

Dialog 1401, 1402, 1403, 1404

IP Phones for Enterprise Multimedia Server (EMS)

User Guide



EN/LZT 103 055 R1A

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Table of Contents

Welcome	1
Copyright	1
Warranty	1
Declaration of conformity	1
Important User Information.....	2
Safety instructions	3
Disposal of the product	3
Overview.....	4
(1) Display.....	9
(2) Keypad and LEDs.....	9
(2a) Navigation Keys	9
(2b) Alphanumeric Keys	10
(2c) Audio Device Control Keys	11
(2d) Free Function Keys.....	12
(2e) Preprogrammed Function Keys	13
(2f) Context- Sensitive Function Keys.....	15
(2g) Message LED	15
(2h) Call Indication LED	15
(3) Audio Devices	16
Documentation.....	16
Getting Started.....	17
Installing the Phone	18
Phone Initialization.....	19
Registration.....	20
Idle Screen	20
Successful Registration.....	21
Unsuccessful Registration.....	21
Phone Configuration	22
Settings Menu	23
Access	23
Menu Structure.....	24
Display Configuration Tasks	25
Display Contrast	25
Backlight Mode.....	26
Audio Configuration Tasks.....	27
Volume	27

Headset Use.....	28
Ring Tone Configuration	29
Function Key Configuration.....	32
Maintenance Tasks.....	33
System Information	33
Reboot	34
Factory Reset.....	35
Basic Call Functions.....	36
Outgoing Calls	37
Making a Call.....	37
Call Termination	42
Redial	43
Call Back	44
Incoming Calls	45
Indication	45
Accepting Incoming Calls.....	46
Call Waiting	47
Denying Calls	49
Call Forwarding.....	50
Active Calls	51
Audio Operation Modes	51
Mute / Unmute.....	53
Multiple Speaker Mode	55
Call Statistic Information	56
Hold and Resume.....	57
Call Transfer.....	59
Conference Calls.....	61
Call Recording.....	63
Advanced Phone Functions.....	64
Free Seating	65
Logoff All Users.....	65
Logon New User (Extension / SIP Identity).....	66
Directory Search	67
Call History	68
Missed Call Indication	68
Access Call History Lists.....	68
Presence.....	70
Changing Your Presence State.....	70
Your Contacts' Presence State	72

Voice Mailbox	73
Indication of New Messages	73
Retrieval of New Messages	74
Call Monitoring and Pick Up.....	75
Busy Lamp Field (BLF).....	75
Call Pick Up using BLF	75
Calls List 76	
Call Pick Up from Calls List.....	77
Appendix	78
Mapping of Context-Sensitive Function Keys	79
Idle Screen	79
Settings Menu Navigation	79
XML Menu Navigation.....	80
“Edit” / “Enter number” screen.....	80
“Ringing”, “Calling”, “Connected”, “Holding”, “Transfer”, “Conference” screens	81
Status Indicators	82
SIP Status Indicators.....	82
Audio Device Status Indicators	82
Security Status Indicator	83
Presence Status Indicator	83
FCC Statement	84

Welcome

Welcome to the user guide for the Ericsson Dialog 140x VoIP phones.

This guide describes the available features of the phone when it is connected to Enterprise Multimedia Server (EMS).

The functions and features available with this phone are designed for easy use in many different phone handling situations. The user guide describes the functions and features of the Ericsson Dialog 140x VoIP phones as they are programmed for delivery from the factory. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

The latest version of this user guide can be downloaded from:

<http://www.ericsson.com/enterprise/library/manuals.shtml>

Note: The Ericsson Dialog 140x VoIP phones are IP phones that conform to the SIP standard (RFC 3261), and they can only be used within a network that supports this type of phone.

Copyright

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Warranty

ERICSSON MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS MATERIAL, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Ericsson shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance or use of this material.

Declaration of conformity



Hereby, Ericsson AB, declares that this phone, is in conformity with the essential requirements and other relevant pros of the European R&TTE directive 1999/5/EC.

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

Important User Information

Safety instructions

Save these instructions. Read these safety instructions before use!

① Note: When using your phone or connected equipment, the following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.

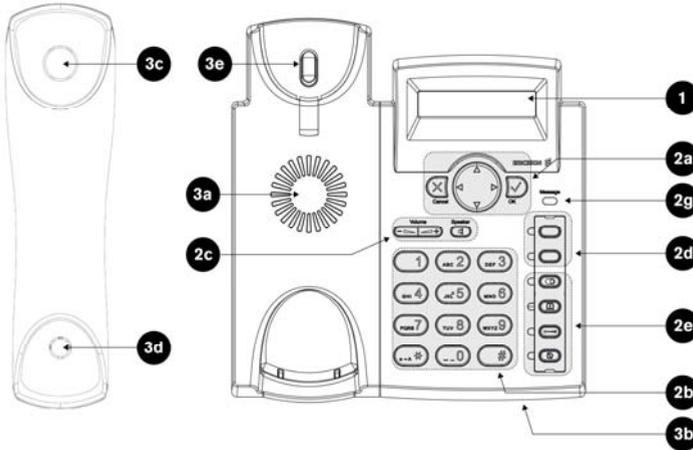
- Follow instructions in the equipment's user guide or other documentation.
- Always install equipment in a location and environment for which it is designed.
- For mains-operated phones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.
- For mains powered phones: Avoid placing the phone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.
- Headsets used with this equipment must comply with EN/IEC 60950-1 and for Australia AS/NZS 60950.1-2003.
- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void warranties and the user's authority to operate the equipment.
- Do not use the phone to report a gas leak in the vicinity of the leak.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.
- Do not use a phone (other than cordless type) during an electrical storm.

Disposal of the product

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

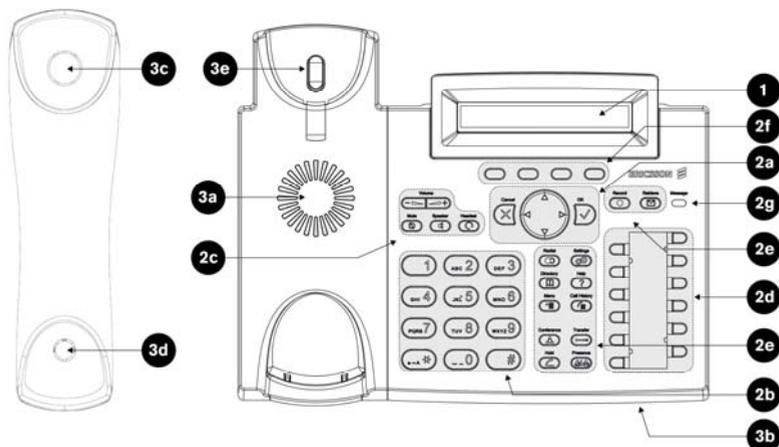
Overview

The main hardware components of your **Dialog1401** VoIP phone are:



1	Display		See page 9
2	Keypad with LEDs		See page 9
	a)	Navigation Keys	See page 9
	b)	Alphanumeric Keys	See page 10
	c)	Audio Device Control Keys	See page 11
	d)	Free Function Keys	See page 12
	e)	Preprogrammed Function Keys	See page 13
	g)	Message LED	See page 15
3	Audio Devices	Audio Mode	See page 16
	a)	Casing Speaker	} Handsfree Mode See page 51
	b)	Casing Microphone	
	c)	Handset Speaker	} Handset Mode See page 51
	d)	Handset Microphone	
	e)	Hook Switch	
	Optional:		
	Headset Speaker	} Headset Mode See page 28	
	Headset Microphone		

The main hardware components of your **Dialog1402** VoIP phone are:



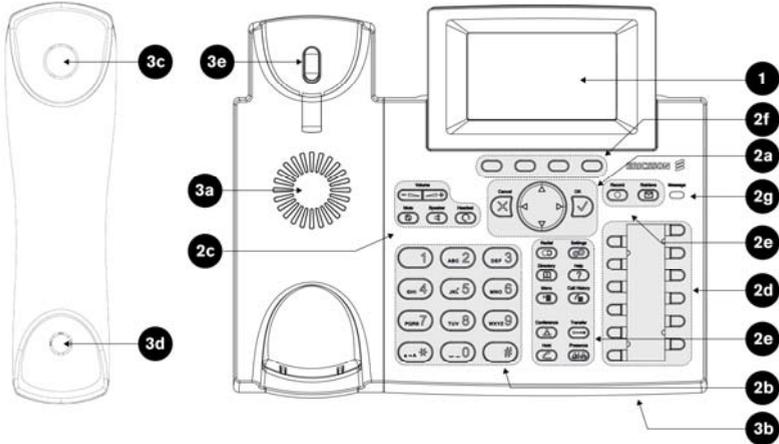
- | | | |
|----------|---------------------------------|-------------|
| 1 | Display | See page 9 |
| 2 | Keypad with LEDs | See page 9 |
| a) | Navigation Keys | See page 9 |
| b) | Alphanumeric Keys | See page 10 |
| c) | Audio Device Control Keys | See page 11 |
| d) | Free Function Keys with LEDs | See page 12 |
| e) | Preprogrammed Function Keys | See page 13 |
| f) | Context-Sensitive Function Keys | See page 15 |
| g) | Message LED | See page 15 |

- | | | | |
|----------|----------------------|-------------------------|-------------|
| 3 | Audio Devices | Audio Mode | See page 16 |
| a) | Casing Speaker | } Handsfree Mode | See page 51 |
| b) | Casing Microphone | | |
| c) | Handset Speaker | } Handset Mode | See page 51 |
| d) | Handset Microphone | | |
| e) | Hook Switch | | |

Optional:

