Avaya IP Office Locale Settings

Release 12.0
Issue 17
December 2024

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Chapter 1: Definitions

The locale settings are factors such as the default ring tones and call display settings. Locale also controls the voicemail default language prompts. Set incoming call routes to a locale to override the system settings for calls to voicemail.

Note:

Reference to a locale does not necessarily indicate support, availability or approval for IP Office within that country.

Related links

Three-Letter Code on page 7
General Settings on page 9
Tones on page 10
Analog Trunk Settings on page 11
Analog Phone Settings on page 12
Locale Specific Behaviors on page 13
Timezones and daylight savings time on page 14
Default Settings on page 17

Three-Letter Code

When monitoring IP Office operation using SysMonitor or System Status Application, the locale associated with a call or other functions is represented by a three-letter code in the trace.

- In various scenarios, the system looks for material matching the three-letter code. If no match is found, the system can look for a match using the first two-letters of the code. For example, see Embedded Voicemail Default/Fallback Language Operation on page 161 and Voicemail Pro Supported languages on page 163.

Three-Letter Code	Country	Locale Settings
ara	Saudi Arabia	See Saudi Arabia (ara) on page 120.
are	Egypt	See Egypt (are) on page 48.
arh	Bahrain	See Bahrain (arh) on page 24.

Table continues…

Three-Letter Code	Country	Locale Settings
ark	Kuwait	See Kuwait (ark) on page 82.
arm	Morocco	See Morocco (arm) on page 93.
aro	Oman	See Oman (aro) on page 103.
arq	Qatar	See Qatar (arq) on page 116.
aru	United Arab Emirates	See United Arab Emirates (aru) on page 139.
chs	China	See China (chs) on page 38.
cht	Taiwan	See Taiwan (cht) on page 134.
csy	Czech Republic	See Czech Republic (csy) on page 43.
dan	Denmark	See Denmark (dan) on page 45.
des	Switzerland	See Switzerland (des/frs/its) on page 132.
deu	Germany	See Germany (deu) on page 58.
ell	Greece	See Greece (ell) on page 61.
ena	Australia	See Australia (ena) on page 22.
eng	United Kingdom	See United Kingdom (eng) on page 141.
eni	Ireland	See Ireland (eni) on page 73.
enp	Philippines	See Philippines (enp) on page 109.
ens	South Africa	See South Africa (ens) on page 125.
enu	United States	See United States (enu) on page 143.
enz	New Zealand	See New Zealand (enz) on page 98.
esl	Chile	See Chile (esl) on page 36.
esm	Mexico	See Mexico (esm) on page 91.
eso	Colombia	See Colombia (eso) on page 40.
esp	Spain	See Spain (esp) on page 127.
esr	Peru	See Peru (esr) on page 107.
ess	Argentina	See Argentina (ess) on page 20.
esv	Venezuela	See Venezuela (esv) on page 146.
fin	Finland	See Finland (fin) on page 51.
fra	France	See France (fra) on page 54.
frb	Belgium	See Belgium - French (frb) on page 29.
frc	Canada	See Canada (frc) on page 33.
fro	France	See France2 (fro) on page 56.
frs	Switzerland	See Switzerland (des/frs/its) on page 132.
heb	Israel	See Israel (heb) on page 89.
hun	Hungary	See Hungary (hun) on page 66.
ind	India	See India (ind) on page 70.

Table continues…

Three-Letter Code	Country	Locale Settings
isl	Iceland	See Iceland (isl) on page 68.
ita	Italy	See Italy (ita) on page 75.
its	Switzerland	See Switzerland (des/frs/its) on page 132.
jpa	Japan	See Japan (jpa/jpn) on page 78.
jpn	Japan	See Japan (jpa/jpn) on page 78.
kor	Korea	See Korea (kor) on page 80.
msl	Malaysia	See Malaysia (msl) on page 86.
nlb	Belgium	See Belgium - Flemish (nlb) on page 26.
nld	Netherlands	See Netherlands (nld) on page 95.
nor	Norway	See Norway (nor) on page 100.
plk	Poland	See Poland (plk) on page 111.
ptb	Brazil	See Brazil (ptb) on page 31.
ptg	Portugal	See Portugal (ptg) on page 113.
rus	Russia	See Russia (rus) on page 118.
sve	Sweden	See Sweden (sve) on page 129.
trk	Turkey	See Turkey (trk) on page 137.
urd	Pakistan	See Pakistan (urd) on page 105.
zhh	Hong Kong	See Hong Kong (zhh) on page 63.
zhi	Singapore	See Singapore (zhi) on page 122.

Related links

Definitions on page 7

General Settings

These settings are applied to each locale.

Setting	Description
Locale	This is the **Locale** setting configured in the system configuration. This is used to set the various locale specific settings and behaviors of the system. It also sets the default language used for voicemail and phone display language.
Three-Letter Code	Each locale has an associated three-letter code. This code is seen in system monitor outputs. It is also used as the folder name for matching voicemail language prompts. See Three-Letter Code on page 7.
Default Emergency Numbers (Basic Edition)	For systems initially configured in Basic Edition mode, a number of default numbers are automatically added to the emergency numbers list. This list of numbers is configurable following initial installation.

Related links

Definitions on page 7

Tones

The following tables outline the different tones used by the system. For each tone, the frequency and cadence are detailed:

- **Frequency** - All tone frequencies are in Hertz (Hz).
  - Where a tone uses a combination of frequencies, the frequencies are shown separated by a + symbol.
  - Where a tone uses alternating frequencies, the frequencies are shown separated by a / symbol.
- **Cadence** - The tone cadence is indicated as either a sequence of on/off times or as a sequence of alternating frequency 1/frequency 2 times. Where a portion of the sequence is enclosed in ( ) symbols, it indicates a repeating sequence.

Localized Tones

The table below describes the different system tones. The tones used are determined by the system locale setting.

Note:

In some locales, the same tone sound may be used for several purposes, for example for **Busy** and **Fast Busy** tones may be the same.

Tone	Description
Alternate Dial Tone	This tone is also known as 'interrupted', 'broken' or 'stutter' dial tone. It is used on extensions when the user has DND, Follow-Me or Forward Unconditional set. It is also used on analog phones when the user has a call on hold, for example during a transfer.
Busy Tone	Used when the number called is busy.
Call Waiting Tone	Used when a user has a call waiting enable and a call waiting.
Dial Tone	Normal dial tone.
Disconnect Tone	Tone play when the far end has ended the call. For IP and digital extensions, the system can be configured to either play disconnect tone or to return to idle. See Locale Specific Behaviors on page 13.
Fast Busy Tone	No line or channel available.
Intercept Busy Tone	Unallocated number.
Number Unobtainable Tone	Number Unobtainable.
Ring Tone	Other end is ringing. This tone is also known as 'ringback'.

Table continues…

Tone	Description
Secondary Dial Tone	Used when accessing an external trunk using a short code or ARS that specifies secondary dial tone. If no specific tone is defined for the locale, normal dial tone is used.

Non-Localized Tones

Tone	Tone (Hz) Cadence (s)	Value	Notes
Music-on-Hold	Tone	440	“Tone” MOH
	Cadence	0.2/0.2/0.2/5	
Call Listen	Cadence	0.07/0.1/0.07/0.1/0.07	No Repeat
Conference Entry	Tone	400	
	Cadence	0.2	No Repeat
Conference Exit	Tone	400	
	Cadence	0.2/0.2/0.2	No Repeat
Conference Repeat	Tone	400	
	Cadence	0.2/10	

Related links

Definitions on page 7

Analog Trunk Settings

The following settings are set to match the system locale selected when a system is first installed. The settings match the values typically encountered in the selected locale. However, they are all editable post installation.

Setting	Configurable
CLI Type	The method used to receive incoming caller ID information.
Termination Impedance	The trunk impedance settings.
Balance Impedance	
Busy Tone Detection	The tone which, if detected, indicates that the called destination is busy. This can be adjusted through the **System** > **Telephony** > **Tones & Music** > **Busy Tone Detection** settings. The default **System Frequency** matches the locale specific setting.
Busy Tone Detection Time	The duration of busy tone after which the IP Office system will disconnect an analog trunk when using **Busy Tone Detection**.

Table continues…

Setting	Configurable
Disconnect Clear	Disconnect clear (also known as 'Line Break' or 'Reliable Disconnect') is a method used to signal from the line provider that the call has cleared. Adjustable through the **Line** > **Analog Line Options**. • The time must be less than the actual disconnect time period used by the line provider by at least 150ms. • The system also uses 'Tone Disconnect', which clears an analog call after 6 seconds of continuous busy tone (see above). • If the setting **System** > **Telephony** > **Telephony** > **Unsupervised Analog Trunk Disconnect Handling** is enabled, this setting is greyed out and disconnect clear disabled.
Hook Flash Pulse Width	Set the time interval for the flash pulse width. Adjustable through the **Line** > **Analog Line Options** > **Flash Pulse Width** setting.
Ring Detection	These settings are used for ring detection. These are adjustable through the **Line** > **Analog Line Options** > **Ring Detection** settings: • **Ring Persistency** - The minimum duration of signal required to be recognized. • **Ring Off Maximum** - The time required before signaling is regarded as ended.

Related links

Definitions on page 7

Analog Phone Settings

The following aspects of analog phone support are locale specific.

Setting	Description
Ring Current Frequency	The frequency of ring current.
Minimum Flash Hook Time	The maximum and minimum times for a break in the analog loop current to be treated by the IP Office as a hook flash/timed break recall signal. • Minimum time: Anything shorter is ignored as a glitch. • Maximum time: Anything longer is regarded as clearing (ending) the call. If the specific analog phone does not match the locale settings, the settings of the IP Office analog extension port can be adjusted using the **Extension** > **Analog** > **Flash Hook Pulse Width**settings.
Maximum Flash Hook Time	
Default Caller Display Type	The type of caller display used when **Extension** > **Extension** > **Caller Display Type** is set to **On**. Otherwise, the specific method set for **Extension** > **Extension** > **Caller Display Type** is used.

Table continues…

Setting	Description
Default MWI Type	The type of message waiting indication used when **Extension** > **Analog** > **Message Waiting Indication Type** is set to **On**. Otherwise, the specific method set for **Extension** > **Analog** > **Message Waiting Indication Type** is used. Note that the default setting and other settings available may also be dependent on the IP Office equipment providing the analog port.

Related links

Definitions on page 7

Locale Specific Behaviors

The following are the definitions for locale specific behaviors mention in this documentation.

