

User Guide Analog Telephones

Analog and Ericsson Basic/Medium telephones
for BusinessPhone 250 and BusinessPhone 50



Welcome to the User Guide for the Ericsson Analog Basic, Medium and the ordinary Analog phone in the BusinessPhone 250 and BusinessPhone 50 system from Ericsson.

It is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

To take full advantage of these advanced features and facilities there is a line of phones, designed for ease of use in every situation, e.g. the Ericsson Dialog 3105 Basic and 3145 Medium analog telephones are very versatile and adaptable phones.

Note: *The features described in this user guide are related to version 5.0 of the BusinessPhone 250 and BusinessPhone 50 system. Some might not work in earlier versions of the system and/or might be protected by a hardware dongle that has to be bought separately.*

This guide will demonstrate how the Analog phone helps you access the functions of the BusinessPhone 250 and BusinessPhone 50 system.

Important

The BusinessPhone 250 and BusinessPhone 50 system supports all types of analog telephones, but some features require that an Ericsson Basic or Medium analog telephone is connected to the system.

Throughout the guide you will be advised if a function is adapted for a particular telephone or not.

Note: *Since the Ericsson Basic and Medium analog telephones easily can be switched between pulse and tone dialling they can be connected to all types of telephone exchanges, but remember that analog telephones must be connected to analog lines.*

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Quick Reference Guide and Quick Reference Card Analog Telephones

Analog and Ericsson Basic/Medium telephones for BusinessPhone 250 and BusinessPhone 50

Answer calls

Answer: *Lift handset*
Answer on another extension: *Lift handset Ext. No. 6*



Make calls

Internal calls: *Lift handset Ext. No.*
External calls: *Lift handset 0 External No.*
Common abbreviated number: *Lift handset Abbreviated No.*
Individual abbreviated number: *Lift handset * * Abbreviated no. 0-9*
Last external number redial: *Lift handset * * **

You get busy tone or no answer

Automatic call-back: **5** *Replace handset Lift handset when called back*
Camp on: **4** *Keep handset off hook*
Intrusion: **8**

Conference

Ongoing conversation:  *Call 3rd party*
 *(To establish)*
Replace handset (To leave)

Inquiry


Ongoing conversation:  *Call 3rd party*

Refer back

Switch between calls:  **2**

To terminate:  **1**


Transfer

Transfer a call:  *Call 3rd party*
Replace handset
(Before or after answer)

Tandem configuration

Activate: *Lift handset * 2 8 #*
Replace handset

Deactivate: *Lift handset # 2 8 #*
Replace handset

Transfer a call between members:  *Own directory No.*
Replace handset

Reminder

Reminder (24 hours): *Lift handset * 3 2 **
Reminder time #

Cancel reminder: *Lift handset # 3 2 #*

DISA and Message check:

Company number

DISA Number

Message system

Password

Account number

Costs on a selected account no.: *Lift handset* *9*
Account number #

Call forwarding

Fixed diversion: *Lift handset* *21#

Internal diversion: *Lift handset* *21*
New No. #

Cancel internal diversion: *Lift handset* #21#

Follow me, re-direct from answering extension: *Lift handset* *21*
Own No. * *New No.* #

Cancel from answering extension: *Lift handset* #21*
Own No. #

Bypass call forwarding: *Lift handset* *60*
Ext. No. #

External diversion:
Program: *Lift handset* *22*
Line access code
External No. #
Cancel: *Lift handset* #22#
Re-activate: *Lift handset* *22*#

Messages

"Call me": 9#

Voice: 99 *Speak*

Play-back: *

Re-record: 9 *Speak*

Send: #

Receive messages: *Lift handset* *59#

Information

Enter information (pre-text): *Lift handset* *23*
Enter "Info code" and "Completing info" (see below)
#

	Info code	Completing info
Time of return	1.	hour (00-23) minute (00-59)
Date of return	2.	month (01-12) day (01-31)
Lunch	3.	back at, hour minute
Meeting	4.	back at, hour minute
Vacation	5.	back, month day
Illness	6.	back, month day

Individual abbreviated numbers

- * * 0
- * * 1
- * * 2
- * * 3
- * * 4
- * * 5
- * * 6
- * * 7
- * * 8
- * * 9

Special account numbers for business calls:

Project name Account number

1	<input type="text"/>	→	<input type="text"/>
2	<input type="text"/>	→	<input type="text"/>
3	<input type="text"/>	→	<input type="text"/>
4	<input type="text"/>	→	<input type="text"/>

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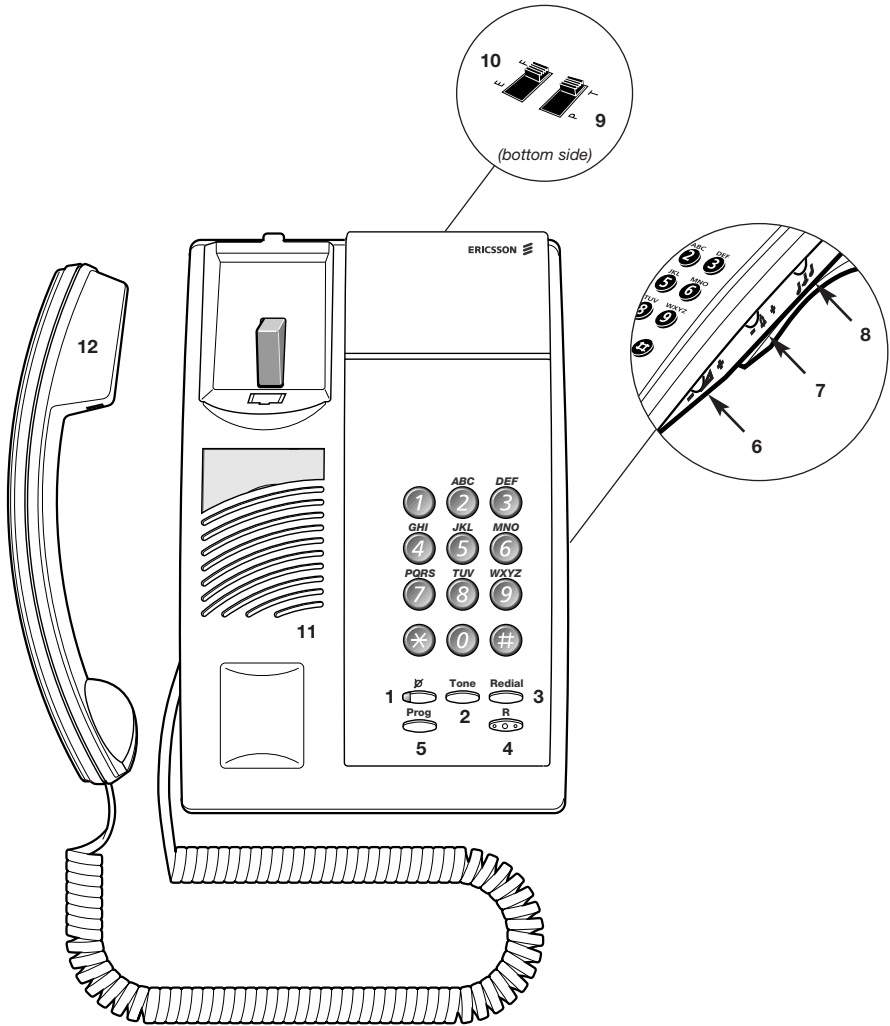
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Description - Ericsson Basic Telephone

