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ErgoLine E320 - User Guide

Release date : 01/Apr/2010

PREFACE

NOTICE TO THE USER

The terminal described in this manual should only be connected to a private telecommunication system supplied by NEC Unified Solutions. The terminal should only be connected to this system by means of the cables that come with the product. To take advantage of all features described in this manual, country and network provider specific features should match the features of the private telecommunication system.

SAFETY PRECAUTIONS

- Please read and keep these operating instructions.
- Do not open the phone.
- Make sure that your phone is not subjected to direct sunlight or other sources of heat.
- Do not install or use your phone in areas or rooms where there is a danger of explosion.
- Do not expose your phone to dampness, excessive dust or aggressive fluids and vapors.
- Do not place your phone in close proximity to electro-magnetic fields (electric motors, household appliances), as this could adversely affect the sound quality.
- Avoid locations in close proximity to radios, TVs or video machines.
- Connect the phone cable only to the specified socket.
- Do not change or replace the cable plug.
- Never use your phone in close proximity to water.
- Only clean the equipment with a soft, slightly damp or antistatic cloth.
- Do not use cleaning agents or chemical substances to clean the equipment.
- Only operate your phone in a temperature range of + 5 °C to approx. + 35 °C.

ADDITIONAL INFORMATION

- Your phone is designed for normal operating conditions.
- Modern furniture is often coated with an extensive array of surface finishes and is treated with various polishes. It is possible that some of these materials contain components which can corrode and soften the plastic feet of the phone. In such cases, the pedestals may leave marks on the surface of the furniture. The manufacturer cannot be held liable for such damage. For this reason, please place your phone on a non-slip pad, especially if your furniture is new or treated with special coatings or polishes.
- If there is a lengthy power failure, all data stored in the ErgoLine E320 will be lost.

PRODUCT DISPOSAL INFORMATION

For countries in the European Union



The symbol depicted here has been affixed to your product in order to inform you that electrical and electronic products should not be disposed of as municipal waste.

Electrical and electronic products including the cables, plugs and accessories should be disposed of separately in order to allow proper treatment, recovery and recycling. These products should be brought to a designated facility where the best available treatment, recovery and recycling techniques is available.

Separate disposal has significant advantages: valuable materials can be re-used and it prevents the dispersion of unwanted substances into the municipal waste stream. This contributes to the protection of human health and the environment.

Please be informed that a fine may be imposed for illegal disposal of electrical and electronic products via the general municipal waste stream.

In order to facilitate separate disposal and environmentally sound recycling arrangements have been made for local collection and recycling. In case your electrical and electronic products need to be disposed of please refer to your supplier or the contractual agreements that your company has made upon acquisition of these products.

At www.nec-unified.com/weee you can find information about separate disposal and environmentally sound recycling.

For countries outside the European Union

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

DECLARATION OF CONFORMITY

Cesky

"NEC Unified Solutions" tímto prohlašuje, že tento ErgoLine E320 je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

☐ <http://www.nec-unified.com/doc>

Dansk

Undertegnede "NEC Unified Solutions" erklærer herved, at følgende udstyr ErgoLine E320 overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

☐ <http://www.nec-unified.com/doc>

Deutsch

Hiermit erkläre "NEC Unified Solutions", dass sich das Gerät ErgoLine E320 in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

☐ <http://www.nec-unified.com/doc>

Eesti

Käesolevaga kinnitab "NEC Unified Solutions" seadme ErgoLine E320 vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

☐ <http://www.nec-unified.com/doc>

English

Hereby, "NEC Unified Solutions", declares that this ErgoLine E320 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

☐ <http://www.nec-unified.com/doc>

Español

Por medio de la presente "NEC Unified Solutions" declara que el ErgoLine E320 cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

☐ <http://www.nec-unified.com/doc>

Ελληνική

ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Η ΝΕC ΕΝΟΠΟΙΗΜΕΝΕΣ ΛΥΣΕΙΣ ΔΗΛΩΝΕΙ ΟΤΙ "ErgoLine E320" ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕΚ.

☐ <http://www.nec-unified.com/doc>

Français

Par la présente "NEC Unified Solutions" déclare que l'appareil ErgoLine E320 est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

☐ <http://www.nec-unified.com/doc>

Íslenska

Hér með lýsir "NEC Unified Solutions" yfir því að ErgoLine E320 er í samræmi við grunnkröfur og aðrar kröfur, sem gerðar eru í tilskipun 1999/5/EC.

☐ <http://www.nec-unified.com/doc>

Italiano

Con la presente "NEC Unified Solutions" dichiara che questo ErgoLine E320 è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

☐ <http://www.nec-unified.com/doc>

Latviski

Ar šo "NEC Unified Solutions" deklare, ka ErgoLine E320 atbilst Direktīvas 1999/5/EK būtiskajam prasībam un citiem ar to saistītajiem noteikumiem.

☐ <http://www.nec-unified.com/doc>

Lietuviu

Šiuo "NEC Unified Solutions" deklaruoja, kad šis ErgoLine E320 atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

☐ <http://www.nec-unified.com/doc>

Malti

Hawnhekk, "NEC Unified Solutions", jiddikjara li dan ErgoLine E320 jikkonforma mal-htigijiet essenzejali u ma provvedimenti oħrajn relevanti li hemm fid-Direttiva 1999/5/EC.