Setting	Description
Companding	The typical companding method employed for telephone systems in that locale. Companding operation can be adjusted through the **System** > **Telephony** > **Telephony** tab.
Dialing Timeout	The method used by the system to determine when to disconnect an extension that does not complete dialing a valid routable number. There are two dialing timeouts: • **Dial tone timeout** - Timeout applied from a device going off-hook to receiving the first digit. Set to 30 seconds (10 seconds for Italy). • **Overall timeout** - Timeout applied from going off-hook to receive enough digits to complete dial string evaluation. Set to 60 seconds (10 seconds for Italy).
Disconnect Tone	The tone used when disconnect indication is provided to an extension. • For analog extensions, disconnect tone is always used. • The digital and IP extensions, the locale specific action can be either to play disconnect tone or to return to idle. The locale specific action (see **Feature Phone Clearing** below) can be overridden using the **System** > **Telephony** > **Tones & Music** > **Disconnect Tone** setting.
Disconnect Method	Indicates whether the locale uses busy tone disconnect or disconnect clear operation on analog trunks.
Display Language	The default language used for messages sent to extensions.
Feature Phone Clearing	When the far end of a call disconnects, digital and IP extensions can either hear disconnect tone or return to idle.
Default Currency	Used for **Advice of Charge** operation where supported on ISDN lines.
Default Time Zone	This value is used to set the default time offset and daylight saving settings for a system when using SNTP to obtain the UTC time value.

Related links

Definitions on page 7

Timezones and daylight savings time

The table below lists the timezones for which the IP Office defaults to applying daylight saving times (DST) and the dates for applying and removing DST.

- When first configured, the IP Office sets the **Time Zone** setting to the best match for the configured **Locale**.
- The IP Office uses the **Time Zone** to sets whether to enable **Automatic DST** and the timetable for DST.
- You must check the settings and adjust them if necessary. For example, some locales cover multiple timezones and use different DST settings depending on the particular timezone.
- For all timezones that use DST, the default DST offset the IP Office applies is 1-hour.

Timezone	Default Daylight Savings Settings
(GMT+09:30) Adelaide *(GMT+10:00) Canberra, Melbourne, Sydney* *(GMT+10:00) Hobart*	• Start: 2 am. End: 3 am. • 6 October 2024 - 6 April 2025 • 5 October 2025 - 5 April 2026 • 4 October 2026 - 4 April 2027 • 3 October 2027 - 2 April 2028 • 1 October 2028 - 1 April 2029 • 7 October 2029 - 7 April 2030 • 6 October 2030 - 6 April 2031 • 5 October 2031 - 4 April 2032 • 3 October 2032 - 3 April 2033
(GMT-03:30) Newfoundland *(GMT-04:00) Atlantic Time (Canada)* *(GMT-05:00) Eastern Time (US & Canada)* *(GMT-05:00) Indiana (East)* *(GMT-06:00) Central Time (US & Canada)* *(GMT-07:00) Mountain Time (US & Canada)* *(GMT-08:00) Pacific Time (US & Canada)* *(GMT-09:00) Alaska*	• Start: 2 am. End: 2 am. • 10 March 2024 - 3/11/2024 • 9 March 2025 - 2/11/2025 • 8 March 2026 - 1/11/2026 • 14 March 2027 - 7/11/2027 • 12 March 2028 - 5/11/2028 • 11 March 2029 - 4/11/2029 • 10 March 2030 - 3/11/2030 • 9 March 2031 - 2/11/2031 • 14 March 2032 - 7/11/2032 • 13 March 2033 - 6/11/2033

Table continues…

Timezone	Default Daylight Savings Settings
(GMT-04:00) Santiago	• Start: 4 am. End: 1 am. • 2 September 2023 - 6 April 2024 • 7 September 2024 - 5 April 2025 • 6 September 2025 - 4 April 2026 • 5 September 2026 - 3 April 2027 • 4 September 2027 - 1 April 2028 • 2 September 2028 - 7 April 2029 • 1 September 2029 - 6 April 2030 • 7 September 2030 - 5 April 2031 • 6 September 2031 - 3 April 2032 • 4 September 2032 - 2 April 2033
(GMT+02:00) Cairo	• Start: 11:59:59 pm. End: 11:59:59 pm. • 25 April 2024 - 26 September 2024 • 24 April 2025 - 25 September 2025 • 23 April 2026 - 24 September 2026 • 29 April 2027 - 30 September 2027 • 27 April 2028 - 28 September 2028 • 26 April 2029 - 27 September 2029 • 25 April 2030 - 26 September 2030 • 24 April 2031 - 25 September 2031 • 29 April 2032 - 30 September 2032 • 28 April 2033 - 29 September 2033

Table continues…

Timezone	Default Daylight Savings Settings
(GMT+02:00) Jerusalem	• Start: 2 am. End: 2 am. • 29 March 2024 - 27 October 2024 • 28 March 2025 - 26 October 2025 • 27 March 2026 - 25 October 2026 • 26 March 2027 - 31 October 2027 • 24 March 2028 - 29 October 2028 • 23 March 2029 - 28 October 2029 • 29 March 2030 - 27 October 2030 • 28 March 2031 - 26 October 2031 • 26 March 2032 - 31 October 2032 • 25 March 2033 - 30 October 2033
(GMT+12:00) Auckland, Wellington	• Start: 2 am. End: 3 am. • 29 September 2024 - 6 April 2025 • 28 September 2025 - 5 April 2026 • 27 September 2026 - 4 April 2027 • 26 September 2027 - 2 April 2028 • 24 September 2028 - 1 April 2029 • 30 September 2029 - 7 April 2030 • 29 September 2030 - 6 April 2031 • 28 September 2031 - 4 April 2032 • 26 September 2032 - 3 April 2033
(GMT) Casablanca	• Start: 4 am. End: 1 am. • 14 April 2024 - 23 February 2025. • 6 April - 15 February 2025. • 22 March 2026 - 7 February 2027 • 14 March 2027 - 23 January 2028 • 5 March 2028 - 13 January 2029

Table continues…

Timezone	Default Daylight Savings Settings
(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna *(GMT+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague* *(GMT+01:00) Brussels, Copenhagen, Madrid, Paris* *(GMT+01:00) Sarajevo, Skopje, Warsaw, Zagreb* *(GMT+02:00) Athens, Bucharest* *(GMT+02:00) Beirut* *(GMT+02:00) Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius* *(GMT-01:00) Azores* *(GMT-02:00) Greenland*	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033

Related links

Definitions on page 7

Default Settings

These configuration items have different default values depending on if the system is initialized for the US or for the rest of the world.

Setting	US	Others
Hold Timeout	120 seconds	15 seconds
Park Timeout	300 seconds	300 seconds
Auto Hold	Off	On
Dial Delay Count	0	4
Dial Delay Time	4 seconds	1 seconds

Related links

Definitions on page 7

Chapter 2: Locales

The locale settings are factors such as the default ring tones and call display settings. Locale also controls the voicemail default language prompts. Set incoming call routes to a locale to override the system settings for calls to voicemail.

Note:

Reference to a locale does not necessarily indicate support, availability or approval for IP Office within that country.

Related links

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Australia (ena) on page 22
Bahrain (arh) on page 24
Belgium - Flemish (nlb) on page 26
Belgium - French (frb) on page 29
Brazil (ptb) on page 31
Bulgaria on page 33
Canada (frc) on page 33
Chile (esl) on page 36
China (chs) on page 38
Colombia (eso) on page 40
Cyprus on page 42
Czech Republic (csy) on page 43
Denmark (dan) on page 45
Egypt (are) on page 48
Estonia on page 50
Finland (fin) on page 51
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France2 (fro) on page 56
Germany (deu) on page 58
Greece (ell) on page 61
Hong Kong (zhh) on page 63
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Japan (jpa/jpn) on page 78
Kazakhstan on page 80
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Qatar (arq) on page 116
Romania on page 118
Russia (rus) on page 118
Saudi Arabia (ara) on page 120
Singapore (zhi) on page 122
Slovak Republic on page 124
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South Africa (ens) on page 125
Spain (esp) on page 127
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Venezuela (esv) on page 146
Vietnam on page 148

Argentina (ess)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Argentina (Latin Spanish)**
Three-Letter Code	*ess*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(2.0/4.0) on/off
Secondary Dial Tone	**Dial Tone**	Use dial tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	440/620	(0.25/0.25) alternating tones
Ring Tone	440+480	(1.0/3.0) on/off
Call Waiting Tone	480+620	(0.06/0.25/0.06/5.0) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	70ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Latin Spanish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	0 seconds	✓
Default Currency	ARS	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT-03:00) Buenos Aires*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK v23	✓
Termination Impedance	600 R	✓
Balance Impedance	350 R + (1000 R||210nF)	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	0 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	None	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Australia (ena)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Australia (UK English)**
Three-Letter Code	*ena*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Setting	Value	Configurable
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	400	(0.375/0.375) on/off
Fast Busy	400	(0.375/0.375) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400+450	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	400	(0.1/30) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	10ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	AUD	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+10:00) Canberra, Melbourne, Sydney*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 2 am. End: 3 am. • Start: 2 am. End: 3 am. • 6 October 2024 - 6 April 2025 • 5 October 2025 - 5 April 2026 • 4 October 2026 - 4 April 2027 • 3 October 2027 - 2 April 2028 • 1 October 2028 - 1 April 2029 • 7 October 2029 - 7 April 2030 • 6 October 2030 - 6 April 2031 • 5 October 2031 - 4 April 2032 • 3 October 2032 - 3 April 2033	✓

Application/Phone Language

For details, see IP Office Application Languages on page 156.