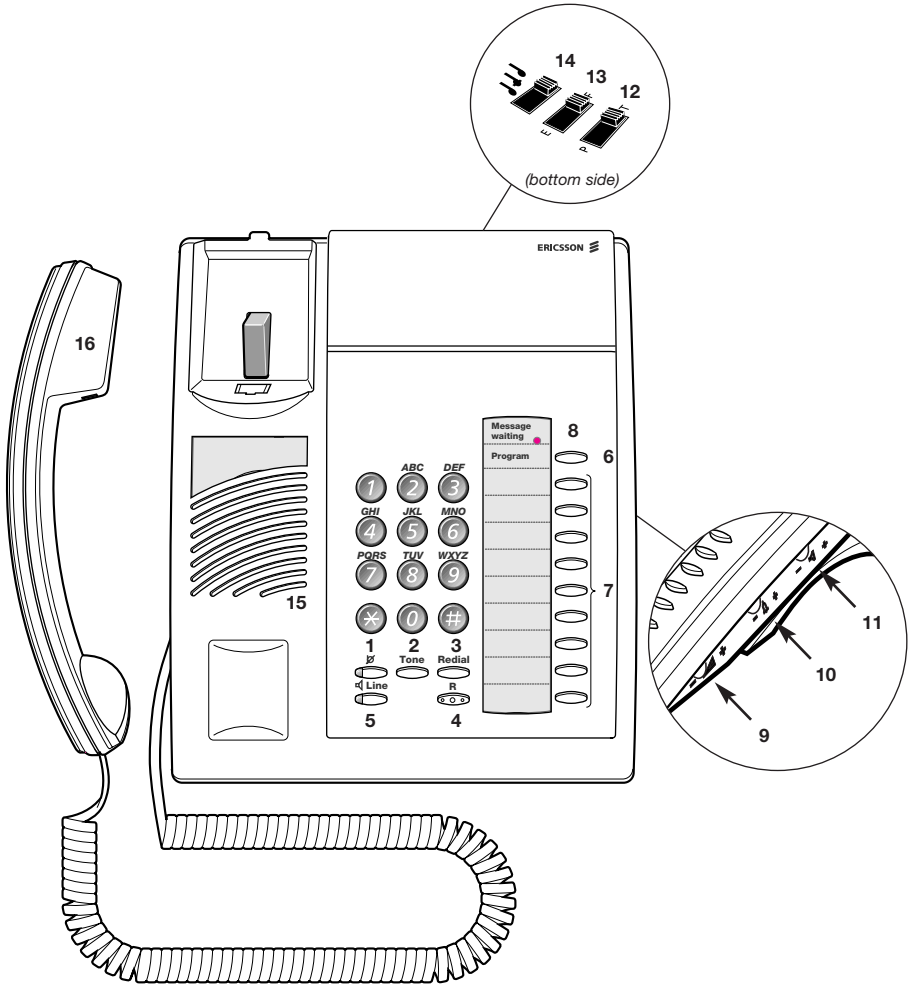


- 1 Mute**
To switch the microphone on or off. See section "During calls".
- 2 Tone**
Temporary change to tone dialling.
- 3 Last number redial / Pause key**
 - a. Redial last number dialled.
 - b. Insert a pause if you have to wait for dial tone.
- 4 R-key**
Used for example to make an inquiry, to transfer a call or to establish a conference, see section "During calls". Can be set to two different modes, see section "Audible adjustments".
- 5 Program quick dial number**
Store your most frequently called number, see section "Abbreviated numbers".

Note: If you unplug the telephone, the stored number will remain for about 4 hours.
- 6 Handset volume**
Adjust handset volume. See section "Audible adjustments".
- 7 Ringing signal volume**
Adjust ringing signal volume. See section "Audible adjustments".
- 8 Ringing signal character**
Adjust ringing signal character. See section "Audible adjustments".
- 9 Tone / Pulse dialling**
Switch between tone or pulse dialling. See section "Audible adjustments".
- 10 Flash / Earth mode**
Switch between "flash" (timed break) or "earth" mode for the R-key. See section "Audible adjustments".
- 11 Loudspeaker**
- 12 Handset with hearing aid function**
See section "Audible adjustments".

Please note: The handset may retain small metal objects in the earcap region.

Description - Ericsson Medium Telephone



- 1 Mute**
To switch the microphone on or off. See section "During calls".
- 2 Tone**
Temporary change to tone dialling.

- 3 Last number redial / Pause key**
 - a. Redial last number dialed.
 - b. Insert a pause if you have to wait for dial tone.
- 4 R-key**

Used for example to make an inquiry, to transfer a call or to establish a conference, see section "During calls". Can be set to two different modes, see section "Audible adjustments".
- 5 Loudspeaker on/off**

To switch the loudspeaker on or off. See section "During calls".
- 6 Program**

Storing numbers. See section "Abbreviated numbers".
- 7 Programmable keys**

Nine keys for storing frequently called numbers. You can store one number per key, see section "Abbreviated numbers".

