number in operations.

Analogue terminals get the **be.IP**'s call waiting tone. The number of the call-waiting party can be shown in the analogue telephone display if it features the corresponding performance feature (CLIP off Hook). CLIP off Hook is disabled for analogue terminals in the basic setting, but may be enabled via configuration.

Call waiting can only occur simultaneously in the **be.IP** for a limited number of analogue connections. If call waiting is already operating with this maximum number of call-waiting tones on analogue connections, additional call-waiting callers will get the busy tone.

### Transferring a call in progress from analogue telephones

If you hear the call-waiting tone during a call, you can take that call and transfer the ongoing call

An operating procedure allows transfer of the ongoing call and acceptance of the call waiting.

The following conditions apply here:

- Every dialled number is accepted by the **be.IP**
- After the operating procedure, the subscriber and the call-waiting subscriber are immediately connected (no acknowledgement tones)
- A transfer to your own number is possible, call waiting is then set
- Internal, external destination subscribers and teams can be dialled
- A return call occurs in case of invalid or engaged target number
- The target subscriber's transfer options are not used; a return call is initiated
- If the subscriber is free, a return call is made according to the target subscriber's defined period
- With transfer to a team number, there is no return call in case of an engaged or unreachable team
- With transfer to a team number only return call after time is supported

Call waiting is not possible:

- For conference calls

- For do not disturb (analogue terminals)
- For announcements
- For room monitoring
- For messages
- For terminals in which the data protection performance feature is configured (e.g.: Fax, modem)
- When an extension is dialling (the receiver is lifted but there is no call connection yet)
- For current call-waiting protection
- For dialling a team number. For analogue team extensions there is no call waiting

### 2.2.15.2 ISDN terminals

Configuration and operation of call waiting occurs as described in the users' guides of the corresponding terminals. ISDN terminals use their own tones to signal call waiting. ISDN telephones can also transfer a call waiting to another subscriber via the **Call Deflection** performance feature.

#### Allowing/Blocking Call Waiting



Lift the receiver of your telephone.



Select the \* key or the # key (allow/block).



Dial 15.



You will hear the positive acknowledge tone.



Replace the receiver.

#### Accept call waiting (inquiry on waiting party)



You are in a call.

A second subscriber is calling you. You hear the call waiting tone.



Dial R2.



You are connected to the subscriber whose call is waiting. Your first call is put on hold (see **Enquiry**). For further information on this procedure, see also **Brokering** or **Three-Party Conference**.

#### Accept call waiting



You are in a call. You hear the call waiting tone.



Replace the receiver. First call is ended.



Your telephone rings.



Pick up your telephone receiver, you are connected to the waiting subscriber.

#### Reject call waiting



You are in a call. A second subscriber is calling you. You hear the call waiting tone.



Dial the R0 key to refuse the call waiting. The caller can be switched to the queue, or the call is released and the caller then hears the busy tone.

## 2.2.16 Forwarding calls with or without notification

In the course of a call you realise that your colleague is the better contact person for the caller. You wish to transfer the caller to your colleague. You can decide whether to provide your colleague with important information about the call before transferring, or whether to pass the call directly to your colleague.

### Forwarding calls internally without notification

Forwarding calls internally without notification is a call transfer without notification (special call transfer). You can forward calls within the **be.IP** by dialling the number of your contact person, then replacing the receiver. Your contact person is called and receives the call on lifting the receiver. If the contact person does not accept the transferred call, it is signalled on your phone (return call) after a period configured in the **be.IP**.



You are making an external call.



Press the R key. You hear the internal dialling tone.



Dial the internal subscriber.

You hear the ringing tone. Your correspondent is being called.

If you hear the engaged tone, press the R button again to return to the received call.



Replace the receiver. Your correspondent is being called. The person whose number you dialled lifts the receiver and takes the external call. If the person whose number you dialled does not lift the receiver, the call returns to your telephone after a period defined in programming.

### Forwarding calls with notification

You wish to forward a call to another internal or external subscriber, or transfer an external call to an internal subscriber while first speaking to him/her. If configured, the subscriber on hold hears music on hold or an announcement.



You are making an internal or external call. You want to forward the call to another subscriber.



Press the R key. You hear the internal dialling tone.

If you hear the engaged tone, press the R button again to return to the call.



Dial the internal subscriber. You hear the ringing tone. Your correspondent is being called. The person lifts the receiver.



Have your conversation. Announce forwarding of the call.



Replace the receiver. The person whose number you dialled continues the call.

## 2.2.17 Connect (ECT)

### Connecting two subscribers

During a call, you can take another call or make another call. The first subscriber is put on hold while you make this inquiry. You can then connect the two subscribers with each other; your connection is then cut.



#### Note

If both subscribers are calling via an ISDN connection, insure that both B channels are used for this performance feature. During an external call, your **be.IP** cannot be reached by other external subscribers over the ISDN connection.



You're conducting a call with subscriber 1; another call is signalled, e.g. by call waiting.



Dial *R2*. Subscriber 2 logs in; you can speak with him. Subscriber 1 is on hold.



You wish to connect the two subscribers. Dial *R4*.



The two subscribers are interconnected. Connection charges are born by the subscriber who has set up the respective connection.

### 2.2.18 Broker

You're conducting a customer call. Your customer has several questions. In order to provide your customer with the answers, you wish to consult with a colleague. In order to address any additional concerns, you can switch back and forth between both calls (customer and colleague) during your consultation with the latter.