Setting	Value	Configurable
Phones	DS: English UK, English US	✓
Voicemail	Pro: English UK, English US	✓

Table continues…

Setting	Value	Configurable
	Embedded: English UK, English US	✓
IP Office Manager	English UK, English US	✓
System Status Application	English UK, English US	✓
Soft Console	English UK, English US	✓
one-X Portal for IP Office	English UK, English US	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.375/0.375 seconds	✓
Busy Tone Detection Time	5 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.2 seconds RingOffMax: 5.0 seconds	✓

Related links

Locales on page 18

Bahrain (arh)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Bahrain (Arabic)**
Three-Letter Code	*arh*
Default Emergency Numbers (Basic Edition)	999

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	330+44+	Continuous
Alt Dial Tone	350+440	(1.0/0.5) on/off
Secondary Dial Tone	350+440	Continuous
Busy Tone	425	(0.375/0.375) on/off
Fast Busy	425	(0.375/0.375) on/off
Intercept Busy Tone	425	Continuous
Ring Tone	425	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	425	(0.2/0.6/0.2/5.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 Phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Number Unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go Idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	BHD	✓

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓

Table continues…

Setting	Value	Configurable
Default Time Zone	*(GMT+03:00) Kuwait, Riyadh*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	400 Hz 0.375/0.375 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	None	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Belgium - Flemish (nlb)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Belgium (Dutch)**
Three-Letter Code	*nlb*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.5/0.5) on/off
Intercept Busy Tone	425	(0.5/0.5) on/off
Ring Tone	425	(1.0/3.0) on/off
Call Waiting Tone	400	(0.08/0.175/0.08/10.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 Phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Dutch	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Brussels, Copenhagen, Madrid, Paris*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	200 R + (820 R||115nF)	✓
Balance Impedance	200 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	✕
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	None	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Belgium - French (frb)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Belgium (French)**
Three-Letter Code	*frb*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.5/0.5) on/off
Intercept Busy Tone	425	(0.5/0.5) on/off
Ring Tone	425	(1.0/3.0) on/off
Call Waiting Tone	400	(0.08/0.175/0.08/10.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 Phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	French	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Brussels, Copenhagen, Madrid, Paris*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	200 R + (820 R||115nF)	✓
Balance Impedance	200 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓

Table continues…

Setting	Value	Configurable
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Brazil (ptb)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Brazil (Brazilian Portuguese)**
Three-Letter Code	*ptb*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(2.0/4.0) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.25/0.25) on/off
Fast Busy	425	(0.25/0.25) on/off
Intercept Busy Tone	425	(0.1/0.1/0.1/0.1) on/off
Ring Tone	425	(1.0/4.0) on/off

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Call Waiting Tone	425	(0.06/0.25/0.06/5.0) on/off
Number Unobtainable Tone	425	(0.25/0.25/0.75/0.25) on/off (Release 4.2+) Continuous (pre-Release 4.2)

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	100ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	DTMFD	✓
Default Message Waiting Indication Type	51 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law/μ-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Portuguese (Brazil)	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	2 seconds	✓
Default Currency	BRL	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT-03:00) Brasilia*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R or 900 R	✓
Balance Impedance	600 R or 800 R||50nF	✓
Busy Tone Detection	425 Hz 0.25/0.25 seconds	✓
Busy Tone Detection Time	2 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	None	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Bulgaria

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the United Kingdom locale settings on page 141.

Related links

Locales on page 18

Canada (frc)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Canada (Canadian French)**

Table continues…

Setting	Description
Three-Letter Code	*frc*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(0.25/0.25) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	480+620	(0.25/0.25) alternating tones
Ring Tone	440+480	(2.0/0.4) on/off
Call Waiting Tone	480+620	(0.0/0.1/0.2/1200) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Disconnect Clear	✓
Display Language	Canadian French	✓

Table continues…

Setting	Value	Configurable
Feature Phone Clearing	Go Idle	✓
Voicemail Truncation Time	0 seconds	✓
Default Currency	CAD	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT-05:00) Eastern Time (US & Canada)*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 2 am. End: 2 am. • 10 March 2024 - 3/11/2024 • 9 March 2025 - 2/11/2025 • 8 March 2026 - 1/11/2026 • 14 March 2027 - 7/11/2027 • 12 March 2028 - 5/11/2028 • 11 March 2029 - 4/11/2029 • 10 March 2030 - 3/11/2030 • 9 March 2031 - 2/11/2031 • 14 March 2032 - 7/11/2032 • 13 March 2033 - 6/11/2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	350 R + (1000 R||210nF)	✓
Busy Tone Detection	None	✓
Busy Tone Detection Time	0 seconds.	✕
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	None	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Chile (esl)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Chile (Latin Spanish)**
Three-Letter Code	*esl*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(2.0/4.0) on/off
Secondary Dial Tone	**Dial Tone**	**Dial Tone**
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	440/620	(0.25/0.25) alternating tones
Ring Tone	440+480	(1.0/3.0) on/off
Call Waiting Tone	480+620	(0.06/0.25/0.06/5.0) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	50ms	✓
Maximum Flash Hook	1000ms	✓

Table continues…

Setting	Value	Configurable
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Latin Spanish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	2 seconds	✓
Default Currency	CLP	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT-04:00) Santiago*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 4 am. End: 1 am. • 2 September 2023 - 6 April 2024 • 7 September 2024 - 5 April 2025 • 6 September 2025 - 4 April 2026 • 5 September 2026 - 3 April 2027 • 4 September 2027 - 1 April 2028 • 2 September 2028 - 7 April 2029 • 1 September 2029 - 6 April 2030 • 7 September 2030 - 5 April 2031 • 6 September 2031 - 3 April 2032 • 4 September 2032 - 2 April 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	400 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	2 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	25 V to 50 V	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

China (chs)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**China (Mandarin)**
Three-Letter Code	*chs*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(0.4/0.4) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	440	(0.35/0.35) on/off

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Fast Busy	440	(0.7/0.7) on/off
Intercept Busy Tone	440	(0.1/0.1/0.1/0.1/0.1/0.1/0.4/0.4) on/off
Ring Tone	440	(1.0/4.0) on/off
Call Waiting Tone	440	(0.4/4.0) on/off
Number Unobtainable Tone	440	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	50ms	✓
Maximum Flash Hook	900ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Simplified Chinese	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	CNY	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+08:00) Beijing, Chongqing, Hong Kong, Urumqi*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	200 R + (680 R||100nF)	✓
Balance Impedance	200 R + (680 R||100nF)	✓
Busy Tone Detection	450 Hz 0.35/0.35 seconds	✓
Busy Tone Detection Time	5 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	None	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Colombia (eso)

General Settings

For details, see General Settings on page 9.

Setting	Description
Setting	**Description**
Locale	**Colombia (Latin Spanish)**
Three-Letter Code	*eso*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Alt Dial Tone	425	(2.0/4.0) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	480+620	(0.25/0.25) on/off
Ring Tone	440+480	(1.0/3.0) on/off
Call Waiting Tone	480+620	(0.06/0.25/0.06/5.0) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	50ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Latin Spanish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	2 seconds	✓
Default Currency	COP	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT–05:00) Bogota, Lima, Quito	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format		✓
Default Time Zone		✓
Daylight Savings Time		✓
Default DST Calendar		✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	2 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	None	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Cyprus

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the Greece locale settings on page 61 with the following changes.

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Alt Dial Tone	425	(0.5/1.0) on/off

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Feature Phone Clearing	Go Idle	✓

Related links

Locales on page 18

Czech Republic (csy)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Czech Republic (UK English)**
Three-Letter Code	*csy*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(0.165/0.165/0.165/0.165/0.165/0.165/ Continuous) on/off
Secondary Dial Tone	Dial Tone	(0.330/0.330/0.660/0.660) on/off
Busy Tone	425	(0.330/0.330) on/off
Fast Busy	425	(0.165/0.165) on/off
Intercept Busy Tone	425	(0.330/0.330/0.330/1.5) on/off
Ring Tone	425	(1.0/4.0) on/off
Call Waiting Tone	425	(0.330/9.0) on/off
Number Unobtainable Tone	425	(0.1/0.2) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	70ms	✓
Maximum Flash Hook	1500ms	✓
Default Caller Display Type	FSKD (Bellcore202)	✓
Default Message Waiting Indication Type	101 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Disconnect Clear	✓
Disconnect Method	425 Hz 0.33/0.33 seconds	✓
Display Language	Czech (CZ)	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	CZK	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague*	✓
Daylight Savings Time	On	✓

Table continues…

Setting	Value	Configurable
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELLCORE202	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.33/0.33 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	425 Hz 0.33/0.33 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency = 0.4 seconds RingOffMax = 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Denmark (dan)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Denmark (Danish)**
Three-Letter Code	*dan*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.25/0.25) on/off
Fast Busy	425	(0.25/0.25) on/off
Intercept Busy Tone	425	(0.25/0.25) on/off
Ring Tone	425	(0.75/0.75) on/off
Call Waiting Tone	425	(0.08/10.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	DTMFC	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕

Table continues…

Setting	Value	Configurable
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Danish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	DKK	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Brussels, Copenhagen, Madrid, Paris*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.45/0.45 seconds	✓
Busy Tone Detection Time	7 seconds.	✕
Disconnect Clear	0.5 seconds	✓

Table continues…

Setting	Value	Configurable
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 8.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Egypt (are)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Egypt (Arabic)**
Three-Letter Code	*are*
Default Emergency Numbers (Basic Edition)	122, 123, 180

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	425	Continuous
Busy Tone	400+480	(0.1/4.0) on/off
Fast Busy	400+480	(0.5/0.5) on/off
Intercept Busy Tone	400+480	Continuous
Ring Tone	400+480	(2.0/1.0) on/off
Call Waiting Tone	400+480	(0.1/30.0) on/off
Number Unobtainable Tone	400+480	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go Idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency		✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+02:00) Cairo	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+02:00) Cairo*	✓
Daylight Savings Time	Yes	✓

Table continues…

Setting	Value	Configurable
Default DST Calendar	• Start: 11:59:59 pm. End: 11:59:59 pm. • 25 April 2024 - 26 September 2024 • 24 April 2025 - 25 September 2025 • 23 April 2026 - 24 September 2026 • 29 April 2027 - 30 September 2027 • 27 April 2028 - 28 September 2028 • 26 April 2029 - 27 September 2029 • 25 April 2030 - 26 September 2030 • 24 April 2031 - 25 September 2031 • 29 April 2032 - 30 September 2032 • 28 April 2033 - 29 September 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	400 Hz, 0.375/0.375 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.46 seconds	✓
Hook Flash Pulse Width	0.6 seconds	✓
Ring Detection Settings	Persistency: 0.25 seconds Ring Off Maximum: 2.5 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Estonia

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the United Kingdom locale settings on page 141 with the following change.

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Default Time Zone	(GMT+02:00) Helsinki, Kylv, Riga, Sofia, Tallinn, Vilnius	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format		✓
Default Time Zone		✓
Daylight Savings Time		✓
Default DST Calendar		✓

Related links

Locales on page 18

Finland (fin)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Finland (Finnish)**
Three-Letter Code	*fin*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	**Dial Tone**	**Dial Tone**
Busy Tone	425	(0.25/0.25) on/off
Fast Busy	425	(0.25/0.25) on/off
Intercept Busy Tone	425	(0.25/0.25) on/off
Ring Tone	425	(1.0/5.0) on/off
Call Waiting Tone	425	(0.08/120.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	DTMFA	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Finnish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓

Table continues…

Setting	Value	Configurable
Default Time Zone	*(GMT+02:00) Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	None	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	500 msec	✓
Hook Flash Pulse Width	500 msec	✓
Ring Detection Settings	Persistency: 0.2 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

France (fra)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**France (French)**
Three-Letter Code	*fra*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	330	Continuous
Alt Dial Tone	330	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	440	(0.5/0.5) on/off
Fast Busy	440	(0.5/0.5) on/off
Intercept Busy Tone	440	(0.5/0.5) on/off
Ring Tone	440	(1.5/3.5) on/off
Call Waiting Tone	440	(0.1/8.0) on/off
Number Unobtainable Tone	440	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	French	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Brussels, Copenhagen, Madrid, Paris*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.4/0.4 seconds	✓

Table continues…

Setting	Value	Configurable
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

France2 (fro)

This locale is used for customers of Orange Telecommunications in France. In addition to the locale differences, selecting this locale changes some elements of SIP line operation to match the requirements of Orange Telecommunications.