***Note:** If you unplug the telephone, stored numbers will remain for about 4 hours.*
- 8 Message waiting LED (optional)**

A flashing light indicates a waiting message. See section "Internal messages".
- 9 Handset volume**

Adjust handset volume. See section "Audible adjustments".
- 10 Ringing signal volume**

Adjust ringing signal volume. See section "Audible adjustments".
- 11 Speaker volume**

Adjust speaker volume. See section "Audible adjustments".
- 12 Tone / Pulse dialling**

Switch between tone or pulse dialling. See section "Audible adjustments".
- 13 Flash / Earth mode**

Switch between "flash" (timed break) or "earth" mode for the R-key. See section "Audible adjustments".
- 14 Ringing signal character**

Adjust ringing signal character. See section "Audible adjustments".
- 15 Loudspeaker**
- 16 Handset with hearing aid function**

See section "Audible adjustments".

***Please note:** The handset may retain small metal objects in the earcap region.*

Incoming Calls

A ringing signal indicates an incoming internal- or external call.

Answer calls



Lift the handset

On another extension

You can answer a call to another extension from any phone in your office.



Lift the handset and call the ringing extension

You receive busy tone.

6 Press

Answer a second call

A call waiting tone will inform you, during a conversation, that a second call is waiting on your phone. (See also Camp on). You have two options.

Option 1:

Finish the ongoing call:



Replace the handset

The new call will be signalled on your phone.



Lift the handset to receive the new call

Option 2:

Ask your conversation partner to wait:



Press and replace the handset

The waiting call will be signalled on your phone.



Lift the handset to receive the new call

After finishing the new call:



Replace the handset

Your first call will be signalled on your phone.



Lift the handset to receive the first call again

Outgoing Calls

Sometimes you make a call but the person is not available. These functions will help you in your attempts to establish contact with the called party.

Make calls

How to make internal and external calls.



Lift the handset and dial either:

An extension number to make an internal call,

or



The digit(s) for external call access and the external number

Note: Which digit to press for external call access, depends on the configuration of the system.



Replace the handset to end the call

Note: You can make your calls faster, using common abbreviated numbers and by programming your own abbreviated numbers.

Wait for dial tone

Sometimes it is required to wait for a new dialling tone after dialling the prefix digit when making an external call. In such situations, you must store the pause for a new dial tone into the number:

On the Ericsson Basic and Medium telephone:

Redial**Press**

Note: *This function is not supported for other analog telephones.*

Last external number redial

When you initiate an external call the system automatically stores all the dialled digits, irrespective of whether the call was successful or not. Stored numbers can consist of maximum 32 digits.

Note: *To redial a number that incorporates a wait for a new dial tone, you must indicate to the telephone where in the number it must pause and wait for the new dial tone. To do this, press the required key at the proper place in the number. See section "Make calls".*

On the Ericsson Basic and Medium telephone:

**Lift the handset****Redial****Press to redial the last dialled external number**

On other analog telephones:

**Lift the handset****Press to redial the last dialled external number**

Automatic call-back

You call an extension and receive busy tone or get no answer. This can also be used if no external line is free:

5

Press

Verification tone.



Replace the handset

You are called back if the extension finishes the ongoing call or the next time the extension finishes a new call. You have to answer within eight seconds otherwise the call-back service is cancelled.



Lift the handset when you are called back

The requested extension is called automatically.

Busy extension

You call an extension and receive busy tone.

Camp-on

You can notify a busy extension of your call by a muted ringing call (if this function is allowed).

4 Press to camp on

(Keep handset off hook) When the called extension replaces the handset it will be called automatically.

***Note:** If you receive the busy tone again, the desired extension does not allow camp-on.*

Intrusion

You can intrude on an ongoing call on a busy extension (if this function is allowed).

8 Press to intrude

Intrusion tone is heard and a three-party call is established. When the called extension replaces the handset and you keep off hook, the called extension will be recalled automatically.

***Note:** If you still hear the busy tone, then your extension does not have the authority to intrude or the desired extension is protected against intrusion.*

During Calls

The BusinessPhone 250 and BusinessPhone 50 system allows you to handle calls in many different ways. You can for instance make an inquiry, transfer the call or create a conference.

Monitoring

Note: *This section only applies to the Ericsson Medium telephone.*

You have an ongoing conversation via the handset.



Press to switch the loudspeaker on



Replace the handset

The loudspeaker monitors the call.

Note: *When the loudspeaker is on, the microphone is automatically switched off in the handset. You can adjust the volume, see section "Audible adjustments".*

From monitoring to handset



Lift the handset

Continue your conversation via the handset.

Mute

Note: This section only applies to the Ericsson Basic and Medium telephone.

You have an ongoing conversation.



Press to switch the microphone on or off

When the lamp lights, the caller will not be able to hear the conversation in your room.

Inquiry

During an ongoing conversation you like to make an inquiry to an internal or external party.



Press

The first call is put on hold.



Call the third party

When the third party answers you can switch between the calls, create a conference and end one of the calls.

Refer back

You can switch between connected parties:



2

Switch between calls



1

Press to terminate

The ongoing call is terminated. The other call is connected.

Note: Sometimes the "R"-key must be pressed twice. If no speech connection could be established, it may take a few seconds until you are re-connected to the original call. Whether you can put internal calls on hold or transfer calls to external lines depends on the configuration of your PBX. Consult your system administrator.

Transfer

You have an ongoing internal or external conversation and you want to transfer the ongoing call.



Press



Call the third party

You can transfer the call before answer or wait for answer

***Note:** Make sure, that you are connected to the desired party. Please read the notes and warnings in section "Useful hints".*



Replace the handset

The call is transferred.

Transfer to a busy extension

You can even transfer calls to busy extensions. The other party will hear a muted signal (camp-on), and the call will be extended, as soon as the ongoing call is terminated (if camp-on is allowed).

Call-back

You are called back, if you have transferred an external call and the other extension has not answered the call within a certain time. Your telephone will ring again.

Conference

You have an ongoing conversation and you want to establish a telephone conference.



Press



Call the third party



Press to establish a three party conference

Now you have established a three party conference. To mark the conference, all conference members will hear a periodical conference tone.

Repeat the procedure to include other persons to the conference

In this way, you can include up to six parties in a conversation. How many of them can be external callers depends on the programming of the system.