☐ <http://www.nec-unified.com/doc>

Magyar

Alulírott, "NEC Unified Solutions" nyilatkozom, hogy a ErgoLine E320 megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

☐ <http://www.nec-unified.com/doc>

Nederlands

Hierbij verklaart "NEC Unified Solutions" dat het toestel ErgoLine E320 in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.

☐ <http://www.nec-unified.com/doc>

Norsk

"NEC Unified Solutions" erklærer herved at utstyret ErgoLine E320 er i samsvar med de grunnleggende krav og øvrige relevante krav i direktiv 1999/5/EF.

☐ <http://www.nec-unified.com/doc>

Polski

Niniejszym, "NEC Unified Solutions" deklaruje, że ErgoLine E320 jest zgodny z wymaganiami i innymi warunkami Dyrektywy 1999/5/EC.

☐ <http://www.nec-unified.com/doc>

Português

"NEC Unified Solutions" declara que este ErgoLine E320 está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

☐ <http://www.nec-unified.com/doc>

Slovensko

"NEC Unified Solutions" izjavlja, da je ta ErgoLine E320 v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/ES.

☐ <http://www.nec-unified.com/doc>

Slovensky

"NEC Unified Solutions" týmto vyhlasuje, že ErgoLine E320 spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

☐ <http://www.nec-unified.com/doc>

Suomi

"NEC Unified Solutions" vakuuttaa täten että ErgoLine E320 tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

☐ <http://www.nec-unified.com/doc>

Svenska

Härmed intygar "NEC Unified Solutions" att denna ErgoLine E320 står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

☐ <http://www.nec-unified.com/doc>

1. INTRODUCTION

The ErgoLine E320 is an ISDN phone that provides you with easy access to the services offered by the iS3000 PABX.

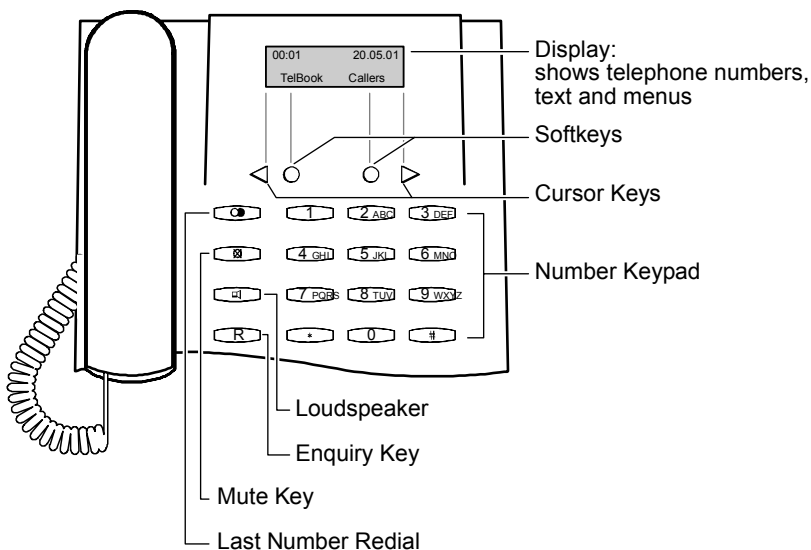
This manual explains how to install, set up and use the ErgoLine E320.

Before you do anything else, read this chapter to acquaint yourself with the controls of the phone and the functionality it offers.

- If you need to install and set up the phone, read chapter 2, 'Installing the Phone'.
- If you are only interested in using the phone, skip chapter 2 and go straight to chapter 3, 'Using the Phone'.

1.1. Controls and Indicators

The ErgoLine E320 has the controls and indicators, shown in the following diagram:



- Two-line display
- Numeric keypad
- Function keys
- Cursor keys
- Softkeys. These are used to operate the functions and features of the ErgoLine E320 and your ISDN connection. Softkeys are described in section 3.1. "Menu Control".

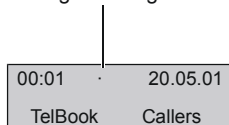
The remaining keys of your ErgoLine E320 have pre-defined functions which are described at relevant points in the manual. The * and # keys function as part of the numeric keypad. These controls and indicators are described in more detail in the following subsections.

1.2. About the Display

The display of your ErgoLine E320 shows the following information:

- Digits, for example, phone numbers or the current time.
- Messages, for example text.
- Menus with the phone functions.
- Status information. For example, if you switch the call charge display on, the lower line of the display also contains the accumulated call charges.

MWI (Message Waiting Indicator) *



*) The information displayed on the lower line of the display depends on the operating mode of the phone. For example:

- During a call, the softkeys are assigned to different functions to those available when the phone is in the idle state.
- If your phone displays a message (e.g. error message), the specification of the menus (softkey assignment) will be superimposed by the message text for approx. 2 seconds. The message then disappears and you will, once again, see the current softkey assignments.