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**France2 (French)**
Three-Letter Code	*fro*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	440	Continuous
Alt Dial Tone	440+330	Continuous
Secondary Dial Tone	440+330	Continuous
Busy Tone	440	(0.5/0.5) on/off
Fast Busy	440	(0.5/0.5) on/off

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Intercept Busy Tone	440	(0.5/0.5) on/off
Ring Tone	440	(1.5/3.5) on/off
Call Waiting Tone	440	(0.3/10.0) on/off
Number Unobtainable Tone	440	(0.5/0.5) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	50 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	French	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Brussels, Copenhagen, Madrid, Paris*	✓
Daylight Savings Time	On	✓

Table continues…

Setting	Value	Configurable
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.4/0.4 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Max: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Germany (deu)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Germany (German)**
Three-Letter Code	*deu*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	(0.16/0.16/0.16/0.16/0.16/0.8) on/off
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	425	Continuous
Busy Tone	425	(0.48/0.48) on/off
Fast Busy	425	(0.48/0.48) on/off
Intercept Busy Tone	425	(0.48/0.48) on/off
Ring Tone	425	(0.945/4.05) on/off
Call Waiting Tone	425	(0.08/0.2/0.08/10.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕

Table continues…

Setting	Value	Configurable
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	German	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	440 Hz 0.48/0.48 seconds	✓
Busy Tone Detection Time	7 seconds.	✗
Disconnect Clear	0.5 seconds	✓

Table continues…

Setting	Value	Configurable
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Greece (ell)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Greece (Greek)**
Three-Letter Code	*ell*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	425	(0.2/0.3/0.7/0.8) on/off
Busy Tone	425	(0.3/0.3) on/off
Fast Busy	425	(0.15/0.15) on/off
Intercept Busy Tone	425	(0.1/0.1/0.2/0.2) on/off
Ring Tone	425	(1.0/4.0) on/off
Call Waiting Tone	425	(0.3/8.0) on/off
Number Unobtainable Tone	425	(0.1/0.2) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+02:00) Athens, Bucharest*	✓
Daylight Savings Time	On	✓

Table continues…

Setting	Value	Configurable
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.3/0.3 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Hong Kong (zhh)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Hong Kong (Cantonese)**
Three-Letter Code	*zhh*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(0.25/0.25) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	440/620	(0.25/0.25) alternating tones
Ring Tone	440/620	(0.4/0.2/0.4/3.0) on/off
Call Waiting Tone	480+620	(0.06/0.25/0.06/5.0) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	✕

Table continues…

Setting	Value	Configurable
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Disconnect Clear	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	CNY	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+08:00) Beijing, Chongqing, Hong Kong, Urumqi*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	350 R + (1000 R||210nF)	✓
Busy Tone Detection	None	✓
Busy Tone Detection Time	7 seconds.	✕
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	None	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Hungary (hun)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Hungary (Hungarian)**
Three-Letter Code	*hun*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.5/0.5) on/off
Intercept Busy Tone	425	(0.5/0.5) on/off
Ring Tone	425	(1.0/4.0) on/off
Call Waiting Tone	425	(0.15/0.15/0.15/10.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	HUF	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.3/0.3 seconds	✓

Table continues…

Setting	Value	Configurable
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Iceland (isl)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Iceland (UK English)**
Three-Letter Code	*isl*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+450	Continuous
Alt Dial Tone	350+450	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	400	(0.375/0.375) on/off
Fast Busy	400	(0.375/0.375) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400+450	(0.4/0.2/0.4/0.2) on/off

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Call Waiting Tone	400	(0.1/30.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	UK20	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	ISK	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT) Monrovia, Reykjavik*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 6.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

India (ind)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**India (UK English)**
Three-Letter Code	*ind*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+450	Continuous
Alt Dial Tone	400	(0.25/0.25/0.25/3.25) on/off
Secondary Dial Tone	Dial Tone	Dial Tone

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Busy Tone	400	(0.375/0.375) on/off
Fast Busy	400	(0.25/0.25) on/off
Intercept Busy Tone	400	(0.75/0.75) alternating tones
Ring Tone	400+450	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	400	(0.2/0.1/0.2/7.5) on/off
Number Unobtainable Tone	400	(2.8/0.2) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	50ms	✓
Maximum Flash Hook	300ms	✓
Default Caller Display Type	DTMFA	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	INR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+05:30) Chennai, Kolkata, Mumbai, New Delhi*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	350 R (1000 R||210nF)	✓
Busy Tone Detection	400 Hz 0.75/0.75 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.2 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Indonesia

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the United Kingdom locale settings on page 141 with the following changes.

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Default Time Zone	Bali, Indonesia (GMT+8) Jayapura (GMT+9)	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format		✓
Default Time Zone		✓
Daylight Savings Time		✓
Default DST Calendar		✓

Related links

Locales on page 18

Ireland (eni)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Ireland (UK English)**
Three-Letter Code	*eni*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+450	Continuous
Alt Dial Tone	350+450	(1.0/0.5) on/off
Secondary Dial Tone	425	Continuous
Busy Tone	425	(0.45/0.45) on/off
Fast Busy	425	(0.45/0.45) on/off
Intercept Busy Tone	425	Continuous
Ring Tone	400+450	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	425	(0.2/0.2/0.2/4.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	UK	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V (51 V stepped)	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London*	✓
Daylight Savings Time	On	✓

Table continues…

Setting	Value	Configurable
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK v23	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.45/0.45 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	None	✓
Hook Flash Pulse Width	0.100 seconds	✓
Ring Detection Settings	Persistency: 0.2 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Italy (ita)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Italy (Italian)**
Three-Letter Code	*ita*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+425	Continuous
Alt Dial Tone	350+425	(1.0/0.5) on/off
Secondary Dial Tone	425	(0.2/0.2/0.6/1.0) on/off
Busy Tone	400	(0.5/0.5) on/off
Fast Busy	400	(0.5/0.5) on/off
Intercept Busy Tone	400	(0.5/0.5) on/off
Ring Tone	425	(1.0/4.0) on/off
Call Waiting Tone	400	(0.1/4.9) on/off
Number Unobtainable Tone	425	(0.1/0.1) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	10 seconds with no digit dialed	✕

Table continues…

Setting	Value	Configurable
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Italian	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	2 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	200 R + (820 R||115nF)	✓
Balance Impedance	200 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	2 seconds.	✗
Disconnect Clear	0.5 seconds	✓

Table continues…

Setting	Value	Configurable
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Japan (jpa/jpn)

Locale: Default

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Japan (Japanese)** **Japan (US English)**
Three-Letter Code	*jpa* *jpn*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	400	(0.2/0.2) on/off
Alt Dial Tone	400	(0.2/0.2/0.2/0.2/0.2/0.5) on/off
Secondary Dial Tone	400	(0.2/0.2) on/off
Busy Tone	400	(0.5/0.5) on/off
Fast Busy	400	(0.5/0.5) on/off
Intercept Busy Tone	400	(0.5/0.5) on/off

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Ring Tone	480+432	(1.0/2.0) on/off
Call Waiting Tone	400	(0.1/0.1/0.1/4.7) on/off
Number Unobtainable Tone	400	(1.0/1.0) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	JPY	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	yy/mm/dd 24-hour	✓
Default Time Zone	*(GMT+09:00) Osaka, Sapporo, Tokyo*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	350 R + (1000 R||210nF)	✓
Busy Tone Detection	400 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Kazakhstan

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the Russia locale settings on page 118 with the following change.

Related links

Locales on page 18

Korea (kor)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Korea (Korean)**
Three-Letter Code	*kor*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	(1.0/0.25) on/off
Alt Dial Tone	350+440	(0.25/0.25) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.3/0.2) on/off
Intercept Busy Tone	480+620	(0.125/0.025/0.125/1.5) on/off
Ring Tone	440+480	(1.0/2.0) on/off
Call Waiting Tone	480+620	(0.06/0.25/0.06/5.0) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	50ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓

Table continues…

Setting	Value	Configurable
Display Language	Korean	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	3 seconds	✓
Default Currency	KRW	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+09:00) Seoul*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	480+620 Hz 0.25/0.25 seconds	✓
Busy Tone Detection Time	3 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Kuwait (ark)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Kuwait (Arabic)**
Three-Letter Code	*ark*
Default Emergency Numbers (Basic Edition)	112

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	425	Continuous
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.25/0.25) on/off
Intercept Busy Tone	425	Continuous
Ring Tone	425	(1.0/4.0) on/off
Call Waiting Tone	425	(1.0/4.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 Phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕

Table continues…

Setting	Value	Configurable
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	QAR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+03:00) Kuwait, Riyadh*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.375/0.375 seconds	✓
Busy Tone Detection Time	7 seconds.	✕
Disconnect Clear	0.460 seconds	✓
Hook Flash Pulse Width	0.460 seconds	✓
Ring Detection Settings	0.25/2.5 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Latvia

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the Greece locale settings on page 61 and apply the changes listed below.

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Minimum Flash Hook Time	0.080 seconds	✓
Maximum Flash Hook	0.060 seconds	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Disconnect Tone	Fast Busy	✓
Disconnect Method	Disconnect Clear	✓
Feature Phone Clearing	Go idle	✓

Related links

Locales on page 18

Lithuania

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the Poland locale settings on page 111 with the settings below applied.

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Disconnect Tone	Number unobtainable	✓
Feature Phone Clearing	Go idle	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm - 24-hour.	✓
Default Time Zone	*(GMT+02:00) Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius*	✓
Daylight Savings Time	Yes	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Related links

Locales on page 18

Luxembourg

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the Germany (deu) on page 58 locale settings.

Related links

Locales on page 18

Malaysia (msl)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Malaysia (UK English)**
Three-Letter Code	*msl*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(0.1/0.1) on/off
Secondary Dial Tone	425	Continuous
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.25/0.25) on/off
Intercept Busy Tone	425	(2.5/0.5) on/off
Ring Tone	425	(1.0/4.0) on/off
Call Waiting Tone	350+440	(0.25/0.25/0.25/5.25) on/off
Number Unobtainable Tone	425	(2.5/0.5) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕

Table continues…

Setting	Value	Configurable
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	MYR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24-hour	✓
Default Time Zone	*(GMT+08:00) Kuala Lumpur, Singapore*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	None	✓
Busy Tone Detection Time	7 seconds.	✕
Disconnect Clear	None	✓
Hook Flash Pulse Width	0.100 seconds	✓
Ring Detection Settings	Persistency: 0.2 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Malta

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the United Kingdom locale settings on page 141.