Replace the handset to leave the conference

Dial mode

Note: *This section only applies to the Ericsson Basic and Medium telephone.*

If your telephone is in the pulse dialling mode, and you want to use any of the automated data services that require tone dialling, you can switch temporarily to tone dialling during a call, e.g. when calling interactive tele services or controlling telephone answering machines remotely.

Note: *After you end the call, dialling is reset to pulse dialling.*

Tone



Press to switch to tones

Call Forwarding

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position.

If you urgently need to talk to someone who has forwarded his calls, the system is also equipped with a bypass function.

Depending on the type of diversion you are also able to record your personal greeting, see section "Personal greeting".

Note: *You can still make calls as usual.*

Diversion on no reply

If you are not available to answer incoming calls (internal or external), your system administrator can program your extension to automatically divert calls to a programmed diversion address (default time: 15 seconds).

Diversion on busy

If your extension is busy and you receive an incoming call (internal or external), your system administrator can program your extension to automatically divert the call to a programmed diversion address.

Fixed diversion

This function directs your calls to a pre-programmed answering position (e.g. secretary).

Activate fixed diversion



*** 2 1 #**

Lift the handset and dial to activate diversion

Cancel diversion



2 1

Lift the handset and dial to cancel diversion

Individual diversion

This feature gives you the possibility to divert your calls to internal and external positions, e.g. to any directory number, a colleague's extension, an external number or a common abbreviated number (e.g. your car telephone).

Note: *In order to prevent misuse, individual external diversion can be blocked for your extension, see section "Security".*

Program and activate internal diversion

Divert your calls to an internal position.



Lift the handset

*** 2 1 ***

Dial



Enter the new diversion address

#

Press to activate the individual diversion

Verification tone. You can make outgoing calls as usual. A special dial tone reminds you that "Call forwarding" is active.

Note: *An individual internal diversion cannot be activated if an individual external diversion is already activated.*

Cancel internal diversion



Lift the handset

2 1

Dial

Program and activate a new external diversion address

To set a new individual external diversion address:



Lift the handset

*** 2 2 ***

Dial

0 

Dial the digit(s) for external call access and enter the new external diversion address

A maximum of 24 digits.

#

Press to activate the individual diversion

Verification tone.

***Note:** Individual external diversion can also be used via the DISA function, see section "Other useful facilities".*

Cancel external diversion

Lift the handset

2 2

Dial

***Note:** The programmed diversion address is not removed from the memory, the diversion is just inactive.*

Re-activate external diversion

Divert your calls to an external position.



Lift the handset

*** 2 2 * #**

Dial to activate the programmed external diversion

You can make outgoing calls as usual. A special dial tone reminds you that "Call forwarding" is active.

Follow me

If you are in another room, you can still answer your calls by forwarding them to where you are. To activate Follow me, "Individual Diversion" must be active on your telephone.

Activate follow me

Note: This procedure has to be executed from the telephone the calls are diverted to.



Lift the handset

*** 2 1 ***

Dial



Dial your number and press



Dial the new number to where incoming calls should be diverted

#

Press to activate follow me

Special dial tone.

Cancel follow me

Follow me and individual diversion can also be cancelled from the answering position.



Lift the handset

2 1 *

Dial



Dial your number

#

Press to cancel follow me

Dial tone.

Bypass call forwarding

Bypass call forwarding makes it possible to call a specific extension, even if call forwarding is activated on this extension.



Lift the handset

*** 6 0 ***

Dial



Enter extension number

#

Press

You will be connected to the specified extension, regardless of which type of call forwarding the called extension has activated.

Information

If you are not in the office for a certain period of time (e.g. meeting, vacation, lunch, illness), this feature allows you to inform your callers why you are absent. External callers will be routed to the operator who also has access to your absent info.

Note: *When you have activated a diversion with a personal greeting, callers will receive this greeting instead of your activated absence information.*

You can inform your callers with:

1) Pre-defined texts

Enter the reason for your absence and the date and time of your return.

2) Voice information

Record a voice message and name your absent information.

Enter information

To store text or voice information.



Lift the handset

*** 2 3 ***

Dial to enter the information mode

Select "Pre-defined text" or "Voice information"



Pre-defined texts

Enter "Code" and

Enter "Completing info" from the table below

If you do not know the time of return, just press #.

	Code	Completing info
Time of return	1	hour (00-23) minute (00-59)
Date of return	2	month (01-12) day (01-31)
Lunch	3	back at, hour minute
Meeting	4	back at, hour minute
Vacation	5	back, month day
Illness	6	back, month day



Press to enter the information

Internal callers receive the information on the display (or as spoken information to callers without display phone). External callers will be routed to the operator who also has access to your absent info.

Pre-defined texts example:

Vacation, back June 27



Lift the handset

*** 2 3 ***

Press

5

Enter code

0 6 2 7

Enter month and day

#

Press

Information active.

Voice information



Lift the handset

*** 2 3 ***

Press to enter information mode

9

Press and speak

Press to play-back and listen to your recording

9

Press and speak to re-record

#

Press to activate

Internal callers will hear the information via the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absent info.

Note: *You can dial your own extension number if you want to check your information.*

Erase information, Save information



2 3

Lift the handset and press to erase info

or



Lift the handset

*** 2 3 * #**

Press to deactivate and save for later use

Information is passive.

Use saved information

When the information is switched off:



Lift the handset

*** 2 3 * #**

Press to activate saved info

Information is active.

Internal Messages

You can send a call-back or a voice message when you call an extension and receive busy tone or get no answer. The BusinessPhone 250 and BusinessPhone 50 system is also equipped with a dictaphone function.

Send message

To send a message to an extension when you receive busy tone or get no answer.

Call-back

To send a "call me" message.

9 # **Press to send**

Voice

To send a voice message.

9 9 **Press and speak**

✖ **Press to play-back and listen to your recording**

9 **Press and speak to re-record**

**Press to send**

Check and store received messages

You can check and store your received messages.

Received messages are divided into following three categories:

- New messages (not heard or read)
- Heard/Read messages
- Stored messages

Note: *Messages are deleted from the system after a certain time. The time depends on which category the message belongs to. Please ask your system administrator regarding this.*



Lift the handset

*** 5 9 #**

Dial

You can check and store your received messages. Up to 20 messages can be stored.

Voice messages will be heard via the speaker or the handset. "Call me" messages will call the sender automatically (these messages cannot be stored).