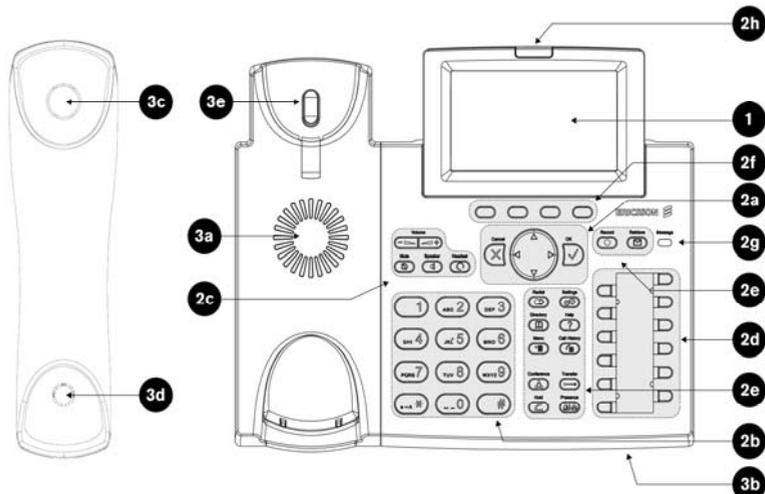
- | | | |
|--------------------|-----------------------|-------------|
| Headset Speaker | } Headset Mode | See page 28 |
| Headset Microphone | | |

The main hardware components of your **Dialog1403** VoIP phone are:



1	Display		See page 9
2	Keypad with LEDs		See page 9
	a)	Navigation Keys	See page 9
	b)	Alphanumeric Keys	See page 10
	c)	Audio Device Control Keys	See page 11
	d)	Free Function Keys with LEDs	See page 12
	e)	Preprogrammed Function Keys	See page 13
	f)	Context-Sensitive Function Keys	See page 15
	g)	Message LED	See page 15
3	Audio Devices	Audio Mode	See page 16
	a)	Casing Speaker	} Handsfree Mode See page 51
	b)	Casing Microphone	
	c)	Handset Speaker	} Handset Mode See page 51
	d)	Handset Microphone	
	e)	Hook Switch	
	Optional:		
		Headset Speaker	} Headset Mode See page 28
		Headset Microphone	

The main hardware components of your **Dialog1404** VoIP phone are:



- | | | |
|----------|---------------------------------|-------------|
| 1 | Display | See page 9 |
| 2 | Keypad with LEDs | See page 9 |
| a) | Navigation Keys | See page 9 |
| b) | Alphanumeric Keys | See page 10 |
| c) | Audio Device Control Keys | See page 11 |
| d) | Free Function Keys with LEDs | See page 12 |
| e) | Preprogrammed Function Keys | See page 13 |
| f) | Context-Sensitive Function Keys | See page 15 |
| g) | Message LED | See page 15 |
| h) | Call Indication LED | See page 15 |

- | | | | |
|------------------|----------------------|-------------------------|-------------|
| 3 | Audio Devices | Audio Mode | See page 16 |
| a) | Casing Speaker | } Handsfree Mode | See page 51 |
| b) | Casing Microphone | | |
| c) | Handset Speaker | } Handset Mode | See page 51 |
| d) | Handset Microphone | | |
| e) | Hook Switch | | |
| Optional: | | | |
| | Headset Speaker | } Headset Mode | See page 28 |
| | Headset Microphone | | |

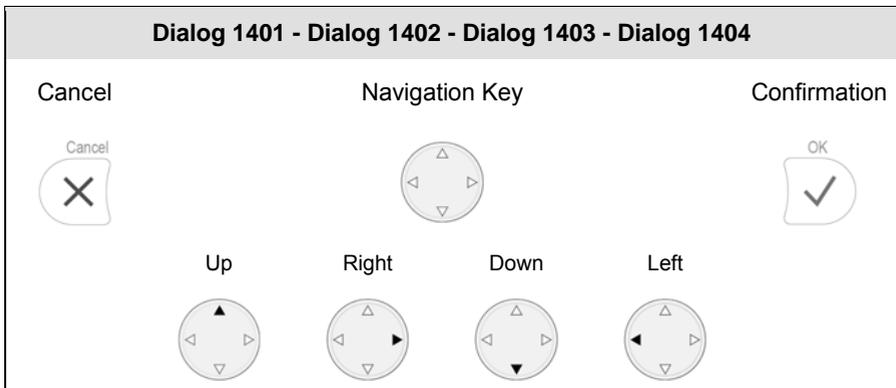
(1) Display

Features	Dialog1401	Dialog1402	Dialog1403	Dialog1404
Tiltable	No	Yes (0-45 degrees)		
Backlight	Yes	No	Yes	Yes
Type	Two-line LCD monochrome	Two-line LCD monochrome	Graphical LCD monochrome	Graphical LCD grayscale
Characters / pixels	16 characters per line	24 characters per line	128 x 64 pixels	240 x 128 pixels
Note				Call Indication LED

(2) Keypad and LEDs

(2a) Navigation Keys

Use the navigation keys to navigate in the display menus and confirm and cancel actions.



(2b) Alphanumeric Keys

Use the alphanumeric keys to enter numbers, letters and special characters on the phone. Depending on the selected input mode (see page 37) you can enter digits, lower / upper case or special characters.

Input mode	Dialog 1401 - Dialog 1402 - Dialog 1403 - Dialog 1404		
			
Digits	1	2	3
Upper case	Special Characters ¹	ABC2	DEF3
Lower case		abc2	def3
			
Digits	4	5	6
Upper case	GHI4	JKL5	MNO6
Lower case	ghi4	jkl5	mno6
			
Digits	7	8	9
Upper case	PQRS7\$	TUV8	WXYZ9
Lower case	pqrs7\$	tuv8	wxyz9
			
Digits		0	
Upper case		„space“ „_“ „0“	
Lower case		„space“ „_“ „0“	

¹ Special characters are: .@1,?!-/(:);&%*#+<=>\$[]

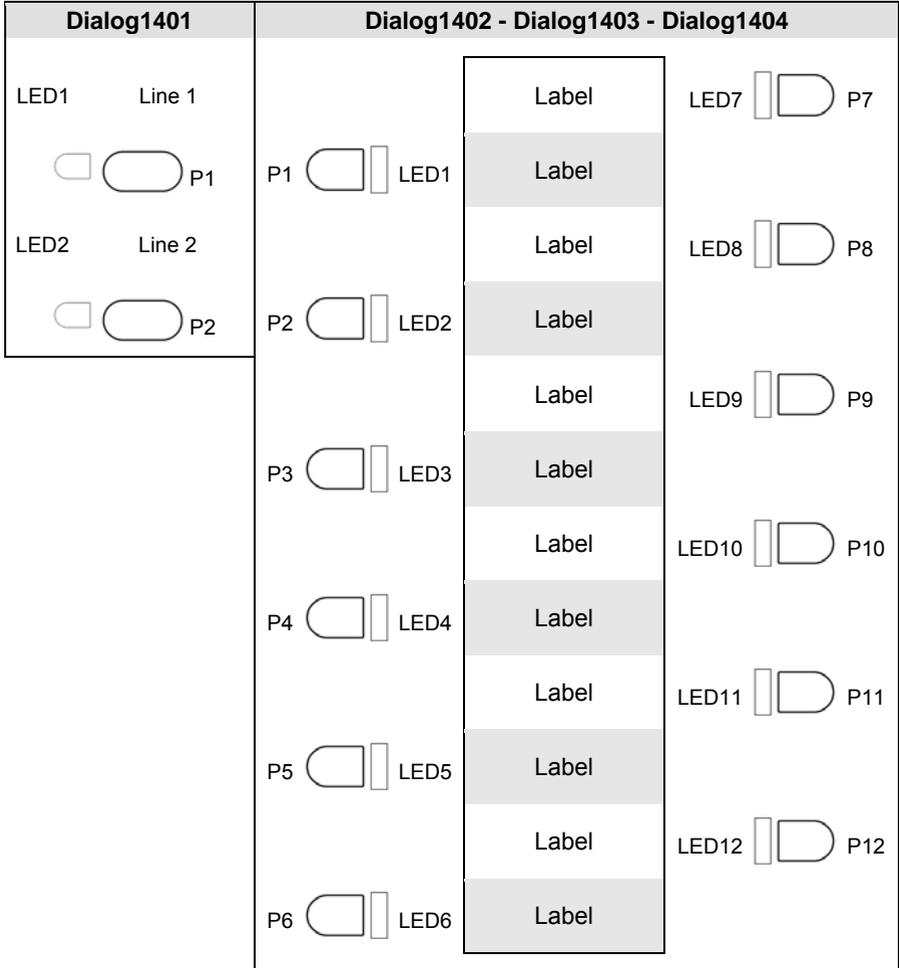
(2c) Audio Device Control Keys

Use the audio device control keys to perform the following actions depending on your phone type:

Dialog 1401	Dialog 1402 Dialog 1403 Dialog 1404	Function	Page
		Adjusts the <i>volume</i>	see page 27
		Enables and toggles <i>handsfree mode</i>	see page 51
		Enables and toggles <i>headset mode</i>	see page 51
		<i>Mutes / unmutes</i> the microphone during an active call	see page 51

(2d) Free Function Keys

The free function keys are freely programmable keys which can be used for various functionalities. If not otherwise stated the adjacent LED will light when the assigned functionality is turned on.



(2e) Preprogrammed Function Keys

The preprogrammed function keys are preprogrammed as labeled.

① **Note:** Dialog 1401 only: The adjacent LED3 and LED4 will not light up when the assigned functionality is turned on.