Related links

Locales on page 18

Israel (heb)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Mediterranean (Mediterranean)**
Three-Letter Code	*heb*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+450	Continuous
Alt Dial Tone	350+450	(0.1/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	400	(0.375/0.375) on/off
Fast Busy	400	(0.375/0.375) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400+450	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	400	(0.1/30.0) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	UK	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 Phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Disconnect Clear	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	GBP	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+02:00) Jerusalem*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 2 am. End: 2 am. • 29 March 2024 - 27 October 2024 • 28 March 2025 - 26 October 2025 • 27 March 2026 - 25 October 2026 • 26 March 2027 - 31 October 2027 • 24 March 2028 - 29 October 2028 • 23 March 2029 - 28 October 2029 • 29 March 2030 - 27 October 2030 • 28 March 2031 - 26 October 2031 • 26 March 2032 - 31 October 2032 • 25 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK v23	✓
Termination Impedance	220 R (820 R||115nF)	✓
Balance Impedance	220 R (820 R||115nF)	✓
Busy Tone Detection	Single Frequency 400Hz On: 0.5 Off: 0.5	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.2 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Mexico (esm)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Mexico (Latin Spanish)**
Three-Letter Code	*esm*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(2.0/0.4) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	480+620	(0.25/0.25) alternating tones
Ring Tone	440+480	(1.0/3.0) on/off
Call Waiting Tone	480+620	(0.06/0.25/0.06/5.0) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	50ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	μ-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Latin Spanish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	2 seconds	✓
Default Currency	MXN	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT-06:00) Guadalajara, Mexico City, Monterrey*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	350 R (1000 R||210nF)	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	2 seconds.	✕
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Morocco (arm)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Morocco (European French)**
Three-Letter Code	*arm*
Default Emergency Numbers (Basic Edition)	15, 19, 177

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	425	Continuous
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.5/0.5) on/off
Intercept Busy Tone	425	Continuous
Ring Tone	425	(1.7/3.3) on/off
Call Waiting Tone	425	(0.1/30.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	–	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT) Casablanca*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 4 am. End: 1 am. • 14 April 2024 - 23 February 2025. • 6 April - 15 February 2025. • 22 March 2026 - 7 February 2027 • 14 March 2027 - 23 January 2028 • 5 March 2028 - 13 January 2029	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.375/0.375 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.46 seconds	✓
Hook Flash Pulse Width	0.46 seconds	✓
Ring Detection Settings	Persistency: 0.25 seconds Ring Off Maximum: 2.5 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Netherlands (nld)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Netherlands (Dutch)**
Three-Letter Code	*nld*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.48/0.48) on/off
Fast Busy	425	(0.48/0.48) on/off
Intercept Busy Tone	425	(0.48/0.48) on/off
Ring Tone	425	(0.945/4.05) on/off
Call Waiting Tone	400	(0.08/10.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	DTMFD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓

Table continues…

Setting	Value	Configurable
Display Language	Dutch	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	220 R (820 R||115nF)	✓
Balance Impedance	220 R (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.25/0.25 seconds	✓
Busy Tone Detection Time	7 seconds.	✗
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

New Zealand (enz)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**New Zealand (UK English)**
Three-Letter Code	*enz*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+450	Continuous
Alt Dial Tone	350+4450	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	400	(0.375/0.375) on/off
Fast Busy	400	(0.375/0.375) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400+450	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	400	(0.1/30) on/off
Number Unobtainable Tone	400	(0.075/0.1/0.075/0.1/0.075/0.1/0.075/0.4) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×

Table continues…

Setting	Value	Configurable
Minimum Flash Hook Time	500ms	✓
Maximum Flash Hook	800ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	NZD	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+12:00) Auckland, Wellington*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 2 am. End: 3 am. • 29 September 2024 - 6 April 2025 • 28 September 2025 - 5 April 2026 • 27 September 2026 - 4 April 2027 • 26 September 2027 - 2 April 2028 • 24 September 2028 - 1 April 2029 • 30 September 2029 - 7 April 2030 • 29 September 2030 - 6 April 2031 • 28 September 2031 - 4 April 2032 • 26 September 2032 - 3 April 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	400 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	5 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.2 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Norway (nor)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Norway (Norwegian)**
Three-Letter Code	*nor*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.5/0.5) on/off
Intercept Busy Tone	425	(0.5/0.5) on/off
Ring Tone	425	(1.0/1.5/1.0/4.0) on/off
Call Waiting Tone	425	(0.08/0.6/0.08/10.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	UK	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Norwegian	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	NOK	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓

Table continues…

Setting	Value	Configurable
Default Time Zone	*(GMT+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R (820 R||115nF)	✓
Balance Impedance	220 R (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.25/0.25 seconds	✓
Busy Tone Detection Time	7 seconds.	✕
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Oman (aro)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Oman (Arabic)**
Three-Letter Code	*aro*
Default Emergency Numbers (Basic Edition)	9999

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	425	Continuous
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.5/0.5) on/off
Intercept Busy Tone	425	Continuous
Ring Tone	425	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	400	(0.3/10.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	NOK	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+04:00) Abu Dhabi, Muscat*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.375/0.375 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.46 seconds	✓
Hook Flash Pulse Width	0.46 seconds	✓
Ring Detection Settings	Persistency: 0.25 seconds Ring Off Maximum: 2.5 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Pakistan (urd)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Pakistan (UK English)**
Three-Letter Code	*urd*
Default Emergency Numbers (Basic Edition)	15, 1122, 115, 16

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	425	Continuous
Busy Tone	400	(0.5/0.5) on/off
Fast Busy	400	(0.5/0.5) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400	(1.0/2.0) on/off
Call Waiting Tone	400	(0.1/30.0) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency		✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+05:00) Islamabad, Karachi*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.375/0.375 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.46 seconds	✓
Hook Flash Pulse Width	0.46 seconds	✓
Ring Detection Settings	Persistency: 0.25 seconds Ring Off Maximum: 2.5 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Peru (esr)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Peru (Latin Spanish)**
Three-Letter Code	*esr*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(2.0/4.0) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	480+620	(0.25/0.25) alternating tones
Ring Tone	440+480	(1.0/3.0) on/off
Call Waiting Tone	480+620	(0.06/0.25/0.06/5.0) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	50ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Latin Spanish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	PEN	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24-hour.	✓
Default Time Zone	*(GMT-05:00) Eastern Time (US & Canada)*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Philippines (enp)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Philippines (US English)**
Three-Letter Code	*enp*
Default Emergency Numbers (Basic Edition)	0

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(0.25/0.25) on/off
Secondary Dial Tone	350+440	Continuous
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	440/620	(0.25/0.25) alternating tone
Ring Tone	440+480	(2.0/4.0) on/off
Call Waiting Tone	480+620	(0.2/1200) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD (Bellcore202)	✓
Default Message Waiting Indication Type	51 V Stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect 480+620 Hz 0.25/0.25 seconds or 480+620 Hz 0.5/0.5 seconds	✓
Display Language	English US	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	4 seconds	✓
Default Currency	PHP	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24-hour	✓
Default Time Zone	*(GMT+08:00) Kuala Lumpur, Singapore*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSKD BELLCORE202	✓
Termination Impedance	600 R	✓
Balance Impedance	300 R + (1Kr||210nF)	✓
Busy Tone Detection	Busy tone disconnect 480+620 Hz 0.25/0.25 seconds or 480+620 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 6.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Poland (plk)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Poland (Polish)**
Three-Letter Code	*plk*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.5/0.5) on/off
Intercept Busy Tone	425	(0.5/0.5) on/off
Ring Tone	425	(1.0/4.0) on/off
Call Waiting Tone	425	(0.15/0.15/0.15/10.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×

Table continues…

Setting	Value	Configurable
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Polish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	PLN	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Sarajevo, Skopje, Warsaw, Zagreb*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R (820 R||115nF)	✓
Balance Impedance	220 R (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.25/0.25 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Portugal (ptg)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Portugal (Portuguese)**
Three-Letter Code	*ptg*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+450	Continuous

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Alt Dial Tone	350+450	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	400	(0.375/0.375) on/off
Fast Busy	400	(0.375/0.375) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400+450	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	400	(0.1/30.0) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	UK20	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Portuguese	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓

Table continues…

Setting	Value	Configurable
Default Time Zone	*(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	375 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	✕
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 6.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Qatar (arq)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Qatar (Arabic)**
Three-Letter Code	*arq*
Default Emergency Numbers (Basic Edition)	999

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(1.0/0.5) on/off
Secondary Dial Tone	350+440	Continuous
Busy Tone	400	(0.8/0.8) on/off
Fast Busy	400	(0.4/0.35/0.22/0.52) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400+450	(0.38/0.25/0.38/2.0) on/off
Call Waiting Tone	400	(0.2/0.6/0.2/5.0) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	QAR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+03:00) Kuwait, Riyadh*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.375/0.375 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.46 seconds	✓
Hook Flash Pulse Width	0.46 seconds	✓
Ring Detection Settings	Persistency: 0.25 seconds Ring Off Maximum: 2.5 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Romania

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the United Kingdom locale settings on page 141.

Related links

Locales on page 18

Russia (rus)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Russia (Russian)**
Three-Letter Code	*rus*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	Continuous
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.35/0.35) on/off
Fast Busy	425	(0.2/0.2) on/off
Intercept Busy Tone	425	(0.35/0.35) on/off
Ring Tone	425	(0.1/4.0) on/off
Call Waiting Tone	425	(0.2/5.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	None	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Russian	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	RUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+03:00) Moscow, St. Petersburg, Volgograd*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220R + (820R||115nF)	✓
Balance Impedance	220R + (820R||115nF)	✓
Busy Tone Detection	425 Hz 0.35/0.35 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓

Table continues…

Setting	Value	Configurable
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Saudi Arabia (ara)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Saudi Arabia (Arabic)**
Three-Letter Code	*ara*
Default Emergency Numbers (Basic Edition)	997, 998, 999

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(0.25/0.25) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	480+620	(0.25/0.25) alternating tones
Ring Tone	440+480	(2.0/4.0) on/off
Call Waiting Tone	480+620	(0.1/0.2/1200.0) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	SAR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+03:00) Kuwait, Riyadh*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	350 R + (1000 R||210nF)	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓

Table continues…

Setting	Value	Configurable
Busy Tone Detection Time	5 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 6.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Singapore (zhi)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Singapore (UK English)**
Three-Letter Code	*zhi*
Default Emergency Numbers (Basic Edition)	112, 122, 180

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(0.1/0.1) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	480+620	(0.25/0.25) alternating tones
Ring Tone	440+480	(1.0/2.0) on/off

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Call Waiting Tone	350+440	(0.25/0.25/0.25/5.25) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	×
Minimum Flash Hook Time	150ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 Phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK, Simplified Chinese	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	TWD	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+08:00) Kuala Lumpur, Singapore*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	None	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 1.0 seconds Ring Off Maximum: 2.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Slovak Republic

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the Poland locale settings on page 111. Then apply the changes listed below.