Note that in this manual, the names of menus and menu options are printed in a special font. For example: Navigate to the **Prog** menu and select option **MSN1**.

The "Soft LED" displays existing messages in the iS3000 ISPBX.

1.3. About the Keys



Cursor Keys for scrolling through the menus.



Softkeys for invoking the function indicated on the respective keys.
Displayed as text, e.g. ok



Number Keypad for entering digits / phone numbers and letters / names.



Hold Key - Enquiry key.



Redial key : Using this key, you can redial the last five phone numbers that have been called.



Mute Key mutes the microphone.



Loudspeaker Key turns on the loudspeaker / handsfree, or can be used as the on-off hook key in the headset mode.

2. INSTALLING THE PHONE

2.1. Important Note

The ErgoLine E320 does not come pre-programmed for your connection; therefore it does not know for which MSN it should ring (if you do not change the default setting, your phone will signal calls to all MSNs). Before making any calls perform the activities described in section [9.3. "MSN Programming"](#). You can, of course, immediately use your ErgoLine E320 to make and receive calls without first completing this programming.

All functions and features are controlled and set via integrated menus. You can acquaint yourself with the basic functions of the menus, the control keys and the softkeys by reading the section [3.1. "Menu Control"](#).

2.2. What was delivered ?

Check the box contains the following items:

- Phone ErgoLine E320.
- Handset.
- Handset connector cable.
- ISDN connector cable.

2.3. Connecting the Handset

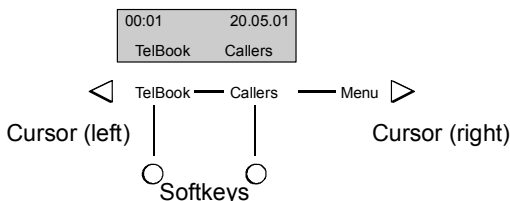
The cable for connecting the handset is the spiral cable with the Western (RJ45) jacks at each end.

- Plug one end into the handset socket and the other into the phone socket.

3. USING THE PHONE

The following pages explain the basic functions of your phone. The enhanced functions are explained in section [8.3. "Features"](#).

3.1. Menu Control



The ErgoLine E320 uses an interactive menu system. This enables access to all ISDN functions using only four keys. You control the menus using the softkeys and the forward and back scrolling (keys $\triangleleft \triangleright$).

In this manual, menu names, and menu options are printed in a different typeface, e.g.

TelBook or **OK**.

For example : "You can also get a number from **TelBook** or by pressing last number Redial" refers to the **TelBook** softkey and the Redial button.

The softkeys are the two keys below the display. These keys are assigned different functions depending on the given situation.

Note: The name of the function appears in the lower line of the display e.g. **Menu**.

Using the arrow keys you can "move" the available functions (softkey assignment) across the bottom line of the display.

Each time you press one of the cursor keys, the functions of the softkeys change accordingly, allowing you to "scroll" through the menu.

During a conversation, for example, you don't need the dialling functions.

4. MAKING A CALL

4.1. Automatic Dialling

You can enter a phone number without lifting the handset. The dialling process starts when you lift the handset (or press the Loudspeaker Key).

Enter a phone number.

To delete the last digit entered, press the  key.

You can also get a phone number from the phone book or from the redial memory.

Lift the handset.

The number will now be dialled.

You must use automatic dialling when you dial phone numbers from the **callers list** or the Redial Memory. To select a phone number and start the automatic dialling, lift the handset or press the Loudspeaker Key.

You can select the following menu items when in pre-dialling mode:

- Hideld / SendId : On / off function - your phone number will then be transmitted to or hidden from the person being called.
- SubAddr : Means of attaching a sub-address to the phone number; see section [4.6. "Dialling with a Sub-Address"](#).
- Back : go back to the previous menu in the hierarchy.

4.2. On-Hook Dialling

You can use automatic dialling without lifting the handset.

Select a phone number from the phone book or the redial memory (or enter it manually).

Start dialling by pressing the Loudspeaker Key (automatic dialling).

You can also press the Loudspeaker Key first, and then dial the number directly (manual dialling).

4.3. Redial Key

You can make calls with your ErgoLine E320 by lifting the handset and dialling a phone number.

You can also answer calls the usual way by lifting the handset.

Lift the handset and press the Redial key.

The ErgoLine E320 now dials the last phone number that you entered.

OR :

Press the Redial key repeatedly (handset is on the hook).

You will see the last five phone numbers you dialled, one after the other.

If you lift the handset, the number shown will be dialled.

4.4. MSN Selection during Automatic Dialling

Whenever you make a call, your ErgoLine E320 transmits your phone number (one of your MSNs) to your call partner. You can select which MSN will be transmitted when you use automatic dialling (the MSNs must be stored as described in section [9.3. "MSN Programming"](#). If Suppress has been programmed, the MSN of the connection may be set by the exchange).

Enter the destination number (or select it from the phone book, last number redial memory or the Callers list).

Press the **MSN** softkey.

Use the **◀** and **▶** keys to select the MSN which should be transmitted to the destination.

Press **OK** .

The first programmed MSN will be transmitted.