The following functions are mapped onto them:

Dialog 1401	Dialog 1402 Dialog 1403 Dialog 1404	Function	Page
 LED3  P3	 	Allows redialing a previously dialed number	see page 43
 LED4  P4	 	Allows searching and dialing contacts in the directory	see page 67
 LED5  P5	 	Transfers calls, for example blind and attended transfers	see page 59
 LED6  P6	 	Mutes / unmutes the microphone during an active call	see page 51

Dialog 1402 Dialog 1403 Dialog 1404	Function	Page
Menu 	Allows logging on new users to the phone (“Free Seating”)	see page 65
Conference 	Establishes and disconnects a three-party conference call	see page 61
Hold 	Places a call on “Hold” or resumes it	see page 57
Settings 	Calls up the “Settings” menu	see page 23
Record 	Toggles call recording via the Enterprise Multimedia Server (EMS)	see page 62
Help 	Calls up information about the phones: IP address, MAC Address, and Firmware Version	see page 68
Call History 	Calls up the history lists of missed, received and dialed calls	see page 68
Presence 	Allows changing your own presence state	see page 70
Retrieve 	Retrieves messages from the voice mailbox of the Enterprise Multimedia Server (EMS)	see page 73

(2f) Context- Sensitive Function Keys

Dialog 1402, 1403, and 1404 have context-sensitive function keys (S1 to S4), mounted below the display. The current function of these keys is indicated by a text or symbol in the display above each key.

Dialog 1401	Dialog 1402 - Dialog 1403 - Dialog 1404			
Not supported	 S1	 S2	 S3	 S4

For the complete mapping see page 79.

(2g) Message LED

The “Message LED” is primarily used to visually indicate new voice messages stored on the mailbox of your EMS, see page 73.

Message Type	Dialog1401 - Dialog1402 – Dialog1403	Dialog1404
MWI	Message  yellow (blinking)	Message  red (blinking)

(2h) Call Indication LED

The “Call Indication LED” is only available on the Dialog1404. It indicates incoming calls by a flashing red light.

(3) Audio Devices

Your phone is equipped with two different audio devices:

- Casing speaker (3a) and microphone (3b)
- Handset speaker (3c), microphone (3d), and hook switch (3e)

Optionally a headset can be attached as an additional audio device:

Headset speaker and microphone

The audio Devices can be used in three operation modes:

- Handset mode activates handset audio devices.
- Headset mode activates headset audio devices.
- Handsfree mode activates casing audio devices.

For information on switching audio operation modes, see page 51.

You can only use *one microphone* for talking, but you can choose up to *two speakers* for listening:

- Handset speaker / casing speaker or
- Headset speaker / casing speaker

For further details see page 51.

Documentation

The following table shows all documentations available for the phones.

Name	Contents	Where found	Format/ Language
Dialog Quick Start Guide	<ul style="list-style-type: none"> • Contents of delivery and basic set up of phone 	<ul style="list-style-type: none"> • In phone package 	-
Dialog Short User Guide	<ul style="list-style-type: none"> • Phone interface • Basic functions and settings 	<ul style="list-style-type: none"> • Download 	<ul style="list-style-type: none"> • PDF² • Multilingual³

① **Note:** For a complete set of user manuals please refer to:
<http://www.ericsson.com/solutions/enterprise/library/manuals.shtml>

² The **Portable Document Format (PDF)** is a cross-platform, open file format for documents.

³ German, English, Spanish, French, Italian, Danish, Swedish, Dutch, Norwegian

Getting Started

Installing the Phone

Install your phone using the “Quick Start Guide” included in the package:

Installation Step	Dialog 1401	Dialog 1402	Dialog 1403	Dialog 1404
Check contents of package	A	A	A	A
Attach the footstand for horizontal placement	B	factory fitted	factory fitted	factory fitted
Connect the necessary components to your phone: The following order is suggested:	C	B	B	B
		1. Handset via Handset Cord 2. Network via Ethernet Cable ⁴ 3. Power Supply ⁵ 4. Optional: PC via Ethernet Cable ⁵ 5. Optional: Headset ⁶		
Adjust the display angle	Not applicable	C	C	C
Place the phone on an even, horizontal surface. Do not place it on carpets or other materials containing fibers that could block the air vents and cause overheating.	D	D	D	D

① Note: The phone can be powered either from the network (PoE: IEEE 802.3 af) or from a 5 V DC power adapter. Only use applicable 5 V DC adapters (power supplies) listed below or an adapter approved by your local reseller.

Ericsson product number

RES 141 317/1

Power rating

10 W 90-264V AC / 5V DC

⁴ not included in delivery

⁵ optional component

Phone Initialization

After powering up your phone the system boots up and performs the following steps automatically:

Step	Dialog1401	Dialog1402	Dialog1403	Dialog1404
Hardware Self Test	A phone hardware self test is running, for example all LEDs lit up.			
DHCP ⁶ Request	The phone receives its network related parameters for example valid IP address, netmask, gateway, DNS server, etc.			
Auto Provisioning	The phone receives its general and specific configuration settings, for example language, time zone, tone scheme, extension (SIP identity), etc. from the Ericsson Enterprise Multimedia Server (EMS).			

① **Note:** If any of the automatic initialization steps fails, please inform your system administrator.

⁶ DHCP: Dynamic Host Configuration Protocol is a standardized protocol used by network devices to obtain IP addresses and other parameters from a DHCP server (router etc.)

Registration

Idle Screen

After a successful initialization the idle screen appears on the display as shown below:

Dialog1401	Dialog1402	Dialog1403	Dialog1404																																						
<table border="1"> <tr> <td>extension</td> <td>time</td> </tr> <tr> <td colspan="2">status line / ind</td> </tr> </table>	extension	time	status line / ind		<table border="1"> <tr> <td>date</td> <td>extension</td> <td>time</td> </tr> <tr> <td>S1</td> <td>S2</td> <td>S3 S4</td> </tr> </table> <p>The 1st display line is also used as status line / indication:</p> <table border="1"> <tr> <td>status line / ind</td> </tr> <tr> <td>S1 S2 S3 S4</td> </tr> </table>	date	extension	time	S1	S2	S3 S4	status line / ind	S1 S2 S3 S4	<table border="1"> <tr> <td>SIP status</td> <td>extension</td> </tr> <tr> <td>-----</td> <td>time</td> </tr> <tr> <td>-----</td> <td></td> </tr> <tr> <td>status line</td> <td>date/ind</td> </tr> <tr> <td>S1</td> <td>S2 S3 S4</td> </tr> </table>	SIP status	extension	-----	time	-----		status line	date/ind	S1	S2 S3 S4	<table border="1"> <tr> <td>date</td> <td>time</td> </tr> <tr> <td colspan="2">extension</td> </tr> <tr> <td colspan="2">SIP status</td> </tr> <tr> <td colspan="2">-----</td> </tr> <tr> <td colspan="2">-----</td> </tr> <tr> <td colspan="2">status line</td> </tr> <tr> <td colspan="2">ind</td> </tr> <tr> <td>S1</td> <td>S2 S3 S4</td> </tr> </table>	date	time	extension		SIP status		-----		-----		status line		ind		S1	S2 S3 S4
extension	time																																								
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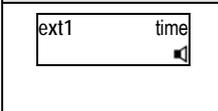
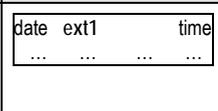
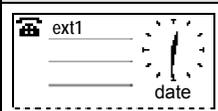
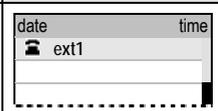
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status line																																									
ind																																									
S1	S2 S3 S4																																								
<ul style="list-style-type: none"> • extension → user name • date → current date • time → current time • status line → status messages, that is missed calls, presence state, queue state • SIP status → SIP status icons, see chapter „Status Indicators“ on page 82. • ind → status indicator, see chapter „Status Indicators“ on page 82. • S1, S2, S3, S4 → context – sensitive function keys, see chapter „Idle Screen“ on page 79. 																																									

① **Note:** The idle screen is **always** shown on the display when there is **no activity**, that is no incoming / outgoing / active call.

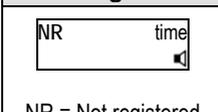
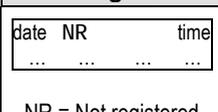
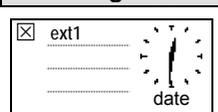
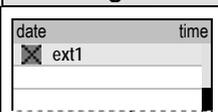
Successful Registration

The first extension (SIP identity) has been registered successfully and will be used for outgoing calls. This is displayed on the idle screen as follows:

Dialog1401	Dialog1402	Dialog1403	Dialog1404
			

Unsuccessful Registration

If the first extension (SIP identity) could not be registered the displays shows:

Dialog1401	Dialog1402	Dialog1403	Dialog1404
 NR = Not registered	 NR = Not registered		

Note: If the registration fails contact your network administrator.