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Minimum Flash Hook Time	70ms	✓
Maximum Flash Hook	150ms	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Display Language	English	✓
Default Time Zone	(GMT+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague	✓

Related links

Locales on page 18

Slovenia

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the Germany locale settings on page 58.

Related links

Locales on page 18

South Africa (ens)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**South Africa (UK English)**
Three-Letter Code	*ens*
Default Emergency Numbers (Basic Edition)	10111, 10177

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+450	Continuous
Alt Dial Tone	350+450	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Busy Tone	400	(0.375/0.375) on/off
Fast Busy	400	(0.375/0.375) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400+450	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	400	(0.1/30.0) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	UK20	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	ZAR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+02:00) Harare, Pretoria*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	400 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.2 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Spain (esp)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Spain (Spanish)**
Three-Letter Code	*esp*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.25/0.25) on/off
Fast Busy	425	(0.25/0.25) on/off
Intercept Busy Tone	425	(0.25/0.25) on/off
Ring Tone	425	(1.5/3.0) on/off
Call Waiting Tone	425	(0.15/0.15/0.15/30.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	×
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Spanish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓

Table continues…

Setting	Value	Configurable
Default Time Zone	*(GMT+01:00) Brussels, Copenhagen, Madrid, Paris*	✓
Daylight Savings Time	On	✓
Default DST Calendar		✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.2/0.2 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Sweden (sve)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Sweden (Swedish)**
Three-Letter Code	*sve*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.25/0.25) on/off
Fast Busy	425	(0.25/0.25) on/off
Intercept Busy Tone	425	(0.25/0.25) on/off
Ring Tone	425	(1.0/5.0) on/off
Call Waiting Tone	425	(0.08/120.0) on/off
Number Unobtainable Tone	425	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	DTMFA	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Swedish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	SEK	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	220 R (820 R||115nF)	✓
Balance Impedance	220 R (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.25/0.25 seconds	✓
Busy Tone Detection Time	7 seconds.	✕
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 6.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Switzerland (des/frs/its)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Switzerland (French)** **Switzerland (German)** **Switzerland (Italian)**
Three-Letter Code	*frs* *des* *its*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(1.0/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	425	(0.5/0.5) on/off
Fast Busy	425	(0.5/0.5) on/off
Intercept Busy Tone	425	(0.2/0.2) on/off
Ring Tone	425	(1.0/4.0) on/off
Call Waiting Tone	425	(0.2/0.2/0.2/4.0) on/off
Number Unobtainable Tone	425	(0.2/0.2) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	UK20	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	French, Italian or German depending on specific selected locale	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	CHF	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓

Table continues…

Setting	Value	Configurable
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Taiwan (cht)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Taiwan (Mandarin)**
Three-Letter Code	*cht*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(0.1/0.1) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	440/620	(0.25/0.25)/(0.25/0.25) on/off
Ring Tone	440+480	(1.0/2.0) on/off
Call Waiting Tone	350+440	(0.25/0.25/0.25/5.25) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	150ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	DTMFA/FSK D (auto detected)	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 Phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	TWD	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+08:00) Taipei*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	480+620 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Thailand

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the United Kingdom locale settings on page 141.

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Default Time Zone	(GMT) Dublin, Edinburgh, Lisbon, London	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Turkey (trk)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Turkey (Turkish)**
Three-Letter Code	*trk*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(0.25/0.25) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	480+620	Continuous
Ring Tone	440+480	(2.0/4.0) on/off
Call Waiting Tone	480+620	(0.0/0.1/0.2/1200.0) on/off
Number Unobtainable Tone	480+620	(0.25/0.25) on/off

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	UK	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 Phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Turkish	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	0 seconds	✓
Default Currency	TRY	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+03:00) Istanbul*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	0 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

United Arab Emirates (aru)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**United Arab Emirates (UK English)**
Three-Letter Code	*aru*
Default Emergency Numbers (Basic Edition)	112

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	440	Continuous
Alt Dial Tone	440	(1.0/0.5) on/off
Secondary Dial Tone	440+350	Continuous
Busy Tone	400	(0.375/0.375) on/off
Fast Busy	400	(0.4/0.35/0.225/0.525) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400+450	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	400	(0.1/30.0) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	–	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT+04:00) Abu Dhabi, Muscat*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.375/0.375 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.46 seconds	✓
Hook Flash Pulse Width	0.46 seconds	✓
Ring Detection Settings	Persistency: 0.25 seconds Ring Off Maximum: 2.5 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

United Kingdom (eng)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**United Kingdom (UK English)**
Three-Letter Code	*eng*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+450	Continuous
Alt Dial Tone	350+450	(0.1/0.5) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	400	(0.375/0.375) on/off
Fast Busy	400	(0.375/0.375) on/off
Intercept Busy Tone	400	Continuous
Ring Tone	400+450	(0.4/0.2/0.4/2.0) on/off
Call Waiting Tone	400	(0.1/30.0) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	25ms	✓
Maximum Flash Hook	350ms	✓
Default Caller Display Type	UK	✓
Default Message Waiting Indication Type	On: 101 V on Phone V2 modules and IP500 Phone cards, otherwise 81 V	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Disconnect Clear	✓
Display Language	English UK	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	GBP	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London*	✓
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 1 am. End: 1 am. • 31 March 2024 - 27 October 2024 • 30 March 2025 - 26 October 2025 • 29 March 2026 - 25 October 2026 • 28 March 2027 - 31 October 2027 • 26 March 2028 - 20 October 2028 • 25 March 2029 - 28 October 2029 • 31 March 2030 - 27 October 2030 • 30 March 2031 - 26 October 2031 • 28 March 2032 - 31 October 2032 • 27 March 2033 - 30 October 2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK v23	✓

Table continues…

Setting	Value	Configurable
Termination Impedance	220 R (820 R||115nF)	✓
Balance Impedance	220 R (820 R||115nF)	✓
Busy Tone Detection	None	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.2 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

United States (enu)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**United States (US English)**
Three-Letter Code	*enu*
Default Emergency Numbers (Basic Edition)	911

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	350+440	Continuous
Alt Dial Tone	350+440	(0.25/0.25) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	480+620	(0.25/0.25) alternating tones
Ring Tone	440+480	(2.0/4.0) on/off
Call Waiting Tone	480+620	(0.0/0.1/0.2/1200.0) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	20 Hz	×
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Number unobtainable	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	English US	✓
Feature Phone Clearing	Go idle	✓
Voicemail Truncation Time	0 seconds	✓
Default Currency	USD	✓
Date/Time Format	mm/dd 24-hour	✓
Default Time Zone	(GMT–05:00) Eastern Time (US & Canada)	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	mm/dd 24-hour	✓
Default Time Zone	*(GMT-06:00) Central Time (US & Canada)*	✓

Table continues…

Setting	Value	Configurable
Daylight Savings Time	On	✓
Default DST Calendar	• Start: 2 am. End: 2 am. • 10 March 2024 - 3/11/2024 • 9 March 2025 - 2/11/2025 • 8 March 2026 - 1/11/2026 • 14 March 2027 - 7/11/2027 • 12 March 2028 - 5/11/2028 • 11 March 2029 - 4/11/2029 • 10 March 2030 - 3/11/2030 • 9 March 2031 - 2/11/2031 • 14 March 2032 - 7/11/2032 • 13 March 2033 - 6/11/2033	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
Setting	**Value**	**Configurable**
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	350 R (1000 R||210nF)	✓
Busy Tone Detection	None	✓
Busy Tone Detection Time	0 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Venezuela (esv)

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	**Venezuela (Latin Spanish)**
Three-Letter Code	*esv*
Default Emergency Numbers (Basic Edition)	None

Tones

For details, see Tones on page 10.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(2.0/4.0) on/off
Secondary Dial Tone	Dial Tone	Dial Tone
Busy Tone	480+620	(0.5/0.5) on/off
Fast Busy	480+620	(0.25/0.25) on/off
Intercept Busy Tone	480+620	(0.25/0.25) alternating tones
Ring Tone	440+480	(1.0/3.0) on/off
Call Waiting Tone	480+620	(0.06/0.25/0.06/5.0) on/off
Number Unobtainable Tone	480+620	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 12.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	50ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓
Default Message Waiting Indication Type	51 V stepped	✓

Locale-specific behavior

For details, see Locale Specific Behaviors on page 13

Setting	Value	Configurable
Companding	µ-law	✓
Dialing Timeout	30 seconds from start of dialing	×
Disconnect Tone	Busy	✓
Disconnect Method	Busy tone disconnect	✓
Display Language	Latin Spanish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	VEB	✓

Date and time settings

For details, see Timezones and daylight savings time on page 14.

Setting	Value	Configurable
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	*(GMT-04:30) Caracas*	✓
Daylight Savings Time	No	✓
Default DST Calendar	None	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 11.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓
Busy Tone Detection	425 Hz 0.5/0.5 seconds	✓
Busy Tone Detection Time	7 seconds.	×
Disconnect Clear	0.5 seconds	✓
Hook Flash Pulse Width	0.5 seconds	✓
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 156.

Phone Languages

For details, see Phone Languages on page 149.

Related links

Locales on page 18

Vietnam

General Settings

For details, see General Settings on page 9.

Setting	Description
Locale	Use the United Kingdom locale settings on page 141.

Related links

Locales on page 18

Chapter 3: Phone Languages

This sections covers the default languages supported on phones.

Related links

IP Office Phone Language Support on page 149
Feature Phone Display Languages on page 150
Avaya Digital Feature Phone Display Languages on page 151
Avaya IP Feature Phone Display Languages on page 152
IP Office Phone Language File Customization on page 154

IP Office Phone Language Support

Avaya phones support the following languages when used with IP Office:

Language	1400	1600	9500	9600	J100
English	✓	✓	✓	✓	✓
French	✓	✓	✓	✓	✓
Canadian	✓	✓	✓	✓	–
German	✓	✓	✓	✓	✓
Italian	✓	✓	✓	✓	✓
Latin Spanish	✓	–	–	–	–
Castilian Spanish	✓	✓	✓	✓	✓
Brazilian Portuguese	✓	✓	✓	✓	–
Portuguese	✓	✓	✓	✓	✓
Danish	✓	✓	✓	✓	✓
Dutch	✓	✓	✓	✓	✓
Finnish	✓	✓	✓	✓	✓
Hungarian	–	✓	–	–	–
Japanese	✓[1]	✓	–	–	–
Korean	✓[1]	✓	–	✓	✓
Norwegian	✓	✓	✓	✓	✓

Table continues…

Language	1400	1600	9500	9600	J100
Polish	–	✓	–	–	–
Russian	✓	✓	✓	✓	✓
Simplified Chinese	✓[1]	✓	–	✓	✓
Swedish	✓	✓	✓	✓	✓
Turkish	–	✓	–	–	–
Czech	–	✓	–	–	–
Hebrew	–	✓	–	✓	✓

1. Not supported on the 1403.

Related links

Phone Languages on page 149

Feature Phone Display Languages

The strings used on Avaya feature phones are split into two:

- **IP Office Strings:** These are strings for IP Office features, default button labels, the **Features** menu and call handling menus.
  - The language strings can be modified and new IP Office menu languages added if required. See IP Office Phone Language File Customization on page 154.
- **Avaya Menu Strings:** These are strings used by the non-IP Office menus on the phone. For example the menus accesses by pressing the **A** key.