Note: *Depending on the configuration, you might be asked for your password before you can retrieve your messages. See section "Security".*

Dictaphone function

If you want to record and retrieve personal voice messages you can use the dictaphone function. A dictaphone message is treated as a normal message. How to retrieve dictaphone messages, see section “Check and store received messages”.

Record message

To start the recording:



Lift the handset

*** 5 8 #**

Dial and record your message

The maximum recording time is four minutes and 15 seconds.

Select options below:

Press to play-back

9

Press and speak to re-record

#

Press to stop the recording and save the message

Mailbox System

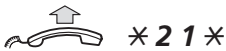
While you are away from the office, callers can leave messages in your individual mailbox. You are also able to record your personal greeting, see section “Personal greeting”.

Individual mailbox system

If you are not in the office, you can give the service to the caller to leave a message in your mailbox.

Activate

Divert your extension to the mailbox system.



Lift the handset and dial



Dial the number to the mailbox system

Please ask the system administrator for your defined mailbox number.

#

Press

Deactivate



Lift the handset and dial



* 5 9 #

Retrieve messages

When you lift the handset and receive a special dial tone, either a diversion is activated or a message is waiting.

Lift the handset and dial

See section “Check and store received messages”.

Personal greeting

Depending on the type of diversion you want to activate, you can leave three different personal greetings to the caller. The diversion state can be on no reply, on busy or an activated individual diversion.



* 5 9 #

Lift the handset

Dial

During the procedure you will be asked for your extension number and your password.

2

Press to configure your personal greeting



Enter diversion code

Select an option below and follow the voice announcements.

<i>Type of diversion</i>	<i>Code</i>
Diversion greeting on busy	1
Diversion greeting on no reply	2
Individual diversion greeting	3

#

Press to store the recorded greeting

When you activate the diversion, the recorded greeting is played to the next caller.



Replace the handset to finish the procedure

Note: When you have activated a diversion with a personal greeting, callers will receive this greeting instead of your activated absence information.

Abbreviated Numbers

By using abbreviated numbers, you can make calls simply by pressing a few keys. Frequently used external numbers are stored as "common abbreviated numbers" in the exchange.

Up to 10 "individual abbreviated numbers" (your personal most frequently used external numbers) can be stored and used on the keys " * * 0 " to " * * 9 ".

Common abbreviated numbers

External numbers are stored centrally in your BusinessPhone system. Common abbreviated numbers can be dialed from every extension that has the authority to do so.



Lift the handset

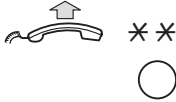


Dial the common abbreviated number

Please refer to your telephone directory.

Individual abbreviated numbers

You can program and activate your most frequently used external numbers on the keys "× × 0" to "× × 9".



Lift the handset and press

Dial the abbreviated number

A number between 0 and 9.

Program individual abbreviated number

How to program external numbers on the keys 0 to 9.



Lift the handset

× 5 1 ×

Enter programming mode



Select an abbreviated number between 0 and 9 and press



Dial the number and press

The number can consist of up to 24 digits.

Cancel one specific individual abbreviated number



Lift the handset

5 1 ×

Press



Enter an abbreviated number between 0 and 9 and press

Cancel all individual abbreviated numbers



Lift the handset

5 1

Press

Confirmation tone.

Dial-by-name

Note: This section only applies to the Ericsson Medium telephone.

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys. Stored numbers can consist of maximum 16 digits.



Lift the handset



Press to make a call (pre-programmed)

Program dial-by-name

How to program a directory number on the programmable keys.



Lift the handset



Press



Dial the number

You can use any directory number, e.g. a common abbreviated number or a colleague's extension number. You can also store codes that contain * and # but not R. To store a number that incorporates a wait for a new dial tone, see section "Outgoing calls".



Press a programmable key

If a number is already stored, it will be erased automatically. If you would like to erase a dial-by-name number, store a "0" instead of the telephone number.

Note: You can remove the transparent cover in order to write the names beside the keys.



Replace the handset

Quick dial number

Note: *This section only applies to the Ericsson Basic telephone.*

This feature lets you call by pressing only one button, regardless of how many digits there are in the regular telephone number. The stored number can consist of maximum 16 digits.



Lift the handset



Press to make a call

Program a quick dial number

During conversation you can program one directory number (extension or common abbreviated number) on the program key.



Lift the handset



Dial the number

To store a number that incorporates a wait for a new dial tone, see section "Outgoing calls".



Press during conversation



Replace the handset when the call is finished

Group Facilities

When you are working together in a team the following group facilities can be very useful.

Group hunting

Your telephone can be included in one or several hunt groups. In a hunt group all members are represented with one common directory number. 16 hunt groups can be programmed, each containing 1 to 20 members. A member can be either an extension number, an operator console or a fictive number. Please ask your system administrator if you require this function.

Note: *The number of cordless extensions in a hunt group are limited to eight (including tandem configurations).*

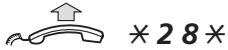
Incoming calls to the hunt group are directed to free extensions in the group. The hunt order within the group can be changed to suit your needs. If no one answers this call before the programmed time, the call is forwarded to the programmed answering position (e.g. operator).

Note: *If all members in a hunt group are busy, the call-back or intrusion functions are not available, however the camp-on function can still be used.*

Log in

Before you can answer group hunting calls, you must log in.

To log in to one hunt group:



*** 2 8 ***

Lift the handset and dial



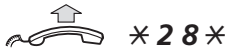
Dial the hunt group code

Please ask your system administrator for the configured number.

#

Press

To log in to all hunt groups:



*** 2 8 ***

Lift the handset and dial

*** #**

Press

Answer calls

Answer group hunting calls in the normal way.

Log out

To log out from one hunt group:



2 8 *

Lift the handset and dial



Dial the hunt group code

Please ask your system administrator for the configured number.

#

Press

To log out from all hunt groups:



2 8 *

Lift the handset and dial

*** #**

Press

Group call pick up

In a Pick up group, any member can answer any individual call to group members. You answer a call to the group by dialling a special answering number. Please ask your system administrator for the configured number.



Lift the handset

Dial the group call pick up code

Common bell

The common bell facility allows all extensions of the system (operator included) to pick up the call from an extension that has been predefined as a common bell extension.