Phone Configuration

Settings Menu

Access

Action: Access the phone’s “Settings Menu” to perform manual changes to your phone configuration.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Press 			

Result: The “Settings Menu” is shown on the display:

<div style="border: 1px solid black; padding: 5px; width: fit-content;"> Configuration Reg </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> ← Configuration → Reg Reset Reboot </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> 1 Display 2 Ring Tone 3 Audio 4 Maintenance </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">Settings</th> <th style="width: 20%;">time</th> </tr> </thead> <tbody> <tr><td>1 Display</td><td></td></tr> <tr><td>2 Ring Tone</td><td></td></tr> <tr><td>3 Audio</td><td></td></tr> <tr><td>4 Maintenance</td><td></td></tr> </tbody> </table> </div>	Settings	time	1 Display		2 Ring Tone		3 Audio		4 Maintenance	
Settings	time												
1 Display													
2 Ring Tone													
3 Audio													
4 Maintenance													

Menu Structure

The following three-level menu structure (**Level "1"**, **Level "2"**, **Level "3"**) can be accessed now:

Dialog1401	Dialog1402	Dialog1403 - Dialog1404
Configuration Reg <i>Presence (see page 70)</i> <i>Ringer (see page 31)</i> Reset (see page 35) Reboot (see page 34)	Configuration Reg <i>Ringer (see page 31)</i> Reset (see page 35) Reboot (see page 34)	1 Display 1 Contrast (see page 25) 2 Backlight (see page 26)
Headset Device (see page 28) * Off On	General Settings Contrast (see page 25)	2 Ring Tone 1 Choose Reg / Ring Tone (see page 31)
System Info Network Memory	Headset Device (see page 28) *Off On	3 Audio 1 Headset Device (see page 28) Off On
Information (see page 33) IPAddr MAC Version	System Info Network Memory	4 Maintenance 1 Administrator Mode 2 Net Info 3 Mem Info 4 Reboot (see page 34) 5 Reset Values (see page 35)

Display Configuration Tasks

Display Contrast

Action: Adjust your phone's display contrast.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
<p>Not applicable</p>	<p>Enter the settings menu (see page 23) and navigate through the menu until the following screen is displayed:</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 15%;"> <p style="text-align: center;">← General Settings →</p> <p>Contrast</p> </div> <div style="border: 1px solid black; padding: 5px; width: 15%;"> <p>1 Contrast</p> <p>2</p> </div> <div style="border: 1px solid black; padding: 5px; width: 15%;"> <p>1 Contrast</p> <p>2</p> </div> </div> <p style="text-align: center;">Press  Contrast</p> <p style="text-align: center;">Press </p> <p style="text-align: center;">The "Display Contrast" bar is shown on the display:</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px; width: 15%;"> <p>Display Contrast:</p> <p>■■■■■■■■■■</p> </div> <div style="border: 1px solid black; padding: 5px; width: 15%;"> <p>— Display Contrast —</p> <p>□□□□□□□□□□□□□□</p> </div> <div style="border: 1px solid black; padding: 5px; width: 15%;"> <p>Display Contrast</p> <p>□□□□□□□□□□□□□□</p> </div> </div> <p style="text-align: center;">Press  to reduce or  to increase</p> <p style="text-align: center;">or press</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>-</p>  <p>S1</p> </div> <div style="text-align: center;"> <p>+</p>  <p>S4</p> </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;"> <p>-</p>  <p>S1</p> </div> <div style="text-align: center;"> <p>+</p>  <p>S4</p> </div> </div> <p style="text-align: center;">Press  to save the contrast change or  to abort.</p>		

Result: The display contrast has been changed.

Backlight Mode

You can adjust the phone's display backlight behavior. By default the backlight mode is "On":

- **On:** Backlight will be turned off or dimmed when the phone is inactive for approximately 20 seconds
 - Dialog1403: Backlight is turned off completely.
 - Dialog1404: Backlight is dimmed.
- **Off:** Backlight is turned off completely
- **Always:** Backlight is turned on permanently.

Action: Change the backlight mode.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Not applicable	Not applicable	<p style="text-align: center;">Settings Press </p> <p style="text-align: center;">Navigate to 1 Display → 2 Backlight. The display shows the current backlight mode:</p> <div style="display: flex; justify-content: space-around; border: 1px solid black; padding: 5px;"> <div style="border: 1px dashed black; padding: 2px;">Backlight On</div> <div style="border: 1px solid black; padding: 2px;">Backlight time On</div> </div> <p style="text-align: center;">Change the backlight mode by pressing</p> <div style="display: flex; justify-content: center; align-items: center; gap: 20px;"> <div style="text-align: center;">  </div> <div style="text-align: center;">or</div> <div style="text-align: center;">  </div> <div style="text-align: center;">or press</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> <p>-</p>  <p>S1</p> </div> <div style="text-align: center;"> <p>+</p>  <p>S4</p> </div> <div style="text-align: center;"> <p>-</p>  <p>S1</p> </div> <div style="text-align: center;"> <p>+</p>  <p>S4</p> </div> </div> <p style="text-align: center;">Press  to save the backlight mode or press  to abort.</p>	

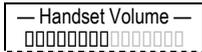
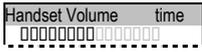
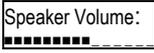
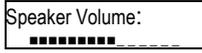
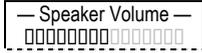
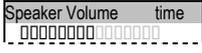
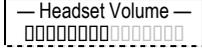
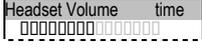
Result: The backlight mode has been changed.

Audio Configuration Tasks

Volume

You can adjust the volume of the currently used audio device when the phone is in “dialing” mode or during an active call.

Action: Adjust the volume of the audio device being used.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Volume Press 			
When handset mode is activated the following screen appears in the display:			
			
When handsfree mode is activated the following screen appears in the display:			
			
When headset mode is activated the following screen appears in the display:			
			
Volume Decrease volume  Increase volume			
or press			
  S1		  S4	
or press			
  S1		  S4	
Press  to save the changes or press  to cancel.			

Result: The volume of the active audio device has been adjusted.

Headset Use

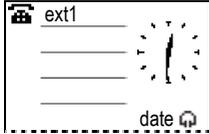
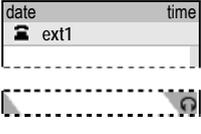
Physically connect your headset (see page 18) and activate / deactivate it for use.

Activation

Action: Activate *headset mode* before making or answering a call.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Press 2x  Headset Device *Off Press  Headset Device On Press 		Headset Press 	

Result: Headset mode has been activated. This will be indicated on the display:

	Headset symbol is displayed during a call only.		
---	---	--	--

Deactivation

Action: Deactivate headset mode.

Headset Device Off	Press again 
-----------------------	---

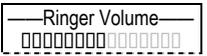
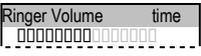
Result: Headset mode has been deactivated.

Ring Tone Configuration

You can adjust the volume, play back, and change the ring tone currently assigned to the extension (SIP registration) receiving incoming calls.

Volume

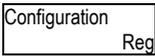
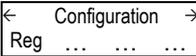
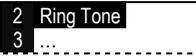
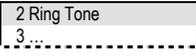
Action: Adjust the volume of the currently assigned ring tone.

Dialog1401	Dialog1402	Dialog1403	Dialog1404	
When the phone is in idle mode, press  .				
				
Decrease volume  Increase volume				
or press				
-	 S1	 S4	 S1	 S4

Result: The volume of the ring tone has been adjusted.

Playback

Action: Play back the currently activated ring tone.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
<p>Enter the settings menu (see page 23) and navigate through the menu until the following screen is displayed:</p>			
 <p>Configuration Reg</p> <p>Press </p> <p>1*ext1@...</p>	 <p>< Configuration > Reg</p> <p>Reg S1</p> <p>Press </p> <p>1* ext1@... > ... Ringer ...</p>	 <p>2 Ring Tone 3 ...</p> <p>Press </p> <p>ext1@... 2 ...</p>	 <p>2 Ring Tone 3 ...</p> <p>Press </p> <p>Ring Tone time ext1@... 2 ...</p>
<p>Use  or  to choose the registration whose ring tone you want to change.</p>			
<p>Press </p> <p>2: Ringer Edit</p> <p>Press </p>	<p>Press </p> <p>Ringer S3</p>	<p>Press </p>	

Result: The currently activated ring tone will be played back.

Changing the Ring Tone

Action: Change the ring tone

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Ring Tone Ringer 1	Ring Tone ← Ringer 1 →	Ringer 1 Ringer 2	Ring Tone time Ringer 1 Ringer 2

You can listen to each ring tone by browsing through the list:

Press  or 

Press  or 

Press  to save the changes or press  to abort.

Result: The ring tone has been changed.

Function Key Configuration

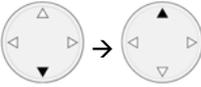
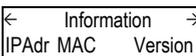
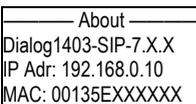
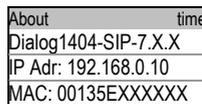
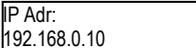
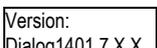
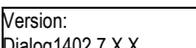
You can assign different functionalities for example Line, Extension, Speed Dial, et cetera to the Free Function Keys (see page 12).

① **Note:** The key type mapping has to be configured via the web interface of the Ericsson Enterprise Multimedia Server (EMS). For further informations regarding the configuration refer to the Enterprise Communication Assistant – Web User Guide.

Maintenance Tasks

System Information

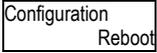
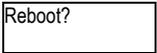
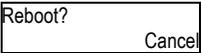
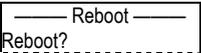
Action: Look up your phone's IP address, MAC address or Firmware Version.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
<p>Press</p> 	<p>Help</p> <p>Press </p>	<p>Help</p> <p>Press </p>	
<p>The display shows:</p>			
			
<p>Obtain the IP address by pressing</p> 	<p>IPAdr</p>  <p>S1</p>	<p>Result: The IP address, MAC address, and firmware version of your phone is displayed.</p>	
			
<p>or obtain the MAC address by pressing</p> 	<p>MAC</p>  <p>S2</p>		
			
<p>or obtain the firmware version by pressing</p> 	<p>Version</p>  <p>S4</p>		
			

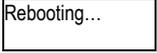
Reboot

ⓘ Note: You should reboot the phone only when you are forced to.

Action: Reboot the phone.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Enter the settings menu (see page 23) and navigate through the menu until the following screen is displayed:			
			
			
			
			

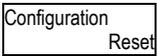
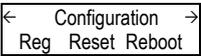
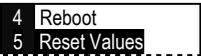
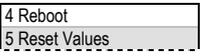
Result: The phone reboots.

			
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Factory Reset

Note: You should reset the phone only when your system administrator advised you to do so. You will be requested to enter the administrator password.

Action: Reset the phone configuration to factory values.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Enter the settings menu (see page 23) and navigate through the menu until the following screen is displayed:			
			
		 or 	
Admin Mode Pwd	Admin Mode Pwd	Admin Mode Pwd	Admin Mode Pwd time
Enter the administrator password and press 			

Result: The phone reboots and will retrieve its new configuration from the Ericsson Multimedia Server (EMS).