The method by which the strings are loaded onto the phones vary depending on the phone type. See the following sections. The default supported languages are:

Language	IP Office Feature Strings	Avaya Menu Strings
Brazilian Portuguese	✓	✓
Canadian French	✓	✓
Castilian Spanish	✓	✓
Danish	✓	–
Dutch	✓	✓
English	✓	✓
French	✓	✓
Finnish	✓	–
German	✓	✓
Hebrew	✓	✓
Italian	✓	✓

Table continues…

Language	IP Office Feature Strings	Avaya Menu Strings
Japanese	✓	✓
Korean	✓	✓
Latin Spanish	✓	✓
Norwegian	✓	–
Polish	✓	✓
Portuguese	✓	–
Russian	✓	✓
Simplified Chinese	✓	✓
Swedish	✓	–
Turkish	✓	✓

Related links

Phone Languages on page 149

Avaya Digital Feature Phone Display Languages

The following method is used to provide menu strings to Avaya digital phones. For example, 1400 and 9500 Series phones. The strings are transfer to the phone when it starts. Depending on the language, it may also trigger the transfer of display font files.

To limit the memory requirements, the IP Office transfers the language strings in groups based on the **System** > **Locale** setting.

System Locale	Languages Loaded
Denmark (Danish), **Germany (German)**, **Greece (Greek)**, **United Kingdom (UK English)**, **Spain (Spanish)**, **Finland (Finnish)**, **France (French)**, **Belgium (Dutch)**, **Belgium (French)**,**Hungary (Hungarian)**, **Italy (Italian)**, **Netherlands (Dutch)**, **Norway (Norwegian)**, **Poland (Polish)**, **Portugal (Portuguese)**, **Sweden (Swedish)**.	Danish, Dutch, UK English, Finnish, French, German, Italian, Norwegian, Portuguese, Castilian Spanish, Swedish
Argentina (Latin Spanish), **Brazil (Brazilian Portuguese)**, **Chile (Latin Spanish)**, **Colombia (Latin Spanish)**, **Mexico (Latin Spanish)**, **Peru (Latin Spanish)**, **Venezuela (Latin Spanish)**.	Brazilian Portuguese, English,Latin Spanish.
Russia (Russian)	English, Finnish, French, Russian, Swedish.
United States (US English), **Canada (Canadian French)**.	English, Canadian French, Latin Spanish.
All others.	UK English, French, German, Portuguese, Russian, Castilian Spanish.

If the user logged onto the phone has their own **User** > **User** > **Locale** set, the phone attempts to provide the matching language:

- If there is no exact match loaded, the search is performed again using just the first two characters user's locale code.
- If there is still no match, the phone uses English.

Related links

Phone Languages on page 149

Avaya IP Feature Phone Display Languages

For Avaya IP phones, the IP Office supplies language strings to the phones using the following methods:

- **Avaya menu strings:**

  The auto-generated `46xxsettings.txt` file tells the phone what language files to request for the Avaya menu strings. These are in addition to English, which the phones support by default.

  - The language files that the phones are told to request depend on the locale setting of the IP Office system. See the table below.

- **IP Office menu strings:**

  The IP Office supplies strings for the IP Office menus through the phone connection.

Requested language files

This table indicates the Avaya menu language files that Avaya IP phones are told to request, based on the IP Office system locale.

The order of languages is important. The first language is the default used by the phone until changed by the phone user using the phone menus.

System Locale	Avaya Menu Languages
• **Belgium (French)** • **France (French)** • **Switzerland (French)**.	French, Castilian Spanish, Dutch, German.
• **Belgium (Dutch)** • **Netherlands (Dutch)**.	Dutch, Castilian Spanish, French, German.
• **Germany (German)** • **Switzerland (German)**.	German, Castilian Spanish, French, Dutch.

Table continues…

System Locale	Avaya Menu Languages
• **Argentina (Latin Spanish)** • **Chile (Latin Spanish)** • **Colombia (Latin Spanish)** • **Mexico (Latin Spanish)** • **United States (US English)** • **Venezuela (Latin Spanish)**.	Latin Spanish, Brazilian Portuguese, Canadian French, Italian.
• **Japan (Japanese)** • **Japan (US English)**.	Japanese, French, Castilian Spanish, Brazilian Portuguese.
• **Denmark (Danish)** • **Finland (Finnish)** • **Greece (Greek)** • **Hungary (Hungarian)** • **Ireland (UK English)** • **Spain (Spanish)** • **Sweden (Swedish)** • **United Kingdom (UK English)**.	Castilian Spanish, French, Dutch, German.
• **Brazil (Brazilian Portuguese)**	Brazilian Portuguese, Latin Spanish, Canadian French, Italian.
• **Canada (Canadian French)**	Canadian French, Latin Spanish, Brazilian Portuguese, Italian.
• **China (Mandarin)**	Simplified Chinese, French, Castilian Spanish, Brazilian Portuguese.
• **Italy (Italian)**	Italian, Castilian Spanish, French, Dutch.
• **Korea (Korean)**	Korean, French, Castilian Spanish, Brazilian Portuguese.
• **Mediterranean (Mediterranean)**	Hebrew, French, Castilian Spanish, Brazilian Portuguese.
• **Norway (Norwegian)**	Latin Spanish, French, Dutch, German.
• **Peru (Latin Spanish)**	Castilian Spanish, Brazilian Portuguese, French, Italian.
• **Poland (Polish)**	Polish, Castilian Spanish, French, Dutch.
• **Portugal (Portuguese)**	Brazilian Portuguese, Castilian Spanish, French, Dutch.
• **Russia (Russian)**	Russian, French, Dutch, German.
• **Switzerland (Italian)**	Italian, Castilian Spanish, French, Dutch.
• **Turkey (Turkish)**	Turkish, Castilian Spanish, French, Dutch.
• Other locales.	French, Castilian Spanish, Brazilian Portuguese, German.

Related links

Phone Languages on page 149

IP Office Phone Language File Customization

You can customize the language files used for IP Office menus on 1600, 9600 and J100 Series phones.

- This does not alter the strings used in the admin menus accessed through the **A** or ☰ buttons.
  - For J100 Series phones, those are set by strings in the `Mlf_...xml` files uploaded by the phone for each language.
- You need to repeated this process following a system upgrade that includes new 1600, 9600 or J100 IP Office phone menu features.

Related links

Phone Languages on page 149
Getting the IP Office phone language files on page 154
Adding Custom IP Office Language Files on page 154

Getting the IP Office phone language files

About this task

You can make the IP Office system output a set of `.XML` language files, containing the current set of phone strings it is using.

Procedure

1. To the **NoUser** user, add the string **PHONE_LANGUAGES**.
2. Reboot the IP Office system.
3. During the reboot, the IP Office outputs the current language `XML` files to the `/system/temp` folder.
   - There is one `phonelanguage_NNN.xml` file for each language, where `NNN` is the language locale code used by the IP Office system.

Related links

IP Office Phone Language File Customization on page 154

Adding Custom IP Office Language Files

Note that there are separate sets of strings for 1600 Series and 9600/J100 Series phones.

Procedure

1. Download the `phonelanguage_NNN.xml` file or files that you want to edit or to use as a template for additional languages.

2. **To change the strings for the system's default locale:** This affects the IP Office phone strings for all users set with either no specific locale or set to the system's default locale.
    a. Create a copy of this base file you want to use as a template and name it just `phonelanguage_xml`.
    b. Edit the strings in the file as required.
    c. Change the 3-character language codes shown for **locale**, **baselocale** and **phonelocale** to match the system's locale.
3. **To change the strings for another locale:** This will affect the IP Office phone strings for all users set to that specific locale.
    a. Either edit the existing xml file for that language or create a new file by copying one of the existing `phonelanguage_NNN.xml` files and changing the language code in the file name.
    b. Edit the strings in the file as required.
    c. Change the 3-character language codes shown for **locale**, **baselocale** and **phonelocale** to match the user locale.
4. Set the locale in the file to the user locale in the system that you will use for users set to this language.
5. Upload the editing XML files to the system's `/system/primary` folder.
6. Reboot the system.

Related links

IP Office Phone Language File Customization on page 154

Chapter 4: IP Office Application Languages

IP Office applications default to match the language of the operating system on which they are running or the browser through which they are being accessed.

- For installed applications, the applications default where possible to match the language of the operating system on which they are running.
- For applications accessed using a web browser, the applications default to match the language of the browser.
- For applications with an installer, the language selection during installation is purely for the installation process. It does not select the language for the application's operation.

For voicemail prompts, see Voicemail Prompts on page 159.

Related links

IP Office Administrator Application Languages on page 156
IP Office User Application Language on page 157

IP Office Administrator Application Languages

The IP Office administrator applications support the following languages:

Applications	Language Set
• **IP Office Manager** • **IP Office Web Manager** • **IP Office Web Control** • **SysMonitor** • **System Status Application** • **Customer Operations Manager**	• English • German • French • Italian • Brazilian Portuguese • Dutch • Russian • Simplified Chinese

Table continues…

Applications	Language Set
• **Voicemail Pro**	Core set above plus ... • Danish • Finnish • Norwegian • Swedish • Korean

Related links

IP Office Application Languages on page 156

IP Office User Application Language

The IP Office user applications support the following languages:

Language	one-X Portal	SoftConsole	User Portal	Workplace
Arabic	–	–	–	✓[1]
English	✓	✓	✓	✓
French	✓	✓	✓	✓
German	✓	✓	✓	✓
Italian	✓	✓	✓	✓
Latin Spanish	✓	✓	–	✓
Castilian Spanish	–	✓	✓	–
Brazilian Portuguese	✓	✓	✓	✓
Portuguese	–	✓	–	–
Danish	–	✓	–	✓
Dutch	✓	✓	✓	✓
Finnish	–	✓	–	–
Hebrew	–	–	–	✓
Hungarian	–	–	–	✓
Indonesian	–	–	–	✓
Malaysian	–	–	–	✓
Norwegian	–	–	–	✓
Japanese	✓	✓	–	✓
Korean	✓	✓	–	✓
Polish	✓	–	–	✓

Table continues…

Language	one-X Portal	SoftConsole	User Portal	Workplace
Russian	✓	✓	✓	✓
Simplified Chinese	✓	✓	✓	✓
Swedish	✓	✓	–	✓
Thai	–	–	–	✓
Traditional Chinese	–	–	–	✓
Turkish	✓	–	–	✓
Czech	✓	–	–	✓

1. Windows client only.

Related links

IP Office Application Languages on page 156

Chapter 5: Voicemail Prompts

The system **Locale** setting sets the default language used for voicemail prompts. However, this can be overridden or changed.