The **brokering** performance feature allows you to switch back and forth between two internal extensions, two external extensions or one internal and one external extension. If programmed, the subscriber on hold hears music on hold or an announcement. Operation is dependent terminal-dependent. ISDN or system telephones allow switching between more than two subscribers. You'll find more information on this in the instructions provided with the corresponding phones.

If you're mediating between an internal and external subscriber and replace the receiver, your call is terminated and the two subscribers are connected to each other.

If you broker between two external subscribers and hang up, the open call will be terminated and the call on hold will be signalled with **Call Back**.

If you press **R** during brokering and then dial **4**, the two external subscribers are connected to each other and your call with the external subscribers is terminated. You bear the costs for your initiated calls.



You are making a call and want to speak to another subscriber without the first subscriber hearing this conversation.



Press the R key. You will hear the internal dial tone.



If you wish to speak with an external subscriber, first dial 0 for the exchange.



Dial the subscriber. You will hear the ringing tone. Your correspondent is being called. The person lifts the receiver.



You have a conversation. The first call is held.



Dial the 2 code to return to the first call, the second call is put on hold. By pressing the *R2* code, you can switch back and forth between the two subscribers.

or



You can terminate the call being held. Dial *R0*.

or



You can terminate the current call. Dial *R1*.

### 2.2.19 Three-party conference

You wish to prepare a meeting with two people on the phone. Initiate a three-party conference in order to simultaneously speak with both people. This will contribute to better coordination as you will not have to make preparations through two separate telephone calls.

Three subscribers (up to two external subscribers) can hold a conference call. The conference ends when the initiating subscriber replaces the receiver. A subscriber included in the conference can hang up at any time; in this case, the initiating subscriber continues the call with the remaining subscriber. You can start a three-party conference call from an existing call by including a **call waiting** or a **held** call in the conference. If you're conducting a three-party conference with two external subscribers, the B-channel of an ISDN connection is required for each of these sub-

scribers.

If, after a three-way conference, you revert to **brokering** between callers, you will again be connected with the party with whom you were connected before the conference. The other subscriber is on hold.



#### Note

You can hold a three-party conference with external and internal subscribers. Eight three-party simultaneous conferences are possible on the **be.IP**. No three-party conference can be initiated if more than one connection is held. The connection on hold must be disconnected first.



#### Note

If analogue terminals are used, the three-party conference is initiated via **be.IP** procedure. For ISDN telephones, operation depends on the terminal. For more information on the function, please consult the relevant user's guide.



You are calling a subscriber and want to include another subscriber in this call.



Press the R key. You will hear the internal dial tone.



If you wish to speak with an external subscriber, first dial 0 for the exchange.



Dial the subscriber you want. You will hear the ringing tone. Your correspondent is being called. The person lifts the receiver.



You want to include the subscriber in the first call.



Dial R3.



You hold the conference call.

You wish to disconnect the first subscriber brought into in the conference. The subscriber is then held in inquiry.



Dial R2.



You're speaking to the second subscriber again. The first subscriber is on hold.

The conference ends when you replace the receiver. A subscriber included in the conference can hang up at any time; in this case, the initiating subscriber continues the call with the remaining subscriber.

## 2.2.20 Call forwarding (CF)

You are temporarily away from your office, but don't want to miss a call. With call forwarding to another number, e.g. your mobile, you can receive your calls even when you are not at your desk. You can forward calls on your number to any call number. The following types of call forwarding are possible:

- Call forwarding on busy

A call is forwarded to the specified subscriber if the called subscriber is already making a call.

- Call forwarding on no response

A call is signalled on the dialled terminal for a defined period. If the call is not received during this time, the call is forwarded to the specified subscriber. The call is then no longer signalled on the terminal originally dialled. In case of call forwarding in the **be.IP**, the time is adjustable. For call forwarding at the exchange, this time is fixed at the exchange (currently about 20 seconds).

- Immediate call forwarding

All calls for a subscriber are immediately forwarded to the specified subscriber.

- System telephones

System telephones can enable or disable call forwarding via a programmed function key. Call forwarding status (on or off) can be displayed via an assigned LED.

Call forwarding for *after time* and *on busy* can be enabled simultaneously. If you are not near your telephone, for example, the call is forwarded to another number (e.g. your mobile phone) after a short period. If you are making a call at your desk, other caller may receive the busy signal. You can forward these callers e.g. to a colleague or the secretary by using **Call forwarding on busy**.

Every internal subscriber of the **be.IP** can forward her calls to another number. Calls can be forwarded to internal subscriber numbers, internal team numbers or external numbers. When the number to which calls shall be forwarded is entered, the **be.IP** automatically checks whether it's an internal or external number.

In a team, call forwarding can be set up for one subscriber in the team. This call continues to be signalled to the other team subscribers. Call forwarding to an internal or external subscriber is performed in the **be.IP**.

Call forwarding to an internal number is performed in the **be.IP**. If an internal call to an external number is to be forwarded, forwarding also occurs in the **be.IP**. Here, the connection is set up over a bundle's B channel, cleared for the subscriber initiating the setup. This B channels remains occupied for the duration of active call forwarding.