4.5. Hiding your MSN from the Called Party

Whenever you make a call, your ErgoLine E320 transmits your phone number (one of your MSNs) to your call partner. Under certain circumstances, you might not want to transmit your number. In such cases, you can suppress the transmission of your

phone number.

First, enter the destination number or select it from the phone book, last number redial memory or Callers list.

Now press the **HideId/sendId** softkey to suppress the transmission of your phone number.

Start the automatic dialling by pressing the Loudspeaker Key or lifting the handset.

4.6. Dialling with a Sub-Address

To make use of certain services, you might have to transmit a sub-address with the phone number. During dialling, this subaddress is then transmitted to the terminal at the destination. The destination can then evaluate it accordingly.

Enter the phone number.

Press the **Sub-Ad.** softkey (Sub-Address).

Enter the sub-address.

The character 'S' appears in the display between the phone number and the subaddress.

Start the automatic dialling by pressing the Loudspeaker Key or lifting the handset.

The sub-address can contain up to 20 characters. The ErgoLine E320 can only transmit sub-addresses that contain digits; letters cannot be transmitted.

4.7. Enquiry

You can also make a second call during a conversation, whereby the original call is put on hold. This function is known as Enquiry.

You are in conversation and you now wish to make an enquiry call.

Press the **Hold** softkey or the  key.

Your current conversation is put on hold and you can now make the enquiry call.

Dial the desired number

OR :

Select the number required from the phone book.

To end the enquiry call, press the **DISCONN** softkey (Disconnection), not the hook switch.

4.8. Setting Handset Volume

Lift the handset and press the **VOLUME** softkey.

Use the cursor keys to set the desired volume.

Press **OK**.

When you place the handset on the hook, the volume is reset to the original level. Note that you can only adjust the handset volume if the loudspeaker is deactivated. When the loudspeaker is activated, you can only adjust the loudspeaker volume.

OR :

Press the **SAVE** softkey, to save the volume setting.

4.9. Setting Loudspeaker Volume

Switch the loudspeaker on using the Loudspeaker Key and then press the **VOLUME** softkey.

Use the cursor keys to set the desired volume.

Press **OK**.

The volume setting is changed accordingly. After you place the handset on the hook, the loudspeaker returns to the original volume setting.

OR :

Press the **SAVE** softkey, to save the volume setting.

4.10. Answering Calls

With the ErgoLine E320, you can answer an incoming call in the usual way, by lifting the handset¹⁾. You can also reject a call.

When you receive a call, you can see the phone number of the caller in the display²⁾
³⁾.

If this phone number is entered in the phone book of your ErgoLine E320, the display shows the name of the caller as saved in your phone book.

If you answer the call, your phone number is transmitted to the caller. The caller can then see who is answering.

1) Before you lift the handset, you can prevent transmission of your number using the **HideId/SendId** softkey.

2) You receive the number of the incoming caller only when they use a digital network and do not suppress the transmission of their MSN. Refer to section 4.5. ["Hiding your MSN from the Called Party"](#).

3) When the E320 is used as "telephone set" for the SuperVisor 60E, incoming callers are identified on the SuperVisor 60E : the E320 display shows "Unknown".

4.11. Rejecting Calls

You can also reject an incoming call.

Your phone rings and you decide not to answer.

Press the **Reject** softkey.

The call is rejected and your phone stops ringing.

If you reject a call, it will not be entered into the Callers list.

4.12. Shuttle

If you are have a conversation and another call is on hold, you can switch between calls (shuttle).

You are in conversation.

A second call is on hold.

Press the **shuttle** softkey or the **R** key.

You are able to talk with the second caller.

Using the **shuttle** softkey, you can switch between call partners.

When you press the **Disconn** softkey, the call that you are currently conducting is

terminated.

You then continue your call with the party that was on hold.

If you hang up the handset, both calls will be disconnected.

5. PHONE BOOK

Your ErgoLine E320 contains a phone book.

5.1. Making a call from the Phone Book

When your ErgoLine E320 is in the idle state:

Press the **Te1Book** softkey.

The first entry in the phone book appears. Using the cursor keys, you can now scroll, one entry after the other, through the phone book.

OR :

Enter the first letter of a name by pressing the appropriate key.

Press **OK** .

You can now dial the phone number by lifting the handset, or you can expand the phone number by entering more digits (e.g. the extension number). After selecting a number from the directory and pressing the **OK** softkey, you can choose to hide or show you MSN during the setup of the connection. If you do not select an option, the first MSN programmed will always be transmitted to the destination.

5.2. Postdialling from the Phone Book

You can also postdial parts of phone numbers, either manually or from the phone book. This can be useful if you often make calls to different users of a phone system.

You can then save the extensions of the individual users in the phone book.

With the handset off hook, you have already dialled the first digits of a phone number.

Press the **Te1Book** softkey.

Use the cursor keys to select an entry.

Confirm your selection by pressing **Dial** .

If you have selected the first part of a phone number from the phone book with the handset on the hook, lift the handset and use the number keys to dial the extension.

6. CALLERS LIST

Whenever an incoming call is not answered, your ErgoLine E320 saves the phone number of the caller in the Callers list if the number has been transmitted. Otherwise you will see "unknown" in the display. You can call back the numbers saved in the list.