Rebooting...	Rebooting...	Rebooting...	Rebooting...
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Basic Call Functions

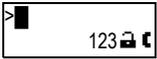
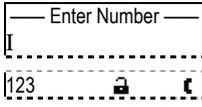
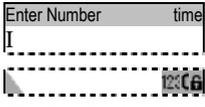
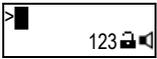
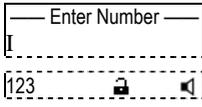
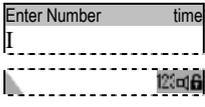
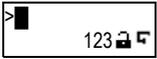
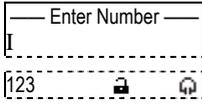
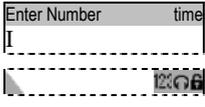
Outgoing Calls

Making a Call

In order to make a call, choose the appropriate audio operation mode (see below) and change the input mode (see page 37) if required.

Audio Operation Mode

Action: Choose the audio operation mode in order to make a call.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Take the handset off the hook. Handset mode has been activated ( symbol) and a dial tone is heard in the handset speaker . The display shows:			
	No symbol is displayed in dialing mode ⁷		
or leave the handset on the hook and press 			
Handsfree mode will be activated ( symbol) and a dial tone can be heard in the casing speaker . The display shows:			
	No symbol is displayed in dialing mode ⁷		
or switch from handsfree to headset mode by pressing			
Speaker 		Headset 	
Handset mode will be activated ( /  symbol) and a dial tone can be heard in the headset speaker . The display shows:			
	No symbol is displayed in dialing mode ⁷		

Action: Choose the audio operation mode in order to make a call.

⁷ The symbols for headset  and handset  mode are displayed during an active call only.

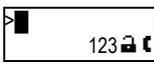
Input Mode

The default input mode is the **numeric** mode.

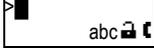
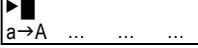
① **Note:** Change the input mode in accordance with the type of number to be dialed. The last input mode will remain active.

Numeric Mode to Alphanumeric Mode (Lower case)

Action: Change input mode from **numeric** to **alphanumeric** mode (lower case)

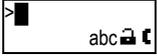
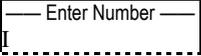
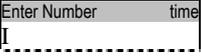
Dialog1401	Dialog1402	Dialog1403	Dialog1404
 <p>Press</p> 	 <p>Press</p> <p>1->a</p>  <p>S1</p>	 <p>Press</p>  <p>S1</p>	 <p>Press</p> <p>1>>a</p>  <p>S1</p>

Result: The input mode has been changed to **lower case**. The display shows:

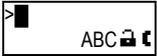
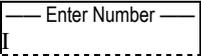
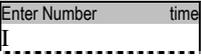
			
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Lower Case to Upper Case

Action: Change input mode from *lower* to *upper case*.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
 <p>Press</p> 	 <p>Press</p>  <p>S1</p>	  <p>Press</p>  <p>S1</p>	 <p>Press</p>  <p>S1</p>

Result: The input mode has been changed to *upper case*. The display shows:

		 	 
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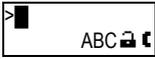
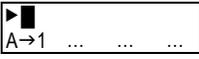
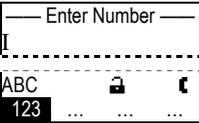
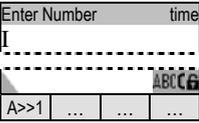
Action: Toggle between *lower case* and *upper case* input mode

Dialog1401	Dialog1402	Dialog1403	Dialog1404
<p>Press </p>			

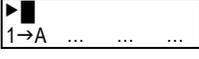
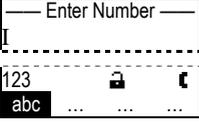
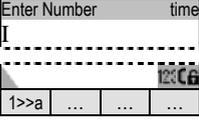
Result: The input mode is toggled between lower and upper case. The phone displays the current input mode.

Alphanumeric Mode (Upper Case) to Numeric Mode

Action: Change input mode from **alphanumeric** (upper case) to **numeric** mode

Dialog1401	Dialog1402	Dialog1403	Dialog1404
 <p>Press</p> 	 <p>Press</p> <p>A>1</p>  <p>S1</p>	 <p>Press</p> <p>123</p>  <p>S1</p>	 <p>Press</p> <p>A>>1</p>  <p>S1</p>

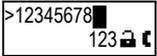
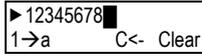
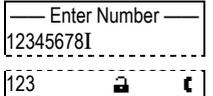
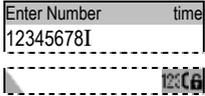
Result: The input mode has been changed to **numeric**. The display shows:

			
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Dialing a Phone Number

You can dial phone numbers according to E.164, for example 00493012345678 or +493012345678):

1. Choose the appropriate audio operation mode, see page 37.
2. Make sure the phone is operating in **numeric mode** , see page 38.
3. Enter the number using the alphanumeric keys, see page 10:

Dialog1401	Dialog1402	Dialog1403	Dialog1404
			

Use  or  to move within the entered number. In order to delete digits on the left side of the input prompt, use

  S3  S2  S2

Press  to confirm that number is complete.

Result: The phone number entered will be dialed.

You can also make a call using handset or handsfree mode without confirming the previously entered number:

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Enter the number to be dialed.			
Lift the handset or press  .			

Result: The phone begins to dial.

Call Termination

Action: Terminate a call.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
<p>Press </p>			
<p>or when in Handset Mode:</p> <p>Replace the handset (or press the handset hook manually if you want to make another call.)</p>			
<p>or when in Handsfree Mode:</p> <p>Press </p>			

Result: The call is terminated.

Redial

This function allows redialing of previously dialed numbers.

Action: Redial a previously dialed number

Dialog1401	Dialog1402	Dialog1403	Dialog1404																
<p>Press</p> <p>Redial</p>  <p>P3</p> <p>The previously dialed numbers are displayed, one at a time.</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;">extA</div>	<p>Press</p> <p>Redial</p>  <p>The previously dialed numbers are displayed, one at a time.</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;">extA Dial Cncl Next</div>	<p>Press</p> <p>Redial</p>  <p>The list of previously dialed numbers is displayed.</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;"> <table border="1"> <thead> <tr> <th colspan="2">Dialed</th> </tr> </thead> <tbody> <tr><td>1</td><td>extA</td></tr> <tr><td>2</td><td>extB</td></tr> <tr><td>3</td><td>extC</td></tr> </tbody> </table> </div>	Dialed		1	extA	2	extB	3	extC	<p>Press</p> <p>Redial</p>  <p>The list of previously dialed numbers is displayed.</p> <table border="1"> <thead> <tr> <th>Dialed</th> <th>time</th> </tr> </thead> <tbody> <tr><td>1</td><td>extA</td></tr> <tr><td>2</td><td>extB</td></tr> <tr><td>3</td><td>extC</td></tr> </tbody> </table>	Dialed	time	1	extA	2	extB	3	extC
Dialed																			
1	extA																		
2	extB																		
3	extC																		
Dialed	time																		
1	extA																		
2	extB																		
3	extC																		
<p>Select an entry from the list by pressing  or .</p> <p>Press  to dial the selected number or  to abort.</p>																			
<p>You can also press Dial  to dial the selected number or press Cncl  to go back.</p>																			

Result: A previously dialed number is redialed.

Call Back

This call function allows you to establish calls successfully when the other party is busy or not answering.

Note: The “Call Back” feature is provided by the Ericsson Enterprise Multimedia Server (EMS). For further information contact your system administrator.

Incoming Calls

Indication

An incoming call will be indicated acoustically and visually:

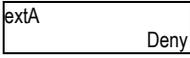
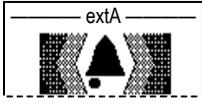
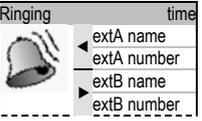
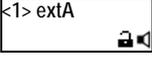
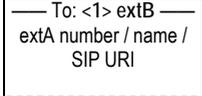
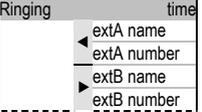
Acoustic Call Indication

- Ring Tone (see page 29)

Visual Call Indication by recurrent blinking LEDs

- LED adjacent to  "Line" Key (see page 32)
- Call Indication LED (**Dialog1404 only**, see page 15)
- Visual Call Indication by flashing backlight (**not available on Dialog1402**)
- Visual Call Indication via Display
 - Calling party's extension and subject, that is calls in queue
 - Called party's extension / SIP Identity index
 - PAI Warning Symbol , if the Calling Party ID has not been verified (**Dialog1403/1404 only**)

Example: Ringing Screen Appearance (calling party **extA**; called party **extB**)

Dialog1401	Dialog1402	Dialog1403	Dialog1404
			
<p>① Note: You can change the „ringing“ screen appearance to show the index of the called identity. For further information regarding this feature refer to the Enterprise Communication Assistant – Web User Guide.</p>			
			

Accepting Incoming Calls

Action: Accept an incoming call

Dialog1401	Dialog1402	Dialog1403	Dialog1404

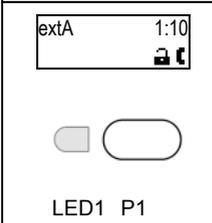
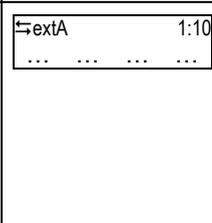
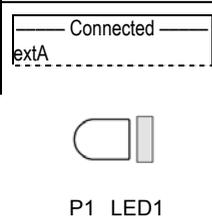
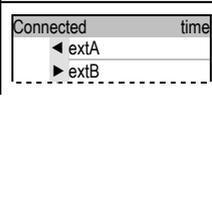
Pick up the handset, (enable handset mode)
or
press  (→ enable *handsfree mode*)
or
press  (→ enable *handsfree* or *headset mode*, if used)

Result: The incoming call has been accepted.