Two possibilities exist for call forwarding of an external call to an external number:

- Call forwarding in the exchange

Call forwarding is conducted at the exchange if only one subscriber is entered in the call allocation for an external call. For call forwarding in the exchange, the performance features **Call Deflection** (point-to-multipoint connection) or **Partial Rerouting** (point-to-point connection) must be enabled with the network operator for the relevant ISDN connections.

- Call forwarding in the **be.IP**

Call forwarding occurs in the **be.IP** if the required performance features for call forwarding at the exchange are not available for the relevant ISDN connections. If multiple telephones (e. g. a team) are called for an external call, of which one has call forwarding activated, call forwarding is carried out in the **be.IP**. Here, the external connection is set up over a bundle's B channel, cleared for the subscriber initiating the setup. This B channels remains occupied for the duration of active call forwarding.

### Call forwarding in the exchange for an external point-to-multipoint connection

For a **be.IP** with only one external ISDN point-to-multipoint connection, you can separately define for each internal subscriber of the **be.IP** whether external call forwarding is carried out in the exchange or in the **be.IP**. For call forwarding in the exchange, the performance feature **Call forwarding** must be requested from the network provider and an outgoing MSN must be set for the external ISDN connection in the subscriber settings on the **be.IP**.



#### Note

Where an external number is entered as the destination of call forwarding, the code may not be entered along with it. An external number as destination of call forwarding can be linked to selective target assignment using the code. For this, the bundle must be authorised for the initiating subscriber. Call forwarding is then performed via the selected bundle. An existing call forwarding may be overwritten by a new call forwarding. Various call forwarding variants can also be simultaneously enabled. For example, *AWS on no reply* to call number 12345 and *AWS on engaged* to call number 66778899. For call forwarding at the exchange, the corresponding performance features must be requested from the network operator for each ISDN connection on the **be.IP**: for point-to-multipoint connection **Call Deflection** at point-to-point connection **Partial Rerouting**. A call cannot be forwarded to an external number if LCR is activated on the extension. If a call forward is set up, the number of the **preselected** provider must be preceded by the external number.



#### Note

Using the length of the number, the **be.IP** automatically detects whether there should be call forwarding to an internal or external subscriber. For call forwarding to an external subscriber, entry of the destination number thus always occurs without an exchange code.



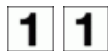
## Activating call forwarding



Lift the receiver of your telephone. You hear the internal dialling tone.



Press the \* key.



Dial 11 for immediate call forwarding.

or



Dial 12 for permanent call forwarding if no answer.

or



Dial 13 for call forwarding if busy.



Select the subscriber to whom calls are to be forwarded.



Confirm your input with the # key.



You hear the positive acknowledge tone, then the special dialling tone.



Replace the receiver.

## Turning off call forwarding



Lift the receiver of your telephone. You will hear the internal dial tone.



Press the # key.



Dial 11 for immediate call forwarding.

or



Dial 12 for permanent call forwarding if no answer.

or



Dial 13 for call forwarding if busy.



You hear the positive acknowledge tone, then the internal dialling tone.



Replace the receiver.

## 2.2.21 Call assignments

You keep regular business hours. A team of employees calls during this period. During breaks, these employees must be covered and calls for the team must be signalled to other terminals (e.g. an answering machine). You can configure additional call options for this team. By switching the call option, the calls are automatically signalled at the answering machine or the exchange.

Calls can be simultaneously signalled on different terminals. These terminals are aggregated as a destination in a call option. In the **be.IP**, several call options (e. g. for a team or a door intercom) can be configured, for each of which various terminals are entered. Switching between the individual call options allows calls to ring different terminals.

### Switch all call options to night operation



Lift the receiver of your telephone.



Press the \* key or # key (night operation on/off).

**9 0**

Dial 90.



You will hear the positive acknowledge tone.



Replace the receiver.

**Switch call assignments 1-4 for all teams simultaneously**

Lift the receiver of your telephone.



Press the \* key, call variant.

**9 1**

Dial 91.

**1 ... 4**

Select the call option.



You will hear the positive acknowledge tone.



Replace the receiver.

**Switch call assignments 1 - 4 for all teams separately**

Lift the receiver.



Press the key.

**9 1**

Dial the code.

**1 ... 4**

Select the call assignment.



Enter the number (MSN) of the team for which the call option is to be changed.



Confirm your input with the # key.



You hear the positive acknowledge tone.



Replace the receiver.

**Switch call assignments 1-2 for all intercoms simultaneously**

Lift the receiver of your telephone.



Press the \* key, call variant.

**9 2**

Dial 92.

**1 ... 2**

Select the call assignment.



You will hear the positive acknowledge tone.







Replace the receiver.

**Switch call assignments 1-4 for external announcements**

Lift the receiver of your telephone.



Press the \* key, call variant.

-  Dial 93.
-  Select the call assignment.
-  You will hear the positive acknowledge tone.
-  Replace the receiver.

## 2.2.22 Teams








Teams are groups of people working together to realise an objective. In practice, this means that all people within a team can be reached under the same subscriber number for external and internal calls. In the **be.IP**, each team of telephones/terminals can thus be assigned a specific subscriber number to guarantee accessibility to internal and external calls. Individual structures of companies can be mapped by teams. Thus departments such as Service, Sales or Development can be called from inside or outside in a selective manner via team numbers. Within a team, the call can, for example, be signalled simultaneously to all, or first to one telephone, then also to a second, etc. In one team, answering machines or voice systems can also be used.