6.1. Calling from the Callers List

Press the **callers** softkey.

The latest entry in the Callers list is displayed. If the phone number is in the phone book, the name of the caller is displayed.

Use the **<** and **>** keys to scroll through the entries in the Callers list.

Use the **option** softkey to display the date and time of the call as well as other options for dialling the phone number displayed.

To transfer the phone number into the phone book, press the **telBook** softkey (Phone Book). The phone number of the caller is entered into the phone book and you can enter a corresponding name.

If you want to delete an entry from the Callers list, press the **Delete** softkey.

For more information on how to enter a name in the phone book, see section [10.2. "Making a Phone Book Entry"](#). The Callers list can contain a maximum of 10 numbers.

6.2. Making a Callback from the Callers List

If you have missed a call, you can call back the party using the corresponding entry in the Callers list.

Press the **callers** softkey.

The latest entry in the Callers list is displayed.

If the phone number is in the phone book, the name of the caller is displayed.

Lift the handset or press the Loudspeaker Key.

Use the **<** and **>** keys to scroll through the entries in the Callers list.

The phone number displayed is dialled.

You cannot attach a subaddress when dialling a phone number from the Callers list.

7. NOTEPAD

Use this function to note a phone number during a call. The number is then entered in the phone book. You can complete this entry later by adding a name. You can also save the phone number of a caller in the Notepad.

7.1. Note a Phone Number

You are in a conversation and you want to note a phone number.

Press the **Notepad** softkey.

Now enter the desired phone number. If you have made a mistake, you can delete the last digit using the  key. If you wish to save the phone number of a caller in the phone book, press the Redial key instead of entering the phone number.

Press **OK**.

The phone number noted (without name) is saved in the phone book. A new entry in the notepad overwrites the last phone number saved.

The note is written as the last entry in the phone book and can be assigned a name.

8. SPECIAL FUNCTIONS

8.1. Dialling DTMF Tones / Querying an Answering Machine

During a call, you can use the number keys and the * and # keys, to transmit standard DTMF tones, e.g. to control a VoiceMail system or answering machine. You are conducting a call and want to enter DTMF tones, for example, to retrieve messages from an answering machine. Press the appropriate digits. The corresponding DTMF tones are produced.

8.2. Keypad Protocol

If you use the keypad during a call, your ErgoLine E320 produces the corresponding standard DTMF tones. These tones are used to control answering machines or for sending messages to pager services. You can however switch to the keypad protocol. You would do this, for example, to control new ISDN services in the exchange.

You are in conversation.

Press the **Keypad** softkey.

The keypad keys no longer transmit DTMF tones, instead they transmit the keypad protocol codes.

Press the **DTMF** softkey to reinstate DTMF transmission (touch-tone).

8.3. Features

Your ErgoLine E320 and your ISDN connection offer many features. Some of these features are network features, e.g. call diversion, conference, display of caller's phone number etc, which you can utilize in conjunction with your phone.

Others are functions of your ErgoLine E320, e.g. call filter, transmission of your phone number when making a call, display of call charges, phone lock.

The following sections describe the enhanced features of the ISDN and your ErgoLine E320.

8.4. Call Filter

If the call filter is switched on, your phone will only ring when the incoming caller can be identified using your phone book.

The filter is applied to all incoming calls, even calls received during a conversation (e.g. via call waiting).

Press the **Menu** softkey.

Select the terminal menu using the **Terminal** softkey.

Press the **Filter On** or the **Filter Off** softkey.

The call filter is switched on or off accordingly.

Whenever the filter is on, the **Filter Off** (filter OFF) softkey is displayed and vice versa.

This way you always know whether or not the filter is on and can switch it on or off.

Calls from parties who have hidden their number cannot be identified via the phone book and will therefore not be signalled when the filter is active.

To determine which feature is active, simply press the right cursor key **▷**.

8.5. Switching the Call Charge Display On / Off

If you receive call charges, you can turn off the call charge display of your ErgoLine E320 during or after a call.

Press the **Menu** softkey.

Use the arrow keys to invoke the Terminal function on the display and then press the respective softkey to activate it.

Select the charge menu by pressing the **Charge** softkey.

Enter the PIN (only required when you have set up a PIN).

Activate or deactivate the automatic charge display by pressing either the **ShowCh.** or the **HideCh.** softkey.

Whenever the call charge display is on, the **HideCh.** softkey is displayed; when the call charge display is switched off, the **ShowCh.** softkey is displayed.

8.6. Phone Lock

You can lock your ErgoLine E320 (to prevent or limit its use) in different ways:

- A lock with a pre-defined direct call, i.e. one number that is dialled as soon as any key is pressed.
For example : prefix + 112 (= emergency phone number)
- Partial lock, specifying up to three sets of digits; you can then only dial calls to numbers that begin with one of these sets.

To set the phone lock, press the **Menu** softkey.

Select the terminal menu by pressing the **Terminal** softkey.

Select the **Lock** softkey.

Enter the PIN (only required when you have set up a PIN).

The following text explains how to setup the different kinds of locks.