Related links

Overriding the Default Prompt Language on page 159
Embedded Voicemail Languages supported on page 160
Embedded Voicemail Default/Fallback Language Operation on page 161
Voicemail Pro Supported languages on page 163
Text-to-Speech (TTS) Prompts on page 164

Overriding the Default Prompt Language

When the IP Office routes a call to the voicemail service, it indicates the locale for which matching prompts should be provided if available. Within the IP Office configuration, a **Locale** is always set for the system.

However, a differing **Locale** can be set for each user, incoming call route and for short codes in addition to the default system locale. For voicemail, these are used as follows:

- The user locale, if set, is used if the caller is internal.
- The incoming call route locale, if set, is used if the caller is external.
- If no user or incoming call route locale is set, the system locale is used.
- A short code locale, if set, is used and overrides the options above if the call is routed to voicemail using the short code.
- For all the above, if the particular prompt set is not available, the fallback language is used if available.

Voicemail Pro

In addition to the above, for Voicemail Pro, the **Select System Prompt Language** action can be used to select the prompt language required for handling a call.

Related links

Voicemail Prompts on page 159

Embedded Voicemail Languages supported

Embedded voicemail supports the following language prompt sets:

Locale	WAV folder
Arabic[1]	ara
Chinese – Cantonese	zhh
Chinese – Mandarin	chs
Danish	dan
Dutch	nld
English UK	eng
English US	enu
Finnish	fin
French	fra
French–Canadian	frc
German	deu
Italian	ita
Japan	jpn
Korean	kor
Mediterranean	heb
Norwegian	nor
Polish	plk
Portuguese	ptg
Portuguese-Brazil	ptb
Russian	rus
Spanish	esp
Spanish-Argentina	ess
Spanish-Mexico	esm
Swedish	sve
Turkish	trk

Note:

1. The Arabic prompt set is only supported on systems running in Basic Edition modes. In other modes, UK English is used.

Related links

Voicemail Prompts on page 159

Embedded Voicemail Default/Fallback Language Operation

Embedded voicemail uses the following default prompt languages for each **Locale**. If the require prompt is not available, it uses the sequence of fallback languages in order to play alternate prompts.

Locale(Default Language)	Fallback Languages
Argentina (Latin Spanish)	Spanish > UK English > US English
Australia (UK English)	US English
Bahrain (Arabic)[1]	UK English > US English
Belgium (Dutch)	Dutch > UK English > US English
Belgium (French)	French > Canadian French> UK English
Brazil (Brazilian Portuguese)	Portuguese > UK English > US English
Canada (Canadian French)	French > US English > UK English
Chile (Latin Spanish)	Spanish > US English
China (Mandarin)	UK English > US English
Colombia (Latin Spanish)	Spanish > US English
Czech Republic (UK English)	US English
Denmark (Danish)	UK English > US English
Egypt (Arabic)	UK English > US English
Finland (Finnish)	UK English > US English
France (French)	Canadian French > UK English > US English
France2 (French)	Canadian French > UK English > US English
Germany (German)	UK English > US English
Greece (Greek)	US English
Hong Kong (Cantonese)	UK English > US English
Hungary (Hungarian)	US English
Iceland (UK English)	US English
India (UK English)	US English
Ireland (UK English)	US English
Italy (Italian)	UK English > US English
Japan (Japanese)	US English > UK English
Japan (US English)	UK English
Korea (Korean)	UK English > US English
Kuwait (Arabic)[1]	UK English > US English
Malaysia (UK English)	US English
Mediterranean (Mediterranean)	UK English > US English
Mexico (Latin Spanish)	Spanish > UK English > US English

Table continues…

Locale(Default Language)	Fallback Languages
Morocco (European French)	French > UK English > US English
Netherlands (Dutch)	UK English > US English
New Zealand (UK English)	UK English > US English
Norway (Norwegian)	UK English > US English
Oman (Arabic)[1]	UK English > US English
Pakistan (UK English)	UK English > US English
Peru (Latin Spanish)	Spanish > UK English
Philippines (US English)	UK English
Poland (Polish)	UK English > US English
Portugal (Portuguese)	UK English > US English
Qatar (Arabic)[1]	UK English > US English
Russia (Russian)	UK English > US English
Saudi Arabia (Arabic)	US English
Singapore (UK English)	US English
South Africa (UK English)	US English
Spain (Spanish)	Latin Spanish > UK English > US English
Sweden (Swedish)	UK English > US English
Switzerland (French)	UK English
Switzerland (German)	UK English > US English
Switzerland (Italian)	UK English > US English
Taiwan (Mandarin)	UK English > US English
Turkey (Turkish)	UK English > US English
United Arab Emirates (UK English)	US English
United Kingdom (UK English)	US English
United States (US English)	UK English
Venezuela (Latin Spanish)	Spanish > US English

Note:

1. The Arabic prompt set is only supported on systems running in Basic Edition modes. In other modes, UK English is used.

Related links

Voicemail Prompts on page 159

Voicemail Pro Supported languages

By default the prompts installed match the installer language selection plus English. If other languages are required they need to be selected by doing a custom installation. The Voicemail Pro prompts that are available for installation are listed in the table below. The availability of a language in voicemail does not necessarily indicate support for IP Office in a country that uses that language.

Language	WAV Folder	Fallback Order	TTS
Brazilian Portuguese	ptb	> pt > en	✓
Chinese (Cantonese)	zzh	> en > enu	–
Chinese (Mandarin)	ch	> en > enu	✓
Danish	da	> en	✓
Dutch	nl	> en	✓
English UK	en	> en	✓
English US	enu	> en	✓
Finnish	fi	> en	✓
French	fr	> frc > en	✓
French Canadian	frc	> fr > enu > en	✓
German	de	> en	✓
Greek	el	> en	✓
Hungarian	hu	> en	–
Italian	it	> en	✓
Japanese	jp	> en	–
Korean	ko	> en	–
Mediterranean	heb	> en	–
Norwegian	no	> en	✓
Polish	pl	> en	✓
Portuguese	pt	> ptb > en	✓
Russian	ru	> en	✓
Spanish	es	> eso > en	✓
Spanish (Colombia)	eso	> es > enu > en	✓
Swedish	sv	> en	✓
Turkish	trk	> en	–

Related links

[Voicemail Prompts](#) on page 159

Text-to-Speech (TTS) Prompts

Subscription mode systems can use text-to-speech (TTS) generated prompts for a range of features. TTS is supported in a number of languages and with various voice choices, as shown in the table below.

Whenever the settings for a TTS prompt are changed, the next time the prompt is requested, including preview through the web administration menus, the resulting prompt is cached by the system as a local file. This removes the initial delay that can occur the first time a TTS prompt is played.

Language	Number of Voices	Genders
Arabic	3	Female and Male
Czech	1	Female only
Danish	1	Female only
Dutch	5	Female and Male
English (Australian)	4	Female and Male
English (United Kingdom)	4	Female and Male
English (United States)	6	Female and Male
Finnish	1	Female only
French (France)	4	Female and Male
French (Canada)	4	Female and Male
German	4	Female and Male
Greek	1	Female only
Hungarian	1	Female only
Italian	4	Female and Male
Japanese	4	Female and Male
Norwegian	5	Female and Male
Polish	5	Female and Male
Portuguese (Brazil)	1	Female only
Portuguese (Portugal)	4	Female and Male
Spanish	1	Female only
Swedish	1	Female only
Turkish	5	Female and Male

Related links

Voicemail Prompts on page 159

Chapter 6: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

Additional Manuals and User Guides on page 165
Getting Help on page 165
Finding an Avaya Business Partner on page 166
Additional IP Office resources on page 166
Training on page 167

Additional Manuals and User Guides

The Avaya Documentation Center website contains user guides and manuals for Avaya products including IP Office.

- For a listing of the current IP Office manuals and user guides, look at the Avaya IP Office™ Platform Manuals and User Guides document.
- The Avaya IP Office Knowledgebase and Avaya Support websites also provide access to the IP Office technical manuals and users guides.
  - Note that where possible these sites redirect users to the version of the document hosted by the Avaya Documentation Center.

For other types of documents and other resources, visit the various Avaya websites (see Additional IP Office resources on page 166).

Related links

Additional Help and Documentation on page 165

Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and can escalate issues to Avaya when necessary.

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner. See Finding an Avaya Business Partner on page 166.

Related links

Additional Help and Documentation on page 165

Finding an Avaya Business Partner

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner.

Procedure

1. Using a browser, go to the Avaya Website at https://www.avaya.com
2. Select **Partners** and then **Find a Partner**.
3. Enter your location information.
4. For IP Office business partners, using the **Filter**, select **Small/Medium Business**.

Related links

Additional Help and Documentation on page 165

Additional IP Office resources

In addition to the documentation website (see Additional Manuals and User Guides on page 165), there are a range of website that provide information about Avaya products and services including IP Office.

- Avaya Website (https://www.avaya.com)

  This is the official Avaya website. The front page also provides access to individual Avaya websites for different regions and countries.
- **Avaya Sales & Partner Portal** *(*https://sales.avaya.com*)*

  This is the official website for all Avaya business partners. The site requires registration for a username and password. Once accessed, you can customize the portal to show specific products and information type that you want to see.
- **Avaya Support** *(*https://support.avaya.com*)*

  This site provide access to Avaya product software, documentation and other services for Avaya product installers and maintainers.

  - **Avaya Support Forums** *(*https://support.avaya.com/forums/index.php*)*

    This site provides forums for discussing product issues.

- **International Avaya User Group** *(*https://www.iuag.org*)*

  This is the organization for Avaya customers. It provides discussion groups and forums.

- **Avaya Learning** *(*https://www.avaya-learning.com/*)*

  This site provides access to training courses and accreditation programs for Avaya products.

Related links

Additional Help and Documentation on page 165

Training

Avaya training and credentials ensure our Business Partners have the capabilities and skills to successfully sell, implement, and support Avaya solutions and exceed customer expectations. The following credentials are available:

- Avaya Certified Sales Specialist (APSS)
- Avaya Implementation Professional Specialist (AIPS)
- Avaya Certified Support Specialist (ACSS)

Credential maps are available on the Avaya Learning website.

Related links

Additional Help and Documentation on page 165

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