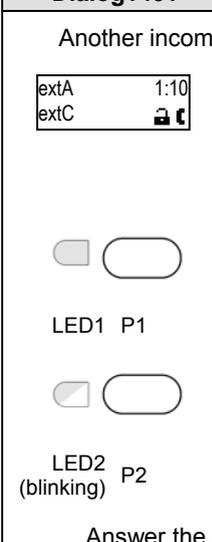
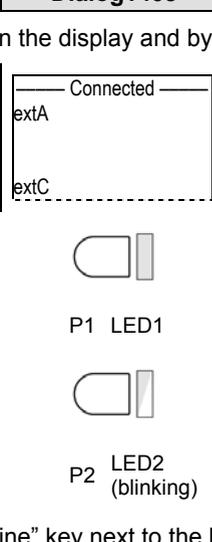
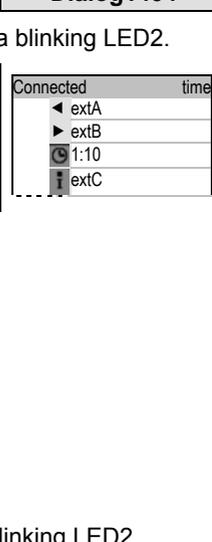
Call Waiting

This call feature allows your phone to accept other incoming calls to an extension (SIP identity) already in an active call.

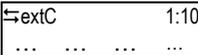
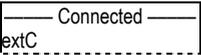
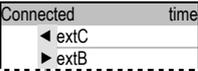
Example: There is one active (connected) call from **extA** to extension **extB** indicated by a permanently lit LED1.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
			

Action: Receive another incoming call from **extC** while in an active call to **extA**.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Another incoming call is signaled on the display and by a blinking LED2.			
			
Answer the call by pressing the “Line” key next to the blinking LED2.			

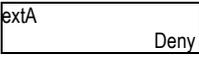
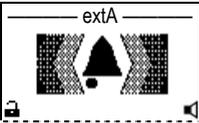
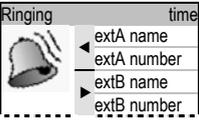
Result: The first active call on the “Line” key P1 is placed on hold (see page 57) and the 2nd incoming call on the free function “Line” key P2 is accepted. This is indicated by a slowly blinking LED1 and a permanent lit LED2 (see next page).

Dialog1401	Dialog1402	Dialog1403	Dialog1404
  LED1 P1 (blinking)  LED2 P2		  P1 LED1 (blinking)  P2 LED2	

Additionally a tone sequence can be played to remind you of the waiting call.

Denying Calls

Action: Deny an incoming call, for example from extA.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
 <p>Press </p>	 <p></p> <p>S4</p>	 <p>Press  or</p> <p></p> <p></p> <p>S4</p>	 <p></p> <p>S4</p>

Result: The incoming call has been denied.

Call Forwarding

This feature allows you to forward an incoming call to another phone number, for example a cell phone or voice mailbox.

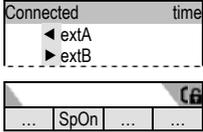
Note: The “Call Forwarding” feature is provided by the Ericsson Enterprise Multimedia Server (EMS). For further information regarding this feature refer to the Enterprise Communication Assistant – Web User Guide.

Active Calls

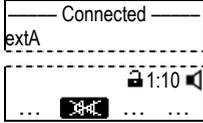
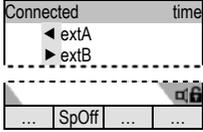
Audio Operation Modes

The audio operation modes *handset*, *handsfree*, and *headset* can be alternated during active calls.

Action: Switch between *handset* and *handsfree* mode during an active call.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
A call was accepted by lifting up the handset and the display shows:			
	<p>No symbol is displayed in dialing mode.</p>		
<p>Press </p>		<p>Press  or</p>	
		 <p>S2</p>	 <p>S2</p>

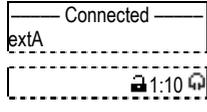
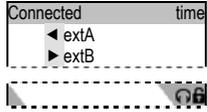
Result: *Handsfree* mode has been activated and the display shows:

			
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You may either opt to stay in **handsfree mode** by replacing the handset or return to

handset mode by pressing  or switch to **headset mode**:

Action: Switch between **handsfree** and **headset** mode during an active call.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Press 	Press 	Press 	
Result: Headset Mode has been activated. The display shows:			
			

Mute / Unmute

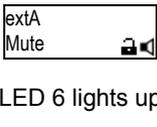
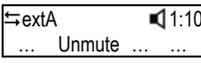
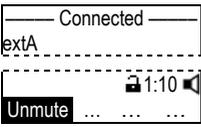
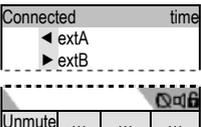
You can mute / unmute the microphone of the current active audio device during a call.

Mute

Action: Mute the microphone of the current audio device during a call.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Press  P6	 S2	Press  or press  S1	 S1

Result: The microphone of the active audio device has been muted and the other party cannot hear you. This is indicated as follows:

 LED 6 lights up  LED6 P6	  S2	  S1	  S1
--	---	--	---

Unmute

Action: Unmute the microphone of the current audio device during a call.

Dialog1401	Dialog1402	Dialog1403	Dialog1404			
Press  Mute P6	Press  Mute or press <table border="1" style="display: inline-table; vertical-align: middle; margin-left: 20px;"> <tr> <td style="text-align: center;">Unmute  S2</td> <td style="text-align: center;">Unmute  S1</td> <td style="text-align: center;">Unmute  S1</td> </tr> </table>			Unmute  S2	Unmute  S1	Unmute  S1
Unmute  S2	Unmute  S1	Unmute  S1				

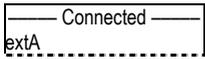
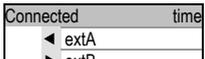
Result: The microphone of the active audio device has been activated again. This is indicated as follows:

<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">extA </div> <p>LED 6 goes off</p> <div style="text-align: center;">  Mute LED6 P6 </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> ← extA  1:10 ... Mute </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> Connected ——— extA Mute  1:10 </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> Connected time ◀ extA ▶ extB Mute  </div>
--	--	--	--

Multiple Speaker Mode

You can use two speakers simultaneously for listening (handset / casing speaker or headset / casing speaker). This option is only available during an active call.

Action: Toggle the casing speaker during an active call.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Not applicable	 <p style="text-align: center;">Press</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>+Spkr</p>  <p>S3</p> </div> <div style="text-align: center;"> <p>-Spkr</p>  <p>S3</p> </div> </div>	 <p style="text-align: center;">Press</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>+Spkr</p>  <p>S4</p> </div> <div style="text-align: center;"> <p>-Spkr</p>  <p>S4</p> </div> </div>	 <p style="text-align: center;">Press</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>+Spkr</p>  <p>S4</p> </div> <div style="text-align: center;"> <p>-Spkr</p>  <p>S4</p> </div> </div>

Result: The casing speaker has been activated as indicated by the changing text/ icon above the corresponding context-sensitive key.

Call Statistic Information

Action: Obtain further information regarding the active call.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Not supported	Not supported	<p>Press  Help</p> <p>The display shows:</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px dashed black; padding: 5px;"> <p>Call Stats</p> <p>g711u</p> <p>tx pkts: 17733</p> <p>rx pkts: 17827</p> </div> <div style="border: 1px dashed black; padding: 5px;"> <p>Connected time</p> <p>◀ extA</p> <p>▶ extB</p> <p>🕒 1:10</p> <p>g711u</p> </div> </div>	

Result: The following informations can be obtained from that screen:

- Codec used during the call, e.g. G.711 μ Law \rightarrow g711u
- Volume level of the incoming voice stream (speaker symbol) and outgoing voice stream (microphone symbol)
- Audio packets sent (tx) and received (rx) \rightarrow Dialog1403 only

Hold and Resume

You can place an active call from **extA** on hold. When placing a call on hold, a melody or message will be played to **extA**. You can receive and make calls while having a call on hold.

Hold

Action: Place an active call on hold

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Press the "Line" key whose adjacent LED is <i>lit up</i>			
			
-	or press 		

Result: The current call is placed on hold. This is indicated by the slowly blinking LED of the adjacent free function "Line" key. The following message is displayed:

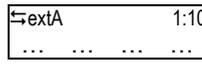
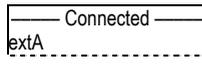
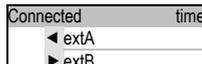
			
Calls on Hold: 1  extA	Calls on Hold: 1  extA	— Calls on Hold: 1 — extA	Calls on Hold: 1 → extA extB

Resume

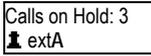
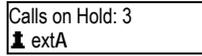
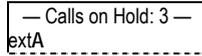
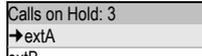
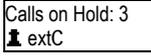
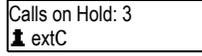
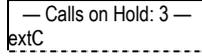
Action: Resume a held call

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Press the "Line" key whose adjacent LED is blinking slowly .			
			
-	or press 		

Result: The held call is resumed. The number of the calling party is displayed.

			
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Several calls, for example from **extC** and **extD**, may be placed on hold simultaneously. Navigate through the "Calls on hold" List:

			
Press  or 			
			
Resume the highlighted entry by pressing 			

Call Transfer

Your phone extension **extB** receives a call from **extA** and transfers it to a third extension **extC** without announcing the call to **extC** (→ “**Blind Transfer**”) or with prior announcement (→ “**Attended Transfer**”).

Blind Transfer

Action: Perform a “Blind Transfer”

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Press Transfer  P5		Press Transfer 	Enter extC and press  to confirm. Hang up.

Result: The call from **extA** is transferred without prior announcement to **extC**. If **extC** is busy or not responding there will be no feedback to **extB** and the call would be forwarded to **extC's** voicemail if configured.

