Avaya IP Office Locale Settings

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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

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 140 and Voicemail Pro Supported languages on page 142.

Three-Letter Code	Country	Locale Settings
ara	**Saudi Arabia**	See Saudi Arabia (ara) on page 102.
are	**Eygpt**	See Egypt (are) on page 41.
arh	**Bahrain**	See Bahrain (arh) on page 21.
ark	**Kuwait**	See Kuwait (ark) on page 69.

Table continues…

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Three-Letter Code	Country	Locale Settings
`arm`	**Morocco**	See [Morocco (arm)](#) on page 79.
`aro`	**Oman**	See [Oman (aro)](#) on page 86.
`arq`	**Qatar**	See [Qatar (arq)](#) on page 98.
`aru`	**United Arab Emirates**	See [United Arab Emirates (aru)](#) on page 119.
`chs`	**China**	See [China (chs)](#) on page 33.
`cht`	**Taiwan**	See [Taiwan (cht)](#) on page 114.
`csy`	**Czech Republic**	See [Czech Republic (csy)](#) on page 37.
`dan`	**Denmark**	See [Denmark (dan)](#) on page 39.
`des`	**Switzerland**	See [Switzerland (frs/des/its)](#) on page 112.
`deu`	**Germany**	See [Germany (deu)](#) on page 49.
`ell`	**Greece**	See [Greece (ell)](#) on page 51.
`ena`	**Australia**	See [Australia (ena)](#) on page 19.
`eng`	**United Kingdom**	See [United Kingdom (eng)](#) on page 121.
`eni`	**Ireland**	See [Ireland (eni)](#) on page 61.
`enp`	**Philippines**	See [Philippines (enp)](#) on page 92.
`ens`	**South Africa**	See [South Africa (ens)](#) on page 107.
`enu`	**United States**	See [United States (enu)](#) on page 123.
`enz`	**New Zealand**	See [New Zealand (enz)](#) on page 83.
`esl`	**Chile**	See [Chile (esl)](#) on page 31.
`esm`	**Mexico**	See [Mexico (esm)](#) on page 77.
`eso`	**Colombia**	See [Colombia (eso)](#) on page 35.
`esp`	**Spain**	See [Spain (esp)](#) on page 109.
`esr`	**Peru**	See [Peru (esr)](#) on page 90.
`ess`	**Argentina**	See [Argentina (ess)](#) on page 18.
`esv`	**Venezuela**	See [Venezuela (esv)](#) on page 125.
`fin`	**Finland**	See [Finland (fin)](#) on page 43.
`fra`	**France**	See [France (fra)](#) on page 45.
`frb`	**Belgium**	See [Belgium - French (frb)](#) on page 25.
`frc`	**Canada**	See [Canada (frc)](#) on page 29.
`fro`	**France**	See [France2 (fro)](#) on page 47.
`frs`	**Switzerland**	See [Switzerland (frs/des/its)](#) on page 112.
`heb`	**Mediterranean**	See [Mediterranean (heb)](#) on page 75.
`hun`	**Hungary**	See [Hungary (hun)](#) on page 55.
`ind`	**India**	See [India (ind)](#) on page 59.
`isl`	**Iceland**	See [Iceland (isl)](#) on page 57.

Table continues…

Three-Letter Code	Country	Locale Settings
ita	**Italy**	See [Italy (ita)](#) on page 63.
its	**Switzerland**	See [Switzerland (frs/des/its)](#) on page 112.
jpa	**Japan**	See [Japan (jpa/jpn)](#) on page 65.
jpn	**Japan**	
kor	**Korea**	See [Republic of Korea (kor)](#) on page 67.
msl	**Malaysia**	See [Malaysia (msl)](#) on page 73.
nlb	**Belgium**	See [Belgium - Flemish (nlb)](#) on page 23.
nld	**Netherlands**	See [Netherlands (nld)](#) on page 81.
nor	**Norway**	See [Norway (nor)](#) on page 84.
plk	**Poland**	See [Poland (plk)](#) on page 94.
ptb	**Brazil**	See [Brazil (ptb)](#) on page 27.
ptg	**Portugal**	See [Portugal (ptg)](#) on page 96.
rus	**Russia**	See [Russia (rus)](#) on page 100.
sve	**Sweden**	See [Sweden (sve)](#) on page 111.
trk	**Turkey**	See [Turkey (trk)](#) on page 117.
urd	**Pakistan**	See [Pakistan (urd)](#) on page 88.
zhh	**Hong Kong**	See [Hong Kong (zhh)](#) on page 53.
zhi	**Singapore**	See [Singapore (zhi)](#) on page 104.