8.7. Lock with Direct Call

With the direct call feature, you can program one phone number; if the lock is active, your ErgoLine E320 automatically dials this number when any key is pressed.

Select the **DirCall** softkey.

If a direct call number is already saved, you will see it in the first line of the display.

Now enter the phone number for the direct call or change the existing number.

Using the  key, you can delete the existing number.

To activate the DirCall, press the **on** softkey.

The direct call feature is activated.

The first line shows "Direct Call !" when any key is pressed.

To deactivate the direct call feature, press the **Release** softkey.

Now enter your PIN.

You have to enter your PIN to release the direct call, even if the default setting ("0000") has not been changed.

8.8. Partial Lock

The partial lock also prevents outgoing calls, but allows you to specify exceptions.

Select the **PartLck** softkey (Partial Lock).

Now enter up to three exceptions to the lock.

Separate the individual phone numbers by pressing the **▷** key.

Finally, press **OK**.

The phone is locked.

To unlock the phone, press the **Release** softkey.

Now enter your PIN.

Whenever the partial lock is active, you can only dial those phone numbers that begin with the digits entered as exceptions to the lock. You can enter a maximum of three exceptions.

9. PHONE PROGRAMMING

9.1. General

Your ErgoLine E320 is pre-programmed at the factory to enable you to make calls immediately.

However, in order to make use of the full spectrum of features of the ISDN and your ErgoLine E320, you may have to make several settings which are then stored in your phone memory. We refer to the setting procedure as "programming".

Most of the programming is performed when the phone is in the idle state, i.e. when the handset is on the hook.

Some of these settings may be protected with a PIN (personal identification number).

Only those people who know the PIN can change the settings. The default PIN "0000" is set at the factory (all settings can be changed). The individual setting possibilities are explained in the following sections.

9.2. ISDN Functions

Your ISDN connection has several phone numbers (Multiple Subscriber Numbers, MSNs) usually three. Each of these phone numbers has the same access rights.

You can program up to three MSNs in your ErgoLine E320, so that your phone "knows" which phone numbers are allocated to it.

When you make the settings for your phone, you can specify whether your phone should signal calls to each MSN programmed (refer to section [9.5. "Setting the Ringing Tone / MSN Signalling"](#)).

9.3. MSN Programming

ADVICE : Contact your system administrator before making MSN changes.

Press the **Menu** softkey.

Use the arrow keys to invoke the ISDN function on the display and then press the respective softkey to activate it.

Press the **Prog.MSN** softkey (MSN Programming). If you have set up a PIN for this phone, enter the PIN.

Press the softkey for the MSN that you want to change or enter.

If the MSN selected has already been programmed, the phone number saved appears in the first line of the display.

Using the number keypad, enter one of your MSNs. Do not include the prefix or area code.

If you have made a mistake, you can delete the last digit using the  key.

Press the **OK** softkey to save your settings

OR :

Press the **Name** softkey.

You can now enter a name for this MSN, e.g. "Business", "Private", etc.

Press the **OK** softkey to save your settings.

You can allocate a different name to each of the three MSNs.

MSN1 plays a special role. Whenever you make a call, the ISDN transmits this phone number to your call partner. If required, you can suppress this transmission as described in section [4.5. "Hiding your MSN from the Called Party"](#)).

With the ErgoLine E320, you can select which one of the programmed MSNs will be transmitted. Whenever you do not select an MSN for transmission or do not use automatic dialling, your ErgoLine E320 will transmit MSN1.

The names you save to the MSNs will be used in for the display of call charges incurred. The accumulated charges are always assigned to the MSN which was transmitted to the caller during dialling.

9.4. Terminal Functions

If you have allocated at least one MSN to your ErgoLine E320 (refer to section [9.3. "MSN Programming"](#)), you can specify whether this MSN should be signalled as well as the ringing tone used.

9.5. Setting the Ringing Tone / MSN Signalling

You can set and adjust the sound and the volume of the ringing tone. There are two special sound sequences that are exclusively available to this terminal.

Press the **Menu** softkey.

Use the arrow keys to invoke the Terminal function on the display and then press the respective softkey to activate it.

Press the **Melody** softkey.

You will see **Extern Intern** in the display.

Select **Extern Or Intern**.

You will see **MSN** in the display, if an MSN number is programmed.

Use the cursor keys to select the MSN that you want to make the settings for, then press the **OK** softkey.

Select a sound sequence using the number keypad 0 to 9 and #.

Set the volume using the cursor keys.

Confirm with **OK**.

9.6. Deleting the Charge Memory

Your ErgoLine E320 saves all charge data received from the ISDN.

The charges are saved in four memories. One for each MSN (if programmed) and an "unassigned" memory which is used if you have not programmed an MSN. You can delete the contents of each memory separately.

The sum of all charges incurred is calculated from the individual memories, and you can retrieve this sum using the **Total** softkey. When you switch from the display of call charge units to the display of the call charges, you have to delete the charge memory.

Press the **Menu** softkey.

Use the arrow keys to invoke the Terminal function on the display and then press the respective softkey to activate it.

Press the **Charge** softkey.