### Log in/log out of the team (temporary)

You can authorise or block yourself for call options of a team or all teams. If you're blocked, no team calls are signalled to your telephone. Authorisation and blocking always occurs simultaneously in the call options. If all subscribers are blocked in the team call option, the external call goes to the terminals entered in the current call option.








The internal number must be permanently assigned to one, several or all teams in the configuration.

With this procedure, you can log your telephone in or out of the team.

-  Lift the receiver of your telephone.
-  Press the \* key or # key (subscriber login/logout).
-  Dial 60.
-  Dial the team extension (00 ... 39).
-  Dial in the # key.
-  You will hear the positive acknowledge tone.
-  Replace the receiver.

## 2.2.23 Follow-me

### Set up/delete follow-me internally

-  Lift the receiver of your telephone.
-  Press the \* key or the # key (set up/delete follow-me).
-  Dial 10 for follow-me.
-  Dial the desired internal number whose calls are to be forwarded. The calls are now forwarded to the configuring internal telephone.
-  Confirm your input with the # key.
-  You hear the positive acknowledge tone followed by the internal dial tone.
-  Replace the receiver.

## Set up/delete follow-me externally



Lift the receiver of your external telephone.



Dial the external number of the system configured in the **Numbering->Call Distribution->Incoming Distribution** menu under **Assignment** for *Remote access telephony*.



If the external access to your system is authorised in **GUI**, you hear your system's special dialling tone. Set your telephone to tone dialling.



Dial the PIN2 as entered in **GUI**.



Press the \* button or # button (Set up / delete follow-me).



Dial 10 for follow-me.



Dial the desired internal number whose calls are to be forwarded.



Dial in the \* key.



Dial the number of the subscriber to whom the call should be forwarded. The subscriber may be an internal subscriber in the PBX, or an external subscriber.



Confirm your input with the # key.



You hear the positive acknowledge tone followed by the internal dial tone.



Replace the receiver.

## 2.2.24 Call Through

This operation is only possible from an external telephone.



Lift the receiver of your telephone.



Dial the number dedicated to call through.



You then hear the simulated external dial tone



Depending on how the **be.IP** is configured, you may need to enter a 6-digit PIN 2.



Dial the external destination number




Have your conversation.

## 2.2.25 Mobile subscriber

You can have a call signalled to another telephone at the same time. Signalling can occur internally as well as externally via analogue (POTS), ISDN, GSM or VoIP connections. Up to 10 different parallel calls can be set up.

It makes no difference whether the telephone is called directly, in a team or from an inquiry. For team call settings *linear, rotating or connection*, the internal telephone is called first, followed by each of the **mobile extensions** according to the time setting.

As soon as a **Mobile subscriber** has accepted the call, a DTMF receiver in the **be.IP** turns on. With the **mobile extension** you can use the  key to initiate a hold for enquiry, and forward calls within the **be.IP** or externally. The functions for callback connections are carried out via the internal extensions allocated to the **Mobile subscriber**. The **mobile extension** behaves like an internal extension in the **be.IP**.


**Note**

Inquiries are not possible if the DTMF receiver cannot be switched on.

A DTMF receiver cannot be switched on if:

- The engaged tone detection is switched off for an external analogue connection (POTS)
- No PCM channel is linked to a direct IP-to-IP connection for an SIP provider
- Telephone calls are not routed via the Codec G.711 on IP connections or the DTMF signalling is outband (for other Codecs DTMF recognition may not function correctly!)

### Functions of the key on the Mobile Subscriber

The  button is interpreted by the **Mobile subscriber** as an R-(flash) key and can perform the following functions depending on the connection status:

- In call status: Initiate inquiry/hold
- In inquiry-dial status: Dialling abort -> busy tone
- In inquiry-call status: Disconnect caller, return to call in progress
- In inquiry-call status: Disconnect caller, return to call in progress
- In inquiry-busy status: Return to held connection (call)

### Log in/out mobile extension internally



Lift the receiver of your telephone.



Press the \* key or # key (login/logout).



Dial 61.



You will hear the positive acknowledge tone.



Replace the receiver.

### Externally log in/out mobile subscriber



Lift the receiver of the external telephone.



Dial the external number of the system configured in the **Numbering->Call Distribution->Incoming Distribution** menu under **Assignment** for *Remote access telephony*.



If remote access is enabled and available at this point, you will hear the special dialling tone of your **be.IP**. Set your telephone to tone dialling.



Enter the PIN 2.



You will hear the positive acknowledge tone.



Press the \* key or # key (login/logout).



Dial 61.



You will hear the positive acknowledge tone.



Replace the receiver.

## 2.2.26 Hotel functions

The **be.IP** features extensive hotel functions. Operation of these functions proceeds from reception telephones via the **be.IP** system menu.

### Set hotel room status

It is possible to record the current room status by dialling a code from the room telephone. This recording can only be analysed and displayed in connection with a hotel software application.



Lift the receiver of your telephone.



Dial \*51.



Dial code 0 = room not clean, 1 = room clean or 2 = room clean and checked room.



You will hear the positive acknowledge tone.



Replace the receiver.

### Wake-up call

If you wish to be reminded of an appointment or to be woken at a specific time at the hotel, you can use the appointment or wake-up call. For B&B's and hotels, a system telephone is configured as reception telephone. On this telephone, the wake-up call for room telephones can be configured once or for consecutive days. You can also set up the secretary's telephone, for example, as a reception telephone in your company. You appointment calls can then be entered here. Further, it's possible to enter the wake-up time on a one-time basis for the next wake-up time (once a day) from any room telephone. You can also set up the appointment or wake-up call from a PC using special hotel PC software. Appointment calls can also be configured in your system telephone.