Attended Call Transfer**Action:** Perform an “Attended Transfer”

Dialog1401	Dialog1402	Dialog1403	Dialog1404
<ol style="list-style-type: none"> Place the caller on hold (see page 57). Dial extC's number. When extC answers, announce the call. If extC wishes to accept the call, press: <div style="text-align: center;">  <p>P5</p> </div> 		<div style="text-align: center;">  </div>	<p>The list of held calls is displayed. If there are more than one held calls choose the party you want to transfer by using  and press  or  to confirm.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="146 699 300 759" style="border: 1px solid black; padding: 2px;">Number: extA</div> <div data-bbox="344 699 549 759" style="border: 1px solid black; padding: 2px;">Number: extA Edit Cancel</div> <div data-bbox="572 699 777 759" style="border: 1px solid black; padding: 2px;">Number extA</div> <div data-bbox="792 699 997 778" style="border: 1px solid black; padding: 2px;">Number ◀ extA ▶ extB</div> </div>

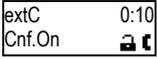
Result: The call from **extA** is transferred to **extC**.

Conference Calls

This call function allows your phone (**extA**) to establish a three-party conference, that is three phone parties (**extA**, **extB**, **extC**) can communicate with each other.

Establishing

Action: Establish a three-party conference on your phone (extA).

Dialog1401	Dialog1402	Dialog1403	Dialog1404
<p>1. Call extB and place the call on hold (see page 57)</p> <p>2. Call extC and initiate the conference as follows:</p>  <p>Press </p>	<p>Cnf.On</p> 	<p>Conference</p> <p>Press  or press</p> 	<p>Cnf.On</p> 

Result: The three-party conference has been established. The participants extA, extB, and extC can hear each other. This is indicated as shown:

	<p>Cnf.Off</p> 		<p>Cnf.Off</p> 
---	--	---	--

Disconnecting**Action:** Disconnect from a three party conference.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Press 	Cnf.Off 	Conference Press  or press  	Cnf.Off 

Result: The conference has been disconnected; **extB** and **extC** are placed on hold, that is they cannot hear each other anymore.

Calls on Hold: 2  extC	Calls on Hold: 2  extC	— Calls on Hold: 2 — extC	Calls on Hold: 2 → extC extA → extB extA
--	--	------------------------------	--

If needed you can resume those calls (see page 58) or disconnect them (see page 42).

Call Recording

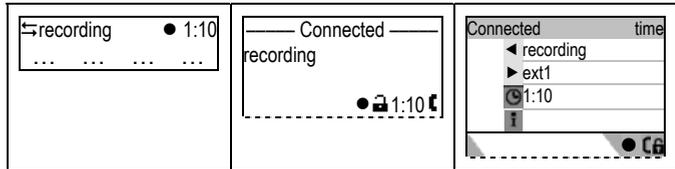
You can record personal messages and conversation during active calls. The recordings are available as voice messages on your Ericsson Multimedia Server (EMS). To listen to your call recordings log in to the Enterprise Communication Assistant - Web.

Turn On

Action: Turn on Recording.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Not supported	Record Press 		

Result: The recording starts. A blinking symbol ● is shown in the display during the recording.



Turn Off

Action: Turn Off Recording.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Not supported	To turn off recording, press again  or  .		

Result: Recording stops.

Advanced Phone Functions

Free Seating

This functionality allows automatic provisioning of customized phone configuration when different users logon to the same phone.

Logoff All Users

Action: Log off all users (extension / SIP identities) from the phone.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Press 	Menu Press 		
Log off all users?	Log off all users? Cancel	_____ Logoff All _____ Log off all users?	Logoff All _____ time Log off all users?
<p>⚠ Warning: If you confirm all currently configured extensions (SIP identities) will be unregistered immediately and their configuration data deleted from the phone.</p>			
Confirm with  or abort with 			

Result: All users are logged off, that is unregistered and removed from your phone configuration. The phone is currently placed out of operation and the logon wizard will be shown on the display.

Logon New User (Extension / SIP Identity)

Action: Logon a new user.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
		The Logon Wizard screen is displayed:	
		Press a key, the display shows:	
<p>Change the input mode if characters are required (see page 38). Enter the new user extension to log on, for example 100.</p>			
<p>Confirm with </p>			
<p>You are prompted to enter the registrar:</p>			
<p>Use the preassigned registrar and simply confirm with . You will be prompted to enter the account password.</p>			

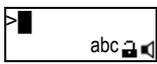
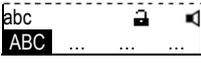
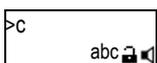
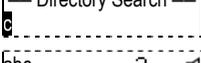
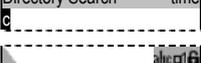
Result: You will be registered as a new user on the Ericsson Enterprise Multimedia Server (EMS) with your account details. This process requires you (the account holder) to enter your password.

Enter the account password and press

Directory Search

This function allows your phone to access a directory service hosted on the Ericsson Multimedia Server (EMS).

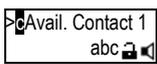
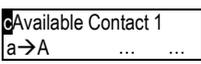
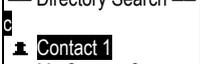
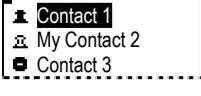
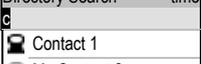
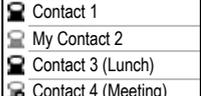
Action: Dial your contacts by searching the directory.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
<p>Press  P4</p> <p></p>	<p></p>	<p>— Directory Search —</p> <p></p>	<p>Directory Search time</p> <p></p>
<p></p>	<p></p>	<p>— Directory Search —</p> <p></p>	<p>Directory Search time</p> <p></p>

The phone is by default set to **alphanumeric input mode**. Change the input mode to **numeric** if you need to enter digits instead (see page 38).

Enter the first letter of the name to be called, for example „c“:

Result: The phone will display a list of matches found and their presence (availability) status. For further details on presence state see page 71.

<p></p>	<p></p>	<p>— Directory Search —</p> <p></p> <p></p>	<p>Directory Search time</p> <p></p> <p></p>
<p>Use  for navigation through the list.</p>			
<p>Dial the highlighted entry by pressing .</p>			

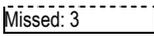
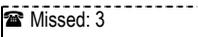
Action: The contact selected from the directory is dialed.

Call History

Your phone can access centrally hosted history of missed, received, and dialed calls. Each list entry shows the extension (SIP Identity) or calling party number respectively.

Missed Call Indication

Missed calls will be indicated on your phone's display:

Dialog1401	Dialog1402	Dialog1403	Dialog1404
			

Press  to acknowledge and the „Missed“ calls indication will not be shown on the display any longer.

Access Call History Lists

Action: Access the call history of missed, received or dialed calls.

Dialog1401	Dialog1402	Dialog1403	Dialog1404								
See the “Redial” function on page 43.	<p>Call History</p> <p>Press </p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="348 938 546 1002"> <p>Missed Slct Exit</p> </div> <div data-bbox="568 938 770 1050"> <p>Menu</p> <p>1 Missed 2 Received 3 Dialed</p> </div> <div data-bbox="792 938 994 1050"> <table border="1"> <thead> <tr> <th>Menu</th> <th>time</th> </tr> </thead> <tbody> <tr> <td>1 Missed</td> <td></td> </tr> <tr> <td>2 Received</td> <td></td> </tr> <tr> <td>3 Dialed</td> <td></td> </tr> </tbody> </table> </div> </div> <p>Select an item from the list by pressing  or </p> <p>Press  or Slct  to confirm your choice</p> <p>or press  or Exit  to abort.</p>			Menu	time	1 Missed		2 Received		3 Dialed	
Menu	time										
1 Missed											
2 Received											
3 Dialed											

Result: The selected **Call History** is displayed in a list, for example the history of missed calls (see next page):

Dialog1402	Dialog1403	Dialog1404
<p><i>extA</i></p> <p>Dial Cncl Next</p>	<p>_____ Missed _____</p> <p>1 <i>extA</i></p> <p>2 <i>extB</i></p> <p>3 <i>extC</i></p> <p>-----</p>	<p>Missed _____ time</p> <p>1 <i>extA</i></p> <p>2 <i>extB</i></p> <p>3 <i>extC</i></p> <p>-----</p>

Select an entry from the list by pressing  or 

Press  or Dial to dial the selected number

or press  or Cncl to leave this menu level.

See also the "Redial" function on page 43.

Presence

Changing Your Presence State

This functionality allows you to change your presence (availability) state.

The following default options are available: **Available**, **Busy**, **Lunch**, **Meeting**, and **Vacation**.

Presence State List

Action: Access the presence state list.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
<p>Press </p> <p>Configuration Reg</p> <p>Press </p> <p>Choose the currently active extension (*) by pressing</p> <p> or </p> <p>1* ext1</p> <p>Press </p> <p>1* Presence Edit</p> <p>Press </p>	<p>Presence</p> <p> S1</p>	<p>Presence</p> <p>Press </p> <p>or</p> <p> S1</p>	<p>Presence</p> <p> S1</p>

Result: The presence state list is shown on the screen.

Change Your Presence State

The default presence state is **Available**, that is your contacts presume you will answer your phone when being called.

Action: Change your presence state.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Presence State Available	Presence State Available	Presence State Available Busy Lunch Meeting	Presence State Available Busy Lunch Meeting Vacation

Select your new presence state by pressing  or .

Confirm with  or abort with .

Result: Your presence state has been changed and will be published to your contacts.

Your new presence state can be seen in the status line on the idle screen:

Lunch	Lunch
-----------------	-----------------

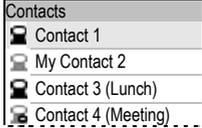
Your Contacts' Presence State

The **Contacts List** shows the presence state of your contacts without having to call them.