Enter the PIN (only required when you have set up a PIN).

Press the Delete key.

Now use the ◀▶ keys to select the memory that you want to delete and press **Delete** again.

The contents of this memory are then deleted.

9.7. Setting the Price per Call Charge Unit

Your ErgoLine E320 saves accumulated connection charges for all calls made from the terminal.

Press the **Menu** softkey.

Use the arrow keys to invoke the Terminal function on the display and then press the respective softkey to activate it.

Press the **Charge** softkey.

Enter the PIN (only required when you have set up a PIN).

Press the **Factor** softkey (call charge factor = price per call charge unit).

Enter the call charge per unit which should be used for the calculation of charges and then press **OK**.

When you delete the factor using the ◀ key, your ErgoLine E320 displays the charge units.

9.8. PIN Assignment

By entering a PIN (Personal Identification Number) using the procedure described below, you can protect many of your phone settings from unauthorized changes.

Press the **Menu** softkey.

Use the arrow keys to invoke the Terminal function on the display and then press the respective softkey to activate it.

Press the **New PIN** softkey.

Now enter the old PIN.

Now enter the new PIN.

Confirm your input by re-entering the new PIN.

The new PIN is now saved.

The PIN always consists of four digits. You do not have to press the **OK** softkey after entering your PIN: as soon as you enter the fourth digit, your ErgoLine E320 automatically evaluates the PIN. If the input and confirmation of the new PIN do not agree, you will receive an error message. In such a case, the old PIN remains effective.

Your ErgoLine E320 comes with the default PIN "0000." The ErgoLine E320 only requests PIN entry when you have changed this default PIN. If you want to stop using the PIN, enter and confirm "0000" as the new PIN. The PIN is then deactivated.

9.9. Switching Key Click On / Off

You can have your ErgoLine E320 produce a short tone in the loudspeaker each time you press a key; this feedback can assist you when making entries.

Press the **Menu** softkey.

Use the arrow keys to invoke the Terminal function on the display and then press the respective softkey to activate it.

Press the **click on** softkey.

OR :

Press the **click off** softkey.

If you currently have the key tone feature on, the **click off** softkey is displayed and vice versa.

9.10. Selecting the Display Language

Your ErgoLine E320 is equipped with display texts in several languages. Your ErgoLine E320 comes with the language set to "English".

Press the **Menu** softkey.

Use the arrow keys to invoke the Terminal function on the display and then press the respective softkey to activate it.

Press the **Lang.** softkey (language).

Select the desired language.

The following languages are available: English, Dutch and German.

9.11. Headset Mode

When you use a headset with your ErgoLine E320, you can program the loudspeaker key to act as a hook switch. Pressing the loudspeaker key will cause the telephone set to go off-hook. Pressing the loudspeaker key again : go on-hook.

To program the loudspeaker key for headset mode, press the  7  *  keys sequentially.

To program the loudspeaker key for loudspeaker mode, press the  7  #  keys sequentially.

You will hear a beep for confirmation.

9.12. Terminal Reset

You can restore your terminal's default settings as programmed at the factory.

Press the **Menu** softkey.

Use the arrow keys to invoke the Terminal function on the display and then press the respective softkey to activate it.

Press the **Reset** softkey.

Note

If you reset the settings to their default values, all settings you have made are deleted. The display language is set to "English". The phone book and the MSN programming are deleted.

10. PROGRAMMING

10.1. Phone Book

Your ErgoLine E320 phone book contains a memory for up to 35 names and phone numbers.

You can use the numbers in the phone book in three ways. First, you can easily dial numbers in the phone book. Second, if you assign names to the phone numbers, your ErgoLine E320 displays the name of the caller.

Third, you can use a call filter function with the phone book: when the filter is active, calls will only be signalled if the caller can be identified in the phone book.

10.2. Making a Phone Book Entry

Press the **Menu** softkey.

Use the arrow keys to invoke the **telBook** function on the display and then press the respective softkey to activate it.

Press the **New** softkey.

Now enter the phone number or press the redial key to retrieve the number from the redial memory, then press the **Name** softkey.

Now enter the name for this phone number.

To save your entry, press the **OK** softkey.

If you want to enter a sub-address for the phone number, press the **Sub-Ad** softkey.

Now enter the sub-address and press the **OK** softkey.

The combined phone number and sub-address cannot exceed 27 digits.

10.3. Entering Digits and Characters

You enter the names for the phone book using the number keypad. If you press a number key (repeatedly), the characters appear, one after the other, as shown in the table below. You switch between the two groups of characters (upper and lower case) by keeping the key depressed for approx. 1 second.

KEY	UPPER CASE	LOWER CASE
1	1 - ? ! , . : " ' & () \$ % € @	
2	ABC2ÄÅÄÄÄÄÆÇ	abc2äåääääääæç
3	DEF3ÈÉÉÉÉ	def3èéééé
4	GHI4ÌÍÎÎÎ	ghi4ìíîîî
5	JKL5	jkl
6	MNO6ÑÕÖÖÖÖ	mno6ñõöööö
7	PQRSß	pqrs7
8	TUV8ÜÙÚÚÚ	tuv8üùúúú
9	WXYZ9	wxyz9
0	0	
#	(Space)	

If you want to delete the last character you entered, press the  key.