Each internal extension on the **be.IP** can receive an automatic wake-up call /appointment call on the **be.IP** at an individually set time. Wake-up call signalling can last up to 99 seconds. If the wake-up call is not accepted during this time by lifting the receiver, up to 3 repeated attempts can be made at intervals of between 1 and 5 minutes. If the repeated wake-up call is not accepted either, the wake-up call configured in the **be.IP** is deleted. If the called subscriber accepts the wake-up call (e.g. by picking up the receiver), he/she hears music-on-hold or a wake-up announcement, depending on the setting. The wake-up call can be set up or deleted by the subscriber him-/herself via a code. In this case, wake-up call configuration is on a one-time basis, and must be newly entered each day. A wake-up call can also be set up or deleted from a reception telephone as a hotel application component.

### Select music-on-hold or wake-up announcement

In the context of voice applications, specific speech and music data can be saved in the **be.IP**. Among others, additional music-on-hold or texts for wake-up announcements can be saved here. In the **be.IP** configuration, you can then centrally configure whether music-on-hold or a wake-up announcement should play on a wake-up call. If a wake-up call is set up by a subscriber, he/she hears the centrally set music-on-hold or wake-up announcement after acceptance of the wake-up call. When setting up a wake-up call over a reception telephone, configuration of the music-on-hold or wake-up announcement can be individually performed for each subscriber.



#### Note

If a wake-up call has already been set up but not yet executed, upon renewed setup of a wake-up call, the new wake-up call is saved while the previous one is deleted. At the set wake-up time, analogue telephones with the **wake-up call** are called. For ISDN telephones, one's own call can be configured according to the corresponding instructions.

Wake-up calls are not signalled during a call. The wake-up call only occurs after the call is ended. If an internal subscriber is called while a wake-up call is signalled, the caller gets an engaged tone.

### Setting up a wake-up call from a room telephone (one-off wake-up call)



Lift the receiver of your telephone.



Dial \*52.



Enter the hour between 00 and 23 (6:00 in our example)



Enter the minute between 00 and 59 (6:30 AM in our example)



You will hear the positive acknowledge tone.



Replace the receiver.

### Delete wake-up call



Lift the receiver of your telephone.



Dial # 52.



You will hear the positive acknowledge tone.



Replace the receiver.

### Set up wake-up call from "reception telephone"

The reception telephone is a system telephone. The wake-up call can be set up for a checked-in guest using the system menu. Here, wake-up call signalling can be on a daily or one-time basis. In addition, for each subscriber music-on-hold or the wake-up announcement played after acceptance of the wake-up call can be individually set.

### Accept wake-up call



Your room telephone rings.



Lift the receiver of your telephone.



You hear the wake-up music or the announcement.



Replace the receiver. The wake-up call is completed.

### Switch MWI (Message Waiting Indicator) from "reception telephone"

MWI information can be switched on and off from a reception telephone to a room telephone via a telephone procedure. If MWI information is enabled on a room telephone, the call number of the reception telephone is entered in the caller list and the special dial tone is enabled. Display or signalling of this information can occur at terminals (analogue terminal, ISDN terminal and system telephone) supporting these performance features. External MWI information is conveyed transparently by the **be.IP**. If a message appears on the voice mail system, a short call is made. Depending on the terminal, a symbol, a text generated in the telephone as well as the caller's telephone number can be displayed. If MWI information is deleted, there is no signalling.

### Activate MWI



Lift the receiver of your telephone.



Press the \* button or # button (activate/deactivate).



Dial 50.



Select the desired room number.



Press the # key.



Replace the receiver.

## 2.2.27 Call Through

**Call Through** is a dial-in via an external connection to the **be.IP** with the call put through from the **be.IP** via another external connection.

One of the **be.IP**'s telephone numbers is defined in the configuration for Call Through. An external caller using this telephone number first hears the **be.IP**'s attention tone. The **be.IP** checks the caller's authorisation for Call Through, then activates a simulated external dialling tone for the call. The caller is authorised if he or she enters the correct 6-character PIN2.

Further protection is possible if the caller's number is entered in the phone book and is approved for Call Through. The **be.IP** then compares the number in the phone book with caller's number and the entered 6-digit PIN2.

As a rule, all numbers in the phone book are available to Call Through. In the connection data records, one data record is created for the incoming connection and one for the outgoing connection.



Lift the receiver of your telephone.



Choose the number that you want to use for Call Through.



You then hear a simulated external dial tone.



Enter the 6-digit PIN2. This entry is determined by the configuration in the **be.IP** (with or without PIN, with recognition of call number or both).



Dial the external destination number.



Have your conversation.

## 2.2.28 Changeable access numbers

For the following performance features, the codes can be individually set in the **be.IP** configuration. Here, the preset access number of the **be.IP** is completed by a call number from the internal **be.IP** dial plan.

You can enter the modified codes in the table. Multiple access numbers can be assigned for performance features *bundle assignment, open hold for enquiry* and *actuation of door opener*.