Action: Check the presence state of your contacts.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Not supported	Not supported	Press  	

Result: The **Contacts List** is displayed. Use  to navigate through the list and check the availability state of your contacts as indicated by the symbols, explained on page 83.

	
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Voice Mailbox

Your voice mailbox messages, which are stored on the Ericsson Enterprise Multimedia Server (EMS), can be accessed from your phone.

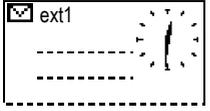
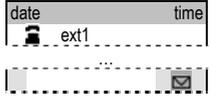
Indication of New Messages

New voice messages will be indicated visually by blinking "Message LED" and symbols displayed on the idle screen.

Message LED

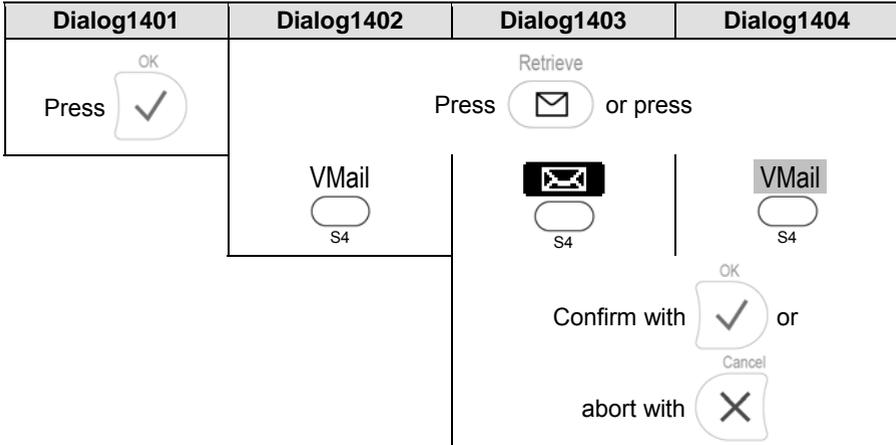
Dialog1401	Dialog1402	Dialog1403	Dialog1404
	Message  yellow		Message  red

Idle Screen

Dialog1401	Dialog1402	Dialog1403	Dialog1404
ext1 VMail	date ext1 time VMail	 <p>For further information press:</p>  <p>S4</p> <p>Mailbox of: ext1@... You have 1 new 0 old messages</p>	 <p>For further information press:</p>  <p>S4</p> <p>Mailbox of: time ext1@... You have 1 new 0 old messages</p>
<p>Note: If there are several users logged on to your phone and some of them have new voice mail indications only the information of the user who received the first voice mail is displayed until all voice mails for that user have been retrieved completely.</p> <p>All this is independent of the active outgoing identity.</p>			

Retrieval of New Messages

Action: Access your voice mailbox and listen to your new messages.



Result: The voice mailbox extension configured on your Ericsson Multimedia Server (EMS) is called. A voice prompt will guide you through the mailbox menu and you are able to listen to your new and old messages or to delete them.

Note: For further information regarding your voice mailbox refer to the Enterprise Communication Assistant – Web User Guide.

Call Monitoring and Pick Up

This feature allows you to monitor the status of other extensions assigned to your call group or organization respectively and to answer calls to these extensions.

Busy Lamp Field (BLF)

Action: Check the call status of other phones - assigned to your call group or organization respectively - using the **Busy Lamp Field (BLF)** feature.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Not supported	The status of monitored extension will be indicated automatically via the LEDs next to the previously defined "Extension" Keys (see page 32).		

Result: The following **call statuses** are supported:

Idle state →		LED off
Ringing state →		LED blinking rapidly
Busy / Connected State →		LED on

Call Pick Up using BLF

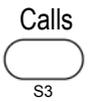
Action: Pick up an incoming call to one of the monitored extensions when it is in ringing state.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Not supported	If the status of any of your monitored extensions is ringing you can pick up that call by pressing the adjacent "Extension" key Px (x=1..12):		
	 Px LED (blinking)		

Result: The incoming call to the monitored extension mapped to that "Extension" key is picked up.

Calls List

Action: Check the call status of other phones - assigned to your call group or organization respectively - using the **Calls List** feature.

Dialog1401	Dialog1402	Dialog1403	Dialog1404
Not supported	Not supported	The status of monitored extension will be shown on the display by pressing.	
			

Result: The **Calls List** is displayed.

— Calls —

extA → extB

extC ↔ extD

Calls time

extA → extB

extC ◆ extD

If there is any call in progress you can monitor the following call statuses:

Ringing state indicated by

→

→

Connected state indicated by

↻

◆

Use  to navigate through the list when there are several simultaneous calls.

Call Pick Up from Calls List

Action: Pick up any incoming call to your monitored extensions in **ringing state**.

Dialog1401	Dialog1402	Dialog1403	Dialog1404								
Not supported	Not supported	<p>If the status of any of your monitored calls is in ringing state (→) you can pick up that call the following way:</p> <p>Select the call by pressing</p>  <p>or</p>  <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div data-bbox="568 549 773 655"> <p>----- Calls -----</p> <p>extE → extF</p> <p>extA → extB</p> <p>extC ↔ extD</p> <p>-----</p> </div> <div data-bbox="792 549 997 655"> <table border="1"> <thead> <tr> <th>Calls</th> <th>time</th> </tr> </thead> <tbody> <tr> <td>extE → extF</td> <td></td> </tr> <tr> <td>extA → extB</td> <td></td> </tr> <tr> <td>extC ↔ extD</td> <td></td> </tr> </tbody> </table> <p>-----</p> </div> </div> <p style="text-align: center; margin-top: 20px;">Press </p>		Calls	time	extE → extF		extA → extB		extC ↔ extD	
Calls	time										
extE → extF											
extA → extB											
extC ↔ extD											

Result: The monitored call from the **Calls List** is picked up.

Appendix

Mapping of Context-Sensitive Function Keys

The following table gives an overview of the individual functions and its relation to the text or symbol displayed above each key as mentioned on page 15.

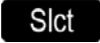
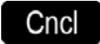
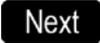
Idle Screen

Functionality	Dialog1402		Dialog1403		Dialog1404	
	Key #	Text	Key #	Icon	Key #	Text
Calls up Presence State List	S1	Presence	S1		S1	Presence
Calls up Contact List	-	-	S2		S2	Contacts
Calls up Extension Monitoring List	-	-	S3		S3	Calls
Retrieves new voice mail messages	S4	VMail	S4		S4	VMail

Settings Menu Navigation

Functionality	Dialog1402		Dialog1403		Dialog1404	
	Key #	Text	Key #	Icon	Key #	Text
Cancels or aborts actions	S4	Cancel	S3		S3	Cancel
Confirms actions	S4	Ok	S4		S4	Ok
Scrolls down in a list	-	-	S1		S1	Down
Scroll up in a list	-	-	S2		S2	Up
Moves the Cursor to the left	-	-	S4		S4	>>
Moves the Cursor to the right	-	-	S3		S1	<<

XML Menu Navigation

Functionality	Dialog1402		Dialog1403		Dialog1404	
	Key #	Text	Key #	Icon	Key #	Text
Selects items from menu	S1	Slct	S1		S1	Slct
Exits menu	S4	Exit	S4		S4	Exit
Dials selected entry	S1	Dial	S1		S1	Dial
Leaves menu	S3	Cncl	S3		S3	Cncl
Scrolls to next list item	S4	Next	S4		S4	Next

“Edit” / “Enter number” screen

Functionality	Dialog1402		Dialog1403		Dialog1404	
	Key #	Text	Key #	Icon	Key #	Text
Deletes the last character	S4	Clear				Clear
Deletes left character	S2	C←	S3		S4	C <<
Change input mode from numeric to lower case	S1	1→a	S1		S1	1>>a
Change input mode from lower to upper case	S1	a→A	S1		S1	a>>A
Change input mode from upper case to numeric	S1	A→1	S1		S1	A>>1

“Ringing”, “Calling”, “Connected”, “Holding”, “Transfer”, “Conference” screens

Functionality	Dialog1402		Dialog1403		Dialog1404	
	Key #	Text	Key #	Icon	Key #	Text
Denies an incoming call	S4	Deny	S4		S4	Deny
Establishes a three-party conference	S4	Cnf.On	S4		S4	Cnf.On
Disconnects a three-party conference	S4	Cnf.Off	S4		S4	Cnf.Off
Mutes the active microphone	S2	Mute	S1		S1	Mute
Unmutes the active microphone	S2	Unmute	S1		S1	Unmute
Turns on handsfree mode	-	-	S2		S2	SpOn
Turns off handsfree mode	-	-	S2		S2	SpOff
Turns on casing speaker simultaneously	S3	+Spkr	S4		S4	+Spkr
Turns off casing speaker	S3	-Spkr	S4		S4	-Spkr

Status Indicators

SIP Status Indicators

Status	Dialog1401	Dialog1402	Dialog1403	Dialog1404
SIP identity waiting for registration	-	-		
SIP identity registered	-	-	 active  inactive	 
SIP identity not registered	NR	NR		
New voicemail for SIP identity	-	-	 active  inactive	-

Audio Device Status Indicators

Status	Dialog1401	Dialog1402	Dialog1403	Dialog1404
Headset Mode activated		 8		
Handset Mode activated		 8		
Handsfree Mode activated				
Mute activated	-	-	-	
Recording activated (blinking)				

⁸ The symbols for headset  and handset  mode are displayed during an active call only.

Security Status Indicator

Status	Dialog1401	Dialog1402	Dialog1403	Dialog1404
Security on (SIPS / SRTP)				
Security off (SIPS / SRTP)				

Presence Status Indicator

Status	Dialog1401	Dialog1402	Dialog1403	Dialog1404
Available	-	-		
Lunch Meeting Vacation	-	-		
Busy	-	-		

FCC Statement

For Ericsson Dialog140x VoIP phones

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does not cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

HAC (Hearing Aid Compatible)

Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.