Lift the handset

Dial the common bell pick up code

Please ask your system administrator for the common bell pick up code.

If two or more extensions simultaneously attempt to answer a call from the common bell extension, only the first extension will pick it up. The other extensions will receive the "number unobtainable" tone. This will also happen if you dial the common bell pick up code and there are no calls waiting at the common bell extension.

Other Useful Facilities

By using these facilities your productivity will be increased, e.g. you can set reminders for important meetings, place the costs for external calls on separate accounts and much more...

Reminder

The phone can be set to remind you at any time within the next 24 hours (multiple settings are allowed).



*** 3 2 ***



Lift the handset

Dial

Dial reminder time and press

(00-23) hour + (00-59) minute. When the time is reached your phone rings with recall signal.

***Note:** If you receive busy tone, your extension does not have the authority to set a reminder.*

Cancel reminder



3 2

Lift the handset

Dial to cancel all settings

Automated attendant

The Automated Attendant facility sends voice instructions to external and internal callers, informing them of all possible options they can choose. Voice instructions lead the callers step by step to the desired destination.



Lift the handset

Dial the Automated Attendant directory number

Please ask your system administrator for the Automated Attendant directory number.

Doorphone

The doorphone is used to monitor the admission to your company, i.e you can open the doorlock from your phone.



Answering doorphone calls

Lift the handset

You will be in speech connection with the calling party.

Opening of the doorlock

After you have answered the doorphone, you can open the door making an inquiry to the door-opener's directory number



Press

Dial the door-opener's directory number

Please ask your system administrator for the number.

Account number

You can place costs for external calls on a selected account number (up to 15 digits).



* 9 *



Lift the handset

Dial

Enter account number and press

Internal dial tone. Make the external call.

Direct Inward System Access (DISA)

If you are working externally and you have the need to make business calls, call your company and use the company PBX to make an external call to the desired party. You just pay the costs for the phone call to your company. The other costs will automatically be placed on your extension number or on a special project.

Note: To activate this function, you have to change the default password from "0000" to a personal one. Which code to use and how to change it, see section "Select password".

You can also divert calls from your office extension to your external position, see section "Call forwarding". During the procedure you will be prompted for your password. Use the quick reference card at the beginning of the guide to remember these specific numbers.



Lift the handset and dial the public number of your company

followed by the DISA number

Ask the system administrator for the defined DISA number.



Dial the external number

or

Use the external diversion function

Procedure, see section "Call forwarding".

Note: If you program a new diversion address, remember to reset it when you return to your office.

Tandem configuration

The tandem configuration is a unit, consisting of two telephones using the same directory number. One of the telephones is defined as the "Primary" and the other one as the "Secondary".

This function enhances the communication for users that, for example, have a wired phone on their desk (the "primary telephone") and need to be mobile within their company's building with their own portable (the "secondary telephone"). Basically the tandem configuration works as follows:

To activate the tandem configuration



Lift the handset

*** 2 8 #**

Dial to log on the secondary telephone



Replace the handset

For incoming calls:

- Both telephones are treated as 1 single extension.

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

To deactivate the tandem configuration



Lift the handset

2 8

Dial to log off the secondary telephone



Replace the handset

For incoming calls:

- The "secondary" telephone cannot be called and the "primary" telephone works as a normal "stand-alone" telephone.

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

Transferring a call between members of a tandem unit



Press

Dial own directory number

Replace the handset

Networking

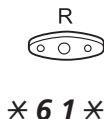
Networking is the connection of several premises within a company. The connection can be set up via leased lines, public lines, Local Area Network (LAN) or Wide Area Network (WAN). Ask your system administrator about details regarding networking.

IP calls

IP calls are internal calls sent via an internal data network (LAN or WAN) and the transfer of data and voice is made on the same line. If you are connected to an internal data network the IP connection is made automatically. To minimise the traffic on the network the speech quality is decreased.

If the speech quality is not acceptable you can disconnect the IP call and switch to a non-IP call (alternative network). The switch from the IP net to the non-IP net is made during the call, so the call does not have to be disconnected.

If you want to switch to a non-IP net during the call:



Press

Dial

During the procedure the other party is put on hold. When the procedure is ready you will receive a special ringing tone and the call is resumed in the non-IP net.

Note: A switch to a non-IP call can only be performed if the original call is an IP call, otherwise you will receive a blocking tone.

Security

You can block your extension in order to prevent unauthorized use of your telephone, e.g if your external calls are placed on a specific account number.

Block extension



Lift the handset

*** 7 2 #**

Dial to block your extension

Verification tone.

Un-block extension



Lift the handset

7 2 *

Dial



Dial your password

#

Press to re-open

Verification tone. Your extension is open for use.

Select password

You can use your four-digit password for blocking your phone from unauthorized use, or for making external calls from any blocked extension.



Lift the handset

* 7 2

Dial to select a new password



Dial your present password

The default password is "0000".

Press



Dial your new password

#

Press

Verification tone.

Bypass blocked extension

In order to make a call, you can temporarily bypass a blocked extension.

Bypass own extension



Lift the handset

*** 7 2 ***

Dial



Dial your password

#

Press

Dial tone. You can make one call from your extension.

Bypass another extension

This makes it possible to make a call on another, blocked extension, by using your password.



Lift the handset

*** 7 2 ***

Dial



Dial your password

Press



Dial your extension number

#

Press

Dial tone. You can make one call from the blocked extension.

Least Cost Routing

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system. If the extension has been configured to use LCR, each external call will be analysed and the cheapest way will be selected.

Use least cost routing



Lift the handset



Dial the digit(s) for external call access and the external number

The usual way of making an outgoing external call.

Calling least cost routing

If LCR has been installed in your system, but your extension is not configured to use it automatically, you also have the opportunity to get the cheapest connection by dialling the LCR code before you dial an external number.



Lift the handset



Dial the LCR code

Please ask your system administrator for the LCR code.



Dial the digit(s) for external call access and the external number

Audible Adjustments

Note: *This chapter only applies to the Ericsson Basic and Medium telephone.*

In order to satisfy your personal needs, the BusinessPhone 250 and BusinessPhone 50 system is equipped with many options to set and adjust a personal volume and ringing signal.

Handset volume

Adjust the handset volume using the slide switch.