Performance feature	Default status of the code	Modified code
Exchange code (EC)	0 or * 2 *	
Call pickups from group	* 0	
Call pickups from a specific subscriber	## 0 ##	
Speed dial from the phone book	* ##	
Assignment of project numbers	* 2 3 ##	
Bundle assignment	* 2 0 ##	
Open hold for enquiry	* 2 1	











Operation of performance features with a modified code occurs as described for the corresponding performance feature. You can either use the modified code (internal number) or the code described in the user's guide (except exchange code).



## 2.2.29 Telephone blocks / Permission to make external calls using PIN

Using a special code procedure, any telephone can be temporarily used to make an external call with its own personal authorisations. To do so, the user will need to enter their MSN and their corresponding PIN.

Proceed as follows for an individual call:

	Lift the receiver of your telephone.
  	Dial the code * 5 *
	Enter your own MSN.
	Press the * key.
	Enter your 4-digit PIN.
	You will hear the external dialling tone.
	Enter the external call number.
	Have your conversation.

The following user-specific features are then used temporarily for this individual call:

- Type of subscriber
- Exchange access right (CoS)
- Exchange access sequence (CoS)
- External MSN / DDI signal
- Further identification from the authorisation class

Performance features and restrictions have certain correlations which should be taken into consideration for this type of external call.

- The "busy" status of a monitored (previous) MSN must be changed after a new MSN has been entered.
- The busy lamp field on the system telephone also needs to be updated.
- The line status does change whenever TAPI monitoring is enabled, however this is not signalled to the PC application.
- The user MSN previously entered must also be indicated when initiating a hold for enquiry connection.
- If a "hold for enquiry" connection has been terminated by the receiver being replaced whilst dialling, no return call will be made because the user MSN entered does not match the device.
- No "return call after time" is made if a hold for enquiry connection is transferred via a "blind transfer" (transfer without notification).
- The same restrictions outlined above apply to return calls to teams.
- A "return call after time" for an "open hold for enquiry" is signalled on the original device.
- Automatic callbacks (CCBS and CCNR) are not allowed.
- The phone unblocking procedure can not be selected in a normal hold for enquiry connection.

## 2.2.30 Switch contacts

The **be.IP** have one or two independent switch contacts respectively which can be used as on/off switches or keys, i.e. the electric circuit is closed, opened or closed for a set period of time.

These functions are controlled by dialling code numbers either internally or externally.

### Close switch contact



Lift the receiver of your telephone.



Press the star button.



Dial the code

53

.



Determine the switch contact to be closed.

### Open switch contact



Lift the receiver of your telephone.



Press the hash button.



Dial the code

53

.



Determine the switch contact to be opened.

### Close switch contact on a time-controlled basis (key)



Lift the receiver of your telephone.



Press the star button.



Dial the code

54

.



Determine the switch contact to be closed.

## 2.3 Connection/call costs

The **be.IP** generates a connection data record for every external call. Detailed information on the call is saved in the call records, e.g. date and time, call duration, number of calling and called parties, type of connection, call costs and possible project numbers.

There are two options for recording incoming external calls:

- Only incoming calls are saved with a project number
- All incoming calls are saved

### Output of call records

Various options are available for outputting call records, e.g.:

- Printer connection via the RS232 interface
- PC or laptop via the RS232 interface or USB interface
- LAN connection (configuration program)

### Call costs display

Connection/call cost data can be displayed on every terminal supporting this performance feature. For ISDN and analogue terminals, there are differing processes for transmission and display of call costs.

## Cost meter

On the basis of the transmitted tariff information, the **be.IP** administers a fee counter for each internal subscriber. For this, the costs for individual calls are added up. Cost meter for internal extensions can be displayed by the **be.IP** menu or by the fee programme. If desired, they may also be deleted.

## Number of call records

Up to 200 telephone numbers may be stored. If a new call record is added, the oldest entry is overwritten by the most recent one.

## 2.4 System menu of the be.IP

The **be.IP** provides a special menu with system-specific functions for system telephones. The menu and the corresponding performance features are only managed in the **be.IP**. The following performance features are available in the system menu (examples):

- Telephone book of the **be.IP**
- Follow-me
- Direct call
- Activate day/night (call variants)
- Costing
- Hotel functions



### Note

You can switch the display messages to another language. To do this, the desired language must be set up via the phone book programme.

You access the **be.IP** system menu as described in the operating instructions of the respective system telephones.

### 2.4.1 System telephones

Different system telephones can be connected to the internal ISDN interfaces of the **be.IP**. They are automatically recognised as system telephones after connection to the **be.IP**. The **be.IP** provides the system menu and other special performance features for system telephones. You can configure function keys on the system telephone and (optional) system telephone key extensions. You'll find the description and information on configuration and operation of these functions in operating instructions for the system telephones.



### Note

If you enter a call number to dial via a SIP provider, the number dialled is output approx. 5 seconds after entering the last digit. If you end the call number with the **#** key, the system dials automatically. Here, the terminal must be able to also dial the **#** in the **be.IP**.

## 2.5 Service

## 2.5.1 Service access

This performance feature allows configuration of your **be.IP** by your specialised dealer's service center, or loading of the **be.IP**'s current software. You can initiate this function from an internal telephone on your **be.IP** or can enable your system so that an external PC can dial-in (e. g. your dealer).

### Setting up activation for an incoming service connection (with subaddress check)

You can clear the **be.IP** for dialin of an external subscriber. Clearing of the **be.IP** lasts 30 minutes.



Lift the receiver of your telephone.



Dial \*99.