10.4. Deleting / Editing a Phone Book Entry

Press the **Menu** softkey.

Use the arrow keys to invoke the **Te1Book** function on the display and then press the respective softkey to activate it.

To delete or edit an entry, press the **Delete** or **Edit** softkey.

Select whether you want to change the phone number or name.

Enter the PIN (only required when you have set up a PIN).

To delete an entry in the phone book, press the **Entry** softkey.

The first phone book entry will be displayed.

Scroll through until you reach the entry that you want to delete and then press the **Delete** softkey. The entry shown is then deleted.

10.5. Deleting All Phone Book Entries

To completely delete all phone book entries:

Press the **Menu** softkey.

Use the arrow keys to invoke the **Te1Book** function on the display and then press the respective softkey to activate it.

Press the **Delete** softkey.

Enter the PIN.

Press the **All** softkey (delete all entries).

Press the **Yes** softkey.

All entries in the phone book are deleted. The Notepad memory is deleted with the phone book entries, as it is a part of the phone book : the Redial memory remains intact.

10.6. Deleting the Redial Memory

You can delete the contents of the redial memory using the following procedure.

This procedure deletes all five entries at one time.

Press the **Menu** softkey.

Use the arrow keys to invoke the **Te1Book** function on the display and then press the respective softkey to activate it.

Press the **Delete** softkey.

Enter the PIN (only required when you have set up a PIN).

Press the **Redial** softkey.

The redial memory is deleted.

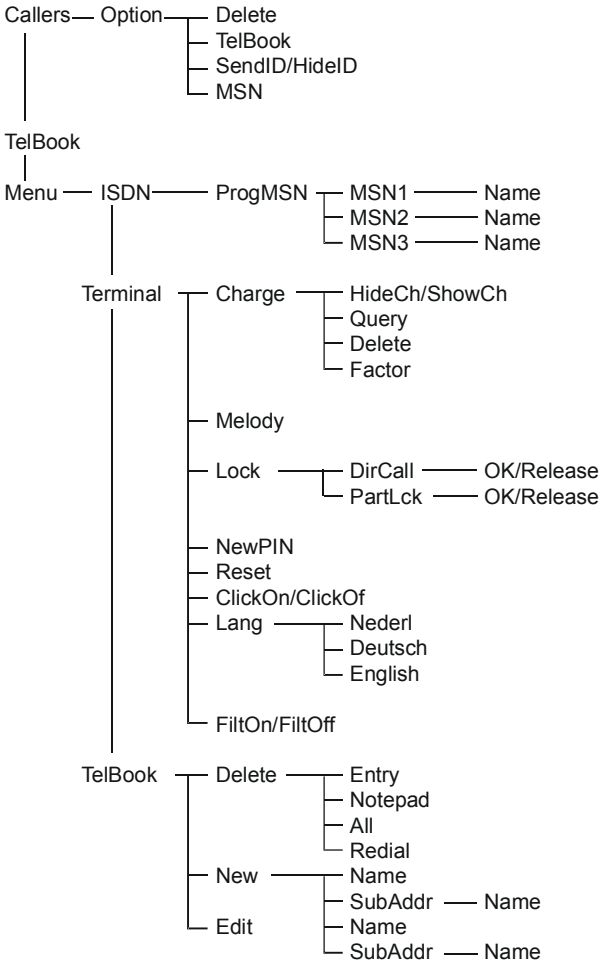
A . APPENDIX

The following tables show the menu system you use to access the desired softkey functions, when in IDLE mode. (In other modes the menu options, or softkeys are different, the options available in other modes are shown on the tables on the following page. Until you are used to navigating around the menu system to find the functions you want, you may like to copy these pages and use them for quick reference. The first (left hand) column of the first table shows the main menu options. These are the three top level options that appear on the softkeys. The second column lists the softkeys that are available to you when you select a "main menu" option from the first column.

The second table, for example, shows the menu options that are available to you when going off-hook (calling without manually dialling the digits.) For example, in IDLE mode, if you press the **Callers** softkey, then **Option** softkey, the softkeys **SendID/HideID**, **MSN**, **Delete** and **TelBook** are available.

For clarity and to keep the first table on a single page in this manual, the **Yes**, **Back** and **OK** softkeys have been omitted from the first table.

Main menu



Going off-hook (no digits dialled)

TelBook— Dial
| Back
Volume— OK
|
DTMF off/dial

Going in loudspeaking (no digits dialled)

TelBook— Dial
| Back
Volume— OK
| Save
DTMF off/dial

Postdialling

TelBook— Dial
Back

Predialling

HideID/SendID
|
OK — MSN
| Back
Subaddr
Back

Receiving calls

Reject
|
HideID/ShowID

Connected

Hold
|
Volume— OK
| Back
Notepad - OK
| Back
DTMFOff/DTMFon

B-party put on hold

Back
|
HideID/SendID

Enquiry

Shuttle
|
Disconn
|
Volume— OK
|
Notepad - OK
| Back
DTMFOff/DTMFon