Slide to change the volume

Ringing signal volume

The ringing signal volume can be adjusted in three steps: soft, medium and loud. Adjust the ringing signal volume using the slide switch.



Slide to change the volume

Loudspeaker volume

Note: *This section only applies to the Ericsson Medium telephone.*

Adjust the speaker volume using the slide switch.



Slide to change the volume

Ringing signal character

The ringing signal character can be adjusted with two different characters: bass and treble. Adjust the ringing signal character using the slide switch.

On the Ericsson Basic telephone:



Slide to change the character

On the Ericsson Medium telephone:



Slide to change the character

Tone/Pulse dialling

On delivery, your telephone is set to tone dialling mode.

To find out if you can use tone dialling, proceed as follows:



Lift the handset and dial the number

The usual way of making an outgoing call. If the call goes through, you don't have to change your telephone to pulse dialling.

If, however, the dial tone continues without interruption when you start to dial the number, you are connected to an exchange/PBX that requires pulse dialling and you need to set it to pulse dialling.



Slide to change

Notes: Slide switch is slightly different on the Ericsson Medium telephone.

You can also temporarily switch your telephone to tone dialling, see section "During calls".

Flash/Earth mode

On delivery, your telephone is set to flash mode. The R-button (register recall) can be set to two different modes: “timed break” (flash) and “earth”. To find out if you have to change the mode of the R-button, proceed as follows:



Lift the handset



Make a call and use any of the services that require R

If you cannot use the service, you need to change the mode of the R-button to the “earth” position.



Slide to change

Note: *Slide switch is slightly different on the Ericsson Medium telephone.*

Hearing aid compability

Since your telephone has a built-in inductive coupler for the hard-of-hearing, anyone so desiring can use the telecoil in his/her hearing-aid while telephoning. To do so, simply switch the hearing-aid in the T position.

Tones and Signals

Tones

Tones are audible in the handset.

Dial tone

(System ready to accept digits)



Special dial tone

(System ready to accept digits, active diversion on telephone)



Ringing tone

(Ringing signal to called party)



-repeated after 4 s

Special ringing tone

(Ringing signal to line 2)



-repeated after 4 s

Busy tone

(Called party is busy)



Number unobtainable tone

(Called number not accessible or vacant)



Blocking tone

(Call cannot be executed due to congestion or called party blocked)



Verification tone

(Verification that ordered function is accessed)



Intrusion tone

(Sent to all parties during intrusion)



Conference tone

(Sent to all participants in a conference)



-repeated after 15 s

Signals

Ringing signals are emitted from the phone.

Internal ringing signal



-repeated after 4 s

External ringing signal



-repeated after 4 s

**Automatic call-back
signal**



Note: *The tones and ringing signals in this guide refer to the standard system but may vary between countries.*

Glossary

Abbreviated Number Dialling

Initiating a call to a pre-programmed number by dialling a code or pressing a key.

Short numbers can be:

1. *Common, which means that all extensions can use them.*

2. *Individual, which means that they are programmed and used by each extension separately (10 numbers).*

See section "Abbreviated numbers".

Account Number

To place costs for external calls on a selected account number (up to 15 digits).

See section "Other useful facilities".

Automated attendant

A facility which sends voice instructions to internal and external callers, providing all options which can be chosen. Voice instructions lead the caller to the desired destination.

See section "Other useful facilities".

Call-back

An indication to a busy extension, to inform the person that you want to speak to him/her.

See sections "Internal messages" and "Outgoing calls".

Camp on

To place (queue) a call to a busy extension.

See section "Outgoing calls".

Dial-by-name

Initiation of a call by operating a single key.

Internal numbers (or common abbreviated numbers) can be stored on each extension.

See section "Abbreviated numbers".

Directory number

Numbers with 1-8 digits which are assigned to extensions or external lines or as common abbreviated numbers.

Direct Inward System Access (DISA)

If you are working externally, the DISA function enables you to make external calls (long distance) via the company PBX. You only pay for the call to your company. See section "Other useful facilities".

Diversion

Incoming calls to an extension are diverted to another directory number (extension, common abbreviated number or the operator).

There are three possibilities:

1. *Direct, which means that all calls to an extension are forwarded directly.*

2. *On no reply, which means that a call is forwarded if it is not answered within a certain time.*

3. *On busy, which means that a call is forwarded if the extension is busy.*

See section "Call forwarding".

Diversion Bypass

This is useful for letting urgent calls through to an extension where diversion is active.

See section "Call forwarding".

Extension

All telephones connected to the PBX have a unique internal number (up to 3 digits).

Information

Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. Information can be of two kinds:

1. *Pre-programmed text information.*
2. *Voice information.*

Intrusion

To intrude on an ongoing call when a requested extension is busy. See section "Outgoing calls".

IP call

Internal call sent via an internal data network (LAN or WAN).

ISDN

Integrated Services Digital Network. Provides your system with supplementary services from the public net.

Least cost routing

A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance). See section "Least cost routing".

Mailbox

The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox system".

Message

A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are two kinds of message:

1. *"Call me" message.*
2. *Voice message.*

See section "Internal messages".

Mute

To switch the microphone temporarily off. See section "During calls".

Password

A four-digit code needed to e.g. block your extension and retrieve messages from the mailbox system. You can set your own password. See section "Security".

PBX

Private Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).

Pre-defined text

Pre-programmed absent information. See section "Information".

Third party

A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section "During calls".

Tie line

An external line from the private network.

Transfer

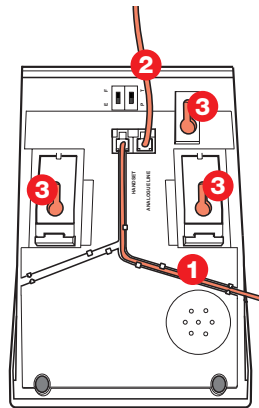
During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See section "During calls" and "Useful hints".

Trunk line

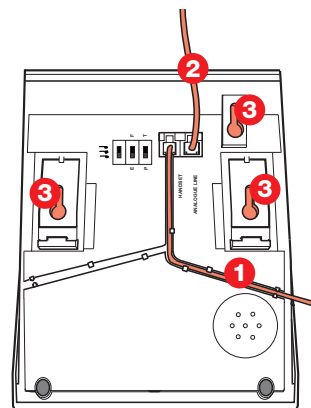
A trunk line is the same as an external line. Can be either digital or analog.