You will hear the positive acknowledge tone.



Replace the receiver.

### Delete clearing for an incoming service connection

You can delete a service connection for dialin of an external subscriber. This does not terminate any active service connection.



Lift the receiver of your telephone.



Dial #99.



You will hear the positive acknowledge tone.



Replace the receiver.

## 2.6 Configuration via IP and analogue telephones

### Configuring performance features over a telephone



#### Note

The following procedure must be carried out at the start of the following configurations.

### Release configuration



Lift the receiver of your telephone.



Press the \*\* key.



You will hear the positive acknowledge tone.



Enter PIN 1 (factory setting 0000).



You will hear the positive acknowledge tone.

After accessing the configuration, you can set the performance features using the keys described. The telephone used for programming cannot be reached during configuration of the system. Once configuration is complete, you will hear a positive acknowledgment tone. You can then configure the next performance feature. If you wait for more than 40 seconds between entries, the **be.IP** will terminate the configuration and you will hear the engaged tone. All entries

made up to that point with a positive acknowledgment tone are saved when the receiver is replaced. The data is stored for about 10 seconds after you replace the receiver. During this time, the system cannot be reconfigured and power supply to the **be.IP** must not be interrupted.

## 2.6.1 Change PIN

Various settings are protected by the **be.IP** PIN1. In the basic setting, PIN1 is set to 0000. Please keep the PIN1 in a safe place; if you lose the PIN, you can no longer configure the **be.IP** over the telephone. If you have forgotten your PIN 1, please consult your specialist dealer.

**Teleswitching/telecontrol** are protected using PIN 2. Remote access via the 6-digit PIN 2 is only available if this PIN 2 has been individually modified, i.e. the basic setting 000000 has been changed.

### Modify PIN 1

**9 1 1**

Dial *911*.



Enter the new PIN 1 (4-character).



Re-enter the new PIN 1 (confirm).



You will hear the positive acknowledge tone.

### Modify PIN 2

**9 1 2**

Dial *912*.



Enter the new PIN 2 (6-character).



Re-enter the new PIN 2 (confirm).



You will hear the positive acknowledge tone.

## 2.6.2 Resetting performance features in be.IP

### Reset to basic setting (Reset)

**9 9 9**

Dial *999*.



You will hear the positive acknowledge tone.



Replace the receiver.

### Reset for a subscriber

**9 0 0**

Dial *900*.



Dial the internal telephone number.



You will hear the positive acknowledge tone.



Replace the receiver.

### Reset for all extensions

**9 0 0**Dial *900*.

Press the \* key for all internal subscribers.



You will hear the positive acknowledge tone.



Replace the receiver.

**Note**

You can reset the performance features for IP and analogue telephones using this function.

## 2.7 Voicemail system

The voicemail system with your **be.IP** is an intelligent answering machine for each extension. Any subscriber can enter their personal, 4-digit voicemail PIN code from any telephone (remote query), dial into their voicemail box and listen to their messages, or save them, delete them or forward them by email.

**Note**

You require a formatted SD card with the appropriate ZIP . You will also find the relevant file on the CD supplied.

### 2.7.1 Activation/deactivation of the voicemail box

Your personal voicemail box is activated by diverting your telephone to the number of the voicemail server. Your incoming calls are forwarded on the voicemail server and saved in your personal voicemail box. If you delete the call diversion to the voicemail server number, the voicemail box is deactivated.

**Note**

Voicemail boxes cannot be set up for door intercom adapters and hotel rooms.

### 2.7.2 Query/remote query of the voicemail box

#### Voicemail box query

Dial the voicemail server number. If the **Check PIN** setting is enabled, you will be prompted to enter your 4-digit PIN code. The standard PIN is *0000*.

#### Voicemail box remote query

You can also listen to and operate (remote query) your voicemail box from another telephone. For this, you must enter your subscriber number and confirm with #. You will then always be asked for your PIN code to identify yourself. The **Check PIN** setting is irrelevant here.

### 2.7.3 Voicemail server key assignments

You can use the functions of keys 1-6, while a message is being played.

**1**

Deleting a message

**2**

Save message

**3**

Repeating a message

- 4** Next message
- 5** Forwarding a message as e-mail
- 6** Callback to caller

You can use functions of keys 7-9 and all functions of # key once you're dialled into the voicemail box, but you cannot listen to messages. By pressing the 0 key general help for menu guide is played.

- 7** Listening to new messages
- 8** Listening to old messages
- 9** Listening to saved messages
- # 9 1** Listening to greetings
- # 9 2** Recording new personal greetings
- # 9 3** Deleting greetings
- #** Cancel function
- 0** Help



#### Note

By pressing key combination **#91**, you'll hear the greeting that a caller would currently hear. The message depends on the **Calendar for status "Out of Office"** and **Active call variant (in office/out of office)**.

## 2.7.4 Message Waiting Indication

If you hear the special tone instead of the normal dialling ton on your phone, for which a voicemail box is set up, you have a new message. In addition, new message can also be visually signalled (MWI). Display depends on your telephone type. For this, please read the operating instructions for the corresponding terminal.



#### Note

The **Receive MWI Information->Allowed** setting must be enabled in the user's permission class. The setting is disabled by default.



#### Note

The **Show new Messages (MWI)->Enabled** setting must be made for analogue telephones. The setting is disabled by default.



#### Note

SIP telephones must register for this service. If applicable, please read the operating instructions for your SIP device.