Related links

[Definitions](#) on page 8

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 8.
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

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 14.
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

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

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.
Maximum Flash Hook Time	• 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.
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

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

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

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

Argentina (ess)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT-03:00) Buenos Aires	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Australia (ena)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

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	✓

Table continues…

Setting	Value	Configurable
Voicemail Truncation Time	5 seconds	✓
Default Currency	AUD	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+10:00) Canberra, Melbourne, Sydney	✓

Application/Phone Language

For details, see IP Office Application Languages on page 133.

Setting	Value	Configurable
Phones	DS: English UK, English US	✓
Voicemail	Pro: English UK, English US	✓
	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 12.

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 16

Bahrain (arh)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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

Table continues…

Setting	Value	Configurable
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Go Idle	✓
Voicemail Truncation Time	5 seconds	✓
Default Currency	BHD	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+03:00) Kuwait, Riyadh	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Belgium - Flemish (nlb)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Brussels, Copenhagen, Madrid, Paris	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Belgium - French (frb)

General Settings

For details, see [General Settings](#) on page 10.

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

Tones

For details, see [Tones](#) on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Brussels, Copenhagen, Madrid, Paris	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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	Persistency: 0.4 seconds Ring Off Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Brazil (ptb)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
Intercept Busy Tone	425	(0.1/0.1/0.1/0.1) on/off
Ring Tone	425	(1.0/4.0) on/off
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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT-03:00) Brasilia	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R or 900 R	✓

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Bulgaria

General Settings

For details, see General Settings on page 10.

Setting	Description
Locale	Use the United Kingdom locale settings on page 121.

Related links

Canada (frc)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see [Tones](#) on page 11.

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 13.

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 14

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	✓
Feature Phone Clearing	Go Idle	✓
Voicemail Truncation Time	0 seconds	✓
Default Currency	CAD	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT-05:00) Eastern Time (US & Canada)	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Chile (esl)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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**

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 <u>Analog Phone Settings</u> on page 13.

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 <u>Locale Specific Behaviors</u> on page 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT-04:00) Santiago	✓

Analog trunk settings

For details, see <u>Analog Trunk Settings</u> on page 12.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

China (chs)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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
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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+08:00) Chongqing, Hong Kong, Urumqi	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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.	✕

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Colombia (eso)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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) 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 13.

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 14

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	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Cyprus

General Settings

For details, see [General Settings](#) on page 10.

Setting	Description
Locale	Use the [Greece locale settings](#) on page 51 with the following changes.

Tones

For details, see [Tones](#) on page 11.

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 14

Setting	Value	Configurable
Feature Phone Clearing	Go Idle	✓

Related links

[Locales](#) on page 16

Czech Republic (csy)

General Settings

For details, see [General Settings](#) on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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	Czeck (CZ)	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	CZK	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Prague	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Denmark (dan)

General Settings

For details, see [General Settings](#) on page 10.

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

Tones

For details, see [Tones](#) on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Brussels, Copenhagen, Madrid, Paris	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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	✓
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Egypt (are)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

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	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

Setting	Value	Configurable
CLI Type	DTMF	✓
Termination Impedance	600 R	✓
Balance Impedance	600 R	✓

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Estonia

General Settings

For details, see General Settings on page 10.

Setting	Description
Locale	Use the United Kingdom locale settings on page 121 with the following change.

Locale-specific behavior

For details, see Locale Specific Behaviors on page 14

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

Related links

Locales on page 16

Finland (fin)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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

Table continues…

Setting	Value	Configurable
Disconnect Method	Busy tone disconnect	✓
Display Language	Finnish	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+02:00) Helsinki, Kylv, Riga, Sofia, Tallinn, Vilnius	✓

Analog trunk settings

For details, see

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

Phone Languages

For details, see

Related links

France (fra)

General Settings

For details, see

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

Tones

For details, see [Tones](#) on page 11.

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 13.

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 14

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	✓

Table continues…

Setting	Value	Configurable
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Brussels, Copenhagen, Madrid, Paris	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 Maximum: 4.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

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 10.

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

Tones

For details, see [Tones](#) on page 11.

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
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 13.

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 14

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	✓

Table continues…

Setting	Value	Configurable
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Brussels, Copenhagen, Madrid, Paris	✓

Analog trunk settings

For details, see

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

Phone Languages

For details, see

Related links

Germany (deu)

General Settings

For details, see

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

Tones

For details, see Tones on page 11.

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 13.

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 14

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	30 seconds from start of dialing	✕
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/Time Format	dd/mm 24 hour	✓

Table continues…

Setting	Value	Configurable
Default Time Zone	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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	✓
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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Greece (ell)

General Settings

For details, see [General Settings](#) on page 10.

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

Tones

For details, see [Tones](#) on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+02:00) Athens, Bucharest, Istanbul	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Hong Kong (zhh)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

Setting	Value	Configurable
Companding	μ-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	CNY	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+08:00) Beijing, Chongqing, Hong Kong, Urumqi	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Hungary (hun)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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	✓

Table continues…

Setting	Value	Configurable
Ring Detection Settings	Persistency: 0.4 seconds Ring Off Maximum: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Iceland (isl)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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
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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT) Monrovia, Reykjavik	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

India (ind)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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
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 13.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✗
Minimum Flash Hook Time	50ms	✓
Maximum Flash Hook	300ms	✓
Default Caller Display Type	DTMFA	✓

Table continues…

Setting	Value	Configurable
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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+05:30) Chennai, Kolkata, Mumbai, New Dehli	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

> [Locales](#) on page 16

Indonesia

General Settings

For details, see [General Settings](#) on page 10.

Setting	Description
Locale	Use the [United Kingdom locale settings](#) on page 121 with the following changes.

Locale-specific behavior

For details, see [Locale Specific Behaviors](#) on page 14

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

Related links

> [Locales](#) on page 16

Ireland (eni)

General Settings

For details, see [General Settings](#) on page 10.

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

Tones

For details, see [Tones](#) on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT) Dublin, Edinburgh, Lisbon, London	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Italy (ita)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

Setting	Value	Configurable
Companding	a-law	✓
Dialing Timeout	10 seconds with no digit dialed	✗
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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	200 R + (820 R||115nF)	✓

Table continues…

Setting	Value	Configurable
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	✓
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Japan (jpa/jpn)

Locale: Default

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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

Table continues…

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Tone	Frequency (Hz)	Cadence (seconds)
Fast Busy	400	(0.5/0.5) on/off
Intercept Busy Tone	400	(0.5/0.5) on/off
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 13.

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 14

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/Time Format	yy/mm/dd 24-hour	✓
Default Time Zone	(GMT+09:00) Osaka, Sapporo, Tokyo	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	600 R	✓

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Kazakhstan

General Settings

For details, see [General Settings](#) on page 10.

Setting	Description
Locale	Use the [Russia locale settings](#) on page 100 with the following change.

Locale-specific behavior

For details, see [Locale Specific Behaviors](#) on page 14

Setting	Value	Configurable
Default Time Zone	(GMT+06:00) (manually set)	✓

Related links

[Locales](#) on page 16

Republic of Korea (kor)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+09:00) Seoul	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Kuwait (ark)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+03:00) Kuwait, Riyadh	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Latvia

General Settings

For details, see [General Settings](#) on page 10.

Setting	Description
Locale	Use the [Greece locale settings](#) on page 51 and apply the changes listed below.

Analog phone settings

For details, see [Analog Phone Settings](#) on page 13.

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 14

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

Related links

Lithuania

General Settings

For details, see General Settings on page 10.

Setting	Description
Locale	Use the Poland locale settings on page 94 with the settings below applied.

Locale-specific behavior

For details, see Locale Specific Behaviors on page 14

Setting	Value	Configurable
Disconnect Tone	Number unobtainable	✓
Feature Phone Clearing	Go idle	✓
Default Currency	EUR	✓
Default Time Zone	(GMT+02:00) Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius	✓

Related links

Luxembourg

General Settings

For details, see General Settings on page 10.

Setting	Description
Locale	Use the Germany (deu) on page 49 locale settings.

Related links

Malaysia (msl)

General Settings

For details, see [General Settings](#) on page 10.

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

Tones

For details, see [Tones](#) on page 11.

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 13.

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 14

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	MYR	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+08:00) Kuala Lumpur, Singapore	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Malta

General Settings

For details, see General Settings on page 10.

Setting	Description
Locale	Use the United Kingdom locale settings on page 121.

Related links

Locales on page 16

Mediterranean (heb)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT) Dublin, Edinburgh, Lisbon, London	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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	✓

Table continues…

Setting	Value	Configurable
Ring Detection Settings	Persistency: 0.2 seconds	✓
	Ring Off Maximum: 4.0 seconds	

Application Languages

For details, see [IP Office Application Languages](#) on page 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Mexico (esm)

General Settings

For details, see [General Settings](#) on page 10.

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

Tones

For details, see [Tones](#) on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT-06:00) Guadalajara, Mexico City, Monterrey	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Morocco (arm)

General Settings

For details, see General Settings on page 10.

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 11.

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 13.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
Minimum Flash Hook Time	300ms	✓
Maximum Flash Hook	1000ms	✓
Default Caller Display Type	FSKD	✓

Table continues…

Setting	Value	Configurable
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 14

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) Dublin, Edinburgh, Lisbon, London	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Netherlands (nld)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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	Go idle	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	EUR	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

New Zealand (enz)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

Setting	Value	Configurable
Ring Current Frequency	25 Hz	✕
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 14

Setting	Value	Configurable
Companding	a-law	✓

Table continues…

Setting	Value	Configurable
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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+12:00) Aukland, Wellington	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Norway (nor)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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	(1.0/1.5/1.0/4.0) 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 13.

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 14

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	✓

Table continues…

Setting	Value	Configurable
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	NOK	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Oman (aro)

General Settings

For details, see [General Settings](#) on page 10.

Setting	Description
Locale	**Oman (Arabic)**

Table continues…

Setting	Description
Three-Letter Code	aro
Default Emergency Numbers (Basic Edition)	9999

Tones

For details, see [Tones](#) on page 11.

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 13.

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 14

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	✓

Table continues…

Setting	Value	Configurable
Voicemail Truncation Time	5 seconds	✓
Default Currency	NOK	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+04:00) Abu Dhabi, Muscat	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Pakistan (urd)

General Settings

For details, see General Settings on page 10.

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 11.

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 13.

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 14

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+05:00) Islamabad, Karachi	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Peru (esr)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

Tone	Frequency (Hz)	Cadence (seconds)
Dial Tone	425	Continuous
Alt Dial Tone	425	(2.0/4.0) on/off

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT-05:00) Bogota, Lima, Quito	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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

Phone Languages

For details, see

Related links

Philippines (enp)

General Settings

For details, see

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

Tones

For details, see

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

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/Time Format	mm/dd 24 hour	✓
Default Time Zone	(UCT+08:00)	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

Setting	Value	Configurable
CLI Type	FSKD BELLCORE202	✓

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Poland (plk)

Locale: Default

Region: EMEA

Emergency Numbers (Basic Edition): Configurable

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Sarajevo, Skopje, Warsaw, Zagreb	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Portugal (ptg)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT) Dublin, Edinburgh, Lisbon, London	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Qatar (arq)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+03:00) Kuwait, Riyadh	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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.	✕

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Romania

General Settings

For details, see General Settings on page 10.

Setting	Description
Locale	Use the United Kingdom locale settings on page 121.

Related links

Locales on page 16

Russia (rus)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+03:00) Moscow, St. Petersburg, Volgograd	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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	✓
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Saudi Arabia (ara)

General Settings

For details, see General Settings on page 10.

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 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 <u>Analog Phone Settings</u> on page 13.

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 <u>Locale Specific Behaviors</u> on page 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+03:00) Kuwait, Riyadh	✓

Analog trunk settings

For details, see <u>Analog Trunk Settings</u> on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Singapore (zhi)

General Settings

For details, see General Settings on page 10.

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 11.

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
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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+08:00) Kuala Lumpur, Singapore	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Slovak Republic

General Settings

For details, see General Settings on page 10.

Setting	Description
Locale	Use the Poland locale settings on page 94. Then apply the changes listed below.

Analog phone settings

For details, see Analog Phone Settings on page 13.

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

Locale-specific behavior

For details, see Locale Specific Behaviors on page 14

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

Application Languages

For details, see IP Office Application Languages on page 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Slovenia

General Settings

For details, see General Settings on page 10.

Setting	Description
Locale	Use the Germany locale settings on page 49.

Related links

Locales on page 16

South Africa (ens)

General Settings

For details, see General Settings on page 10.

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 11.

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	(0.4/0.2/0.4/2.0) 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 13.

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

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+02:00) Harare, Pretoria	✓

Analog trunk settings

For details, see

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

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Spain (esp)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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	(1.5/3.0) 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 13.

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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Brussels, Copenhagen, Madrid, Paris	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Sweden (sve)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

Setting	Value	Configurable
Companding	a-law	✓

Table continues…

Setting	Value	Configurable
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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Switzerland (frs/des/its)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

Setting	Value	Configurable
Companding	a-law	✓

Table continues…

Setting	Value	Configurable
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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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: 5.0 seconds	✓

Application Languages

For details, see IP Office Application Languages on page 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Taiwan (cht)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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	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 13.

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 14

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

Table continues…

Setting	Value	Configurable
Disconnect Method	Busy tone disconnect	✓
Display Language	English UK	✓
Feature Phone Clearing	Disconnect Tone	✓
Voicemail Truncation Time	7 seconds	✓
Default Currency	TWD	✓
Date/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+08:00) Taipei	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Thailand

General Settings

For details, see [General Settings](#) on page 10.

Setting	Description
Locale	Use the [United Kingdom locale settings](#) on page 121.

Locale-specific behavior

For details, see Locale Specific Behaviors on page 14

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

Application Languages

For details, see IP Office Application Languages on page 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Turkey (trk)

Locale: Default

Region: EMEA

Emergency Numbers (Basic Edition):

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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

Table continues…

Tone	Frequency (Hz)	Cadence (seconds)
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 <u>Analog Phone Settings</u> on page 13.

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 <u>Locale Specific Behaviors</u> on page 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT+02:00) Athens, Bucharest, Istanbul	✓

Analog trunk settings

For details, see <u>Analog Trunk Settings</u> on page 12.

Setting	Value	Configurable
CLI Type	FSK BELL202	✓
Termination Impedance	220 R + (820 R||115nF)	✓
Balance Impedance	220 R + (820 R||115nF)	✓

Table continues…

Setting	Value	Configurable
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

United Arab Emirates (aru)

General Settings

For details, see General Settings on page 10.

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 11.

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 13.

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 14

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+04:00) Abu Dhabi, Muscat	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

United Kingdom (eng)

General Settings

For details, see [General Settings](#) on page 10.

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

Tones

For details, see [Tones](#) on page 11.

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 13.

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

Table continues…

Setting	Value	Configurable
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 14

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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT) Dublin, Edinburgh, Lisbon, London	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

Setting	Value	Configurable
CLI Type	FSK v23	✓
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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

United States (enu)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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	(0.0/0.1/0.2/1200.0) on/off
Number Unobtainable Tone	400	Continuous

Analog phone settings

For details, see Analog Phone Settings on page 13.

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 14

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)	✓

Analog trunk settings

For details, see Analog Trunk Settings on page 12.

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 133.

Phone Languages

For details, see Phone Languages on page 128.

Related links

Locales on page 16

Venezuela (esv)

General Settings

For details, see General Settings on page 10.

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

Tones

For details, see Tones on page 11.

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 13.

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 14

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

Table continues…

Setting	Value	Configurable
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/Time Format	dd/mm 24 hour	✓
Default Time Zone	(GMT-04:30) Caracas	✓

Analog trunk settings

For details, see [Analog Trunk Settings](#) on page 12.

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 133.

Phone Languages

For details, see [Phone Languages](#) on page 128.

Related links

[Locales](#) on page 16

Vietnam

General Settings

For details, see [General Settings](#) on page 10.

Setting	Description
Locale	Use the [United Kingdom locale settings](#) on page 121.

Related links

Chapter 3: Phone Languages

This sections covers the default languages supported on phones.

Related links

IP Office Phone Language Support

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

Language	1400	1600	9500	9600	D100	J100
English	✓	✓	✓	✓	✓	✓
French	✓	✓	✓	✓	✓	✓
Canadian	✓	✓	✓	✓	–	–
German	✓	✓	✓	✓	✓	✓
Italian	✓	✓	✓	✓	✓	✓
Latin Spanish	✓	–	–	–	✓	–
Castilian Spanish	✓	✓	✓	✓	–	✓
Brazilian Portuguese	✓	✓	✓	✓	–	–
Portuguese	✓	✓	✓	✓	–	✓
Danish	✓	✓	✓	✓	–	✓
Dutch	✓	✓	✓	✓	–	✓
Finnish	✓	✓	✓	✓	–	✓
Hungarian	–	✓	–	–	–	–
Japanese	✓ [1]	✓	–	–	–	–
Korean	✓ [1]	✓	–	✓	–	✓

Table continues…

Language	1400	1600	9500	9600	D100	J100
Norwegian	✓	✓	✓	✓	–	✓
Polish	–	✓	–	–	–	–
Russian	✓	✓	✓	✓	–	✓
Simplified Chinese	✓ [1]	✓	–	✓	–	✓
Swedish	✓	✓	✓	✓	–	✓
Turkish	–	✓	–	–	–	–
Czech	–	✓	–	–	–	–
Hebrew	–	✓	–	✓	–	✓

1. Not supported on the 1403.

Related links

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 Phone Language File Customization on page 136.
- **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	✓	✓

Table continues…

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

Related links

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, English is used.

Related links

Avaya IP Feature Phone Display Languages

For Avaya IP phones, language strings are transferred using two methods.

- The auto-generated `46xxsettings.txt` file is used to transfer language files for the Avaya menus. These are in addition to English which is supported on the phones by default.
- Once the phone is connected to the IP Office, strings for the IP Office menus are transferred using the phone connection.

System Locale	Avaya Menu Languages
Australia (UK English), **Bahrain (Arabic)**, **Czech Republic (UK English)**, **Egypt (Arabic)**, **Hong Kong (Cantonese)**, **Iceland (UK English)**, **India (UK English)**, **Kuwait (Arabic)**, **Malaysia (UK English)**, **Morocco (European French)**, **New Zealand (UK English)**, **Oman (Arabic)**, **Pakistan (UK English)**,**Philippines (US English)**, **Qatar (Arabic)**, **Saudi Arabia (Arabic)**, **Singapore (UK English)**, **South Africa (UK English)**, **Taiwan (Mandarin)**, **United Arab Emirates (UK English)**.	French, Castilian Spanish, Brazilian Portuguese, German.
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.
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.

Table continues…

System Locale	Avaya Menu Languages
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.

Related links

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 138.

Related links

IP Office Administrator Application Languages on page 133
IP Office User Application Language on page 134

IP Office Administrator Application Languages

The IP Office administrator applications support the following languages:

Applications	Language Set
• **IP Office Manager**	• English
• **IP Office Web Manager**	• German
• **IP Office Web Control**	• French
• **SysMonitor**	• Italian
• **System Status Application**	• Brazilian Portuguese
• **Customer Operations Manager**	• 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 133

IP Office User Application Language

The IP Office user applications support the following languages:

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

Table continues…

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

1. Windows client only.

Related links

Chapter 5: Phone Language File Customization

The language files used for IP Office menus on 1600, 9600 and J100 Series phones can be customized. Note that this section just covers the strings used in IP Office menus.

- It does not alter the strings used in the admin menus accessed through the A menu or ≡ menu. For J100 Series phones, those are set by strings in the `Mlf_...xml` files uploaded by the phone for each language.

- For details of IP Office locales, refer to the [Avaya IP Office Locale Settings](#) document.

- This process may need to be repeated following a system upgrade that includes new 1600, 9600 or J100 IP Office phone menu features.

Related links

[Getting the Base Language XML Files](#) on page 136
[Adding Custom XML Language Files](#) on page 137

Getting the Base Language XML Files

About this task

The system can be made to output a set of XML files, one for each language, containing the current set of phone strings it is using.

Procedure

1. To the **NoUser** user, add the string **PHONE_LANGUAGES**. Then reboot the system.

2. During the reboot, the current language XML files are output to the system's `/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

[Phone Language File Customization](#) on page 136

Adding Custom XML 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 will affect 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

Phone Language File Customization on page 136

Chapter 6: 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

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

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

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 138

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

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

Chapter 7: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

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).

Related links

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 145.

Related links

Additional Help and Documentation on page 144

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 144

Additional IP Office resources

In addition to the documentation website (see Additional Manuals and User Guides on page 144), 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 user name and password. Once accessed, the portal can be customized for specific products and information types that you wish to see and be notified about by email.

- **Avaya IP Office Knowledgebase** *(https://ipofficekb.avaya.com)*

  This site provides access to an online, regularly updated version of IP Office user guides and technical manual.

- **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 a number of forums for discussing issues.

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

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

• **Avaya DevConnect** *(https://www.devconnectprogram.com/)*

This site provides details on APIs and SDKs for Avaya products, including IP Office. The site also provides application notes for third-party non-Avaya products that interoperate with IP Office using those APIs and SDKs.

• **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 144

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 144

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Comments on this document? infodev@avaya.com

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