Installation

Install cables



Ericsson Basic telephone



Ericsson Medium telephone

- 1 Cable to handset
- 2 Cable to exchange
- 3 Wallmounting screw holes

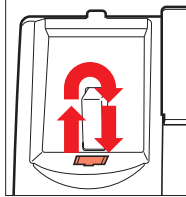
You can put the cable to the handset in any of the two notches underneath the telephone. The cable to the exchange has to be plugged in "ANALOGUE LINE".

Change cables

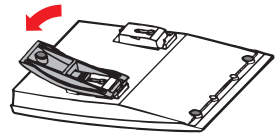
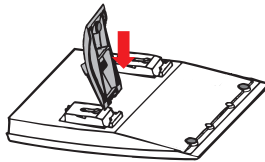
To remove a cable, push down the plug's stop. Use a screw-driver to unlock the stop.

Wall mounting handset hook

When mounting on a wall, you have to pull out and turn the hook.

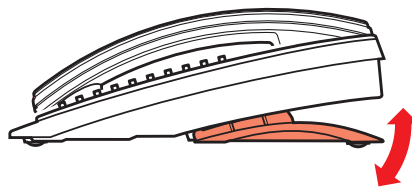
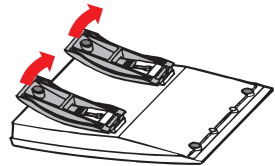
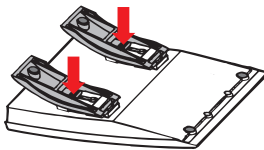


Install stand and adjust telephone



Press to decrease angle

Pull to increase angle



Adjustable angle

Placing the telephone

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.
 - Do not place your telephone near sources of extreme heat, e.g. near the radiator.
 - Make sure that the line cable isn't creased.
-

Cleaning the telephone

Use a slightly moistened (not wet) cleaning-rag or an anti-static rag and wipe off the telephone carefully. Do not use rough rags, solvents or aggressive cleaning fluids. Any damages of the telephone, that are caused by non-observance of these instructions, are not part of the liability given by the manufacturer.

Troubleshooting

This section contains information on how to solve common operational problems. Go through the following steps if you encounter any problems. If this does not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

Fault check list

- 1. Make sure your telephone is connected to an analog line**
- 2. Read the Installation chapter**
To make sure that you have done everything correctly and that everything is properly connected.
- 3. Disconnect all extra equipment**
If your telephone is working properly when done, the problem lies in the extra equipment.
- 4. Connect a functioning telephone instead of the faulty one**
If that telephone is working properly, the problem is probably in your telephone, contact your system administrator.
- 5. Check for operational problems**
If operational problems are found, the problem is in the telephone network, contact the local telephone service or the local telephone company.

Useful Hints

Connections between external lines

With your BusinessPhone PBX, you can establish an external call diversion or a conference with more than one external party or transfer an external call to another external destination (e.g. a mobile phone). These features are very useful for everyday business life.

Note: *When these features are used, your BusinessPhone will occupy at least two external lines.*

However, there may be disadvantages in connecting to several external lines. We would therefore like to draw your attention to the following:

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered**
- **Try to avoid diverting calls to third parties before they have answered**
- **If you are connected to two external lines, cancel one call by pressing "R" and "1"**

If the external parties are not persons (mailbox, automated information or attendant systems, etc.), connections on external lines can last a long time, which can be costly. Moreover, such calls may occupy two of your system's external lines. You can restrict connections between the external lines by re-programming your system.

Please ask your system administrator or contact our service center for more information.

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BusinessPhone Designation Card Manager

On the CD you will find helpful products and your user guide in electronic format.

Hardware requirements:

CPU Pentium 200MHz, 64 MB RAM
20 MB free memory on hard disk (optional)
VGA 800*600, 256 colors
Sound card (recommended), CD-ROM drive (24x)

Software requirements:

Operating system: MS Windows 95/98, MS Windows 2000
or MS Windows NT 4 (service pack 3 or higher)

No CD-ROM?

Please send an e-mail to:
businessphone.documentation@sea.ericsson.se
and we will send you a personal copy
for free!

Voice guide for the integrated mailbox system

A pocket-size voice guide, that will help you with the integrated mailbox system, for example useful when you are on the move.

Answer calls

Answer:	<i>Lift handset</i>
Answer on another extension:	<i>Lift handset Ext. No. 6</i>

Make calls

Internal calls:	<i>Lift handset Ext. No.</i>
External calls:	<i>Lift handset 0 External No.</i>
Common abbreviated number:	<i>Lift handset Abbreviated No.</i>
Individual abbreviated number:	<i>Lift handset * * Abbreviated no. 0-9</i>
Last external number redial:	<i>Lift handset * * *</i>



You get busy tone or no answer

Automatic call-back:	5 <i>Replace handset Lift handset when called back</i>
Camp on:	4 <i>Keep handset off hook</i>
Intrusion:	8



Inquiry

Ongoing conversation:	 <i>Call 3rd party</i>
-----------------------	--


Refer back

Switch between calls:	 2
To terminate:	 1

Conference

Ongoing conversation:	 <i>Call 3rd party</i>
	 <i>(To establish)</i>
	<i>Replace handset (To leave)</i>

Transfer

Transfer a call:	 <i>Call 3rd party</i>
	<i>Replace handset</i>
	<i>(Before or after answer)</i>

Messages

"Call me":	9 #
Voice:	99 <i>Speak</i>
Play-back:	*
Re-record:	9 <i>Speak</i>
Send:	#
Receive messages:	<i>Lift handset * 59 #</i>

Call forwarding

Fixed diversion:	<i>Lift handset * 21 #</i>
Internal diversion:	<i>Lift handset * 21 * New No. #</i>
<i>Cancel internal diversion:</i>	<i>Lift handset # 21 #</i>
Follow me, re-direct from answering extension:	<i>Lift handset * 21 * Own No. * New No. #</i>
<i>Cancel from answering extension:</i>	<i>Lift handset # 21 * Own No. #</i>
Bypass call forwarding:	<i>Lift handset * 60 * Ext. No. #</i>
External diversion:	<i>Program: Lift handset * 22 * Line access code External No