#### Note

If you receive a message while you're on the phone, it will only be displayed once you've hung up.

## 2.7.5 E-mail Alert

You can set up e-mail notification for new messages in your voicemail box. The e-mail will display date, time and number of caller (if available). Alternately, you can also have the message sent as an attachment. The message retains "new" status in the voicemail box.



### Note

To be able to use this function, the **E-Mail Notification->E-Mail** or **E-Mail with Attachment** setting must be enabled. In addition, the corresponding SMTP settings must be provided.



## Chapter 3 Dial Codes

Certain functions of the telephone system can be controlled via dialling codes.

### General telephony functions

Procedure	Function	Analog	ISDN	IP
*	Internal dialing with automatic outside line	X	X	X
*0	Call pickup	X	X	X
#0nn...n [#]	Specific call pickup	X	X	X
*#xxx	Centralized speed dialling (from the phone book) for target xxx	X	X	X
**pppp	Programming of the system via PIN1	X	X	-

### Terminal settings

Procedure	Function	Analog	ISDN	IP
*10nn...n*xx...x#	Enable follow me for local subscriber nn...n from external *	-	-	-
*10nn...n#	Configure internal Follow me for external subscriber	X	X	X
#10nn...n#	Delete Follow me	X	X	X
*11xx...x#	Configure immediate call forwarding	X	X	X
#11	Delete immediate call forwarding	X	X	X
*12xx...x#	Configure delayed call forwarding	X	X	X
#12	Delete delayed call forwarding	X	X	X
*13xx...x#	Configure call forwarding on busy	X	X	X
#13	Delete call forwarding on busy	X	X	X
*14xx...x#	Configure delayed call forwarding on busy	X	X	X
#14	Delete delayed call forwarding on busy	X	X	X
*15	Allow call waiting	X	-	-
#15	Do not allow call waiting	X	-	-

\* Via external VoIP

- 1) Remote Access -> Activated
- 2) PIN2 !=000000
- 3) MSN -> Remote Access Telephony

### Call-specific settings

Procedure	Function	Analog	ISDN	IP
*20xx	Targeted bundle assignment No. 01...99	X	X	X
*21	Open enquiry	X	X	X
*22	Enable CCBS or CCNR	X	-	-
#22	Delete callback	X	-	-
*23xx...x#	Enter client or project code	X	X	-
*24	CLIR for next connection	X	-	-
*26	Enable room monitoring	X	X	-

Procedure	Function	Analog	ISDN	IP
*27nn...n	Announcement to internal subscriber / team	X	X	-
*28nn...n#	Initiate block dialling	X	-	-
*2*	Global outside line (instead of 0 if not configured!)	X	X	X
*5*nn...n*xxxx	Telephone lock / dial external subscriber nn...n with PIN xxxx	X	X	X
*60nn...n#	Log into team with the phone number nn...n	X	X	X
#60nn...n#	Log out of team	X	X	X
*61	Enable parallel call	X	X	X
#61	Disable parallel call	X	X	X

## Switching functions

Procedure	Function	Analog	ISDN	IP
*90	Activate PBX night mode	X	X	X
#90	Deactivate PBX night mode	X	X	X
*91x	Switch all teams to variant x (1-4)	X	X	X
#91xnn...n#	Switch team with extension nn...n to variant x (1-4)	X	X	X
*92x	Switch all door intercoms to variant x (1-2)	X	X	X
*93x	Switch all external announcements to variant x (1-4)	X	X	X
*94x	Switch optional rerouting for subscriber to variant x (1-4)	X	X	X
*95x	Switch global rerouting for subscriber to variant x (1-4)	X	X	X

## Procedures in conversation

Procedure	Function	Analog	ISDN	IP
R0	Refuse call waiting or end call on hold	X	-	-
R1	Disconnect active enquiry call	X	-	-
R2	Accept call waiting or switch call or return from 3-party conference to switching call	X	-	-
R3	Start 3-party conference	X	-	-
R4	ECT - Specific call transfer (also external/external)	X	-	-
R5nn...n#	Transfer active call on call waiting for a/b telephones	X	-	-

## Programming procedures

Procedure	Function	Analog	ISDN	IP
900nn...n	Delete features of subscriber nn...n (AWS, callbacks, call protection for a/b, direct call)	X	X	-
900*	Delete features of all subscribers (AWS, callbacks, call protection for a/b, direct call)	X	X	-
911ppppqqqq	Change first PIN; pppp = new PIN, qqqq = repeat new PIN	X	X	-
912ppppppppqqqq	change second PIN; pppp = new PIN, qqqq = repeat new PIN	X	X	-
999	Restore factory settings	X	X	-

## Voice mail server

Procedure	Function	Analog	ISDN	IP
0	Help announcement	X	X	X
1	Delete message	X	X	X
2	Save message	X	X	X
3	Repeat message	X	X	X
4	Next message	X	X	X
5	Forward message to E-Mail	X	X	X
6	Call caller	X	X	X
7	Listen to new message	X	X	X
8	Listen to old message	X	X	X
9	Listen to saved message	X	X	X
#91	Listen to announcement	X	X	X
#92 1	Record new personal announcement for "In the Office Mode"	X	X	X
#92 2	Record new personal announcement for "Out of Office Mode"	X	X	X
#93	Delete announcement	X	X	X
#	Cancel	X	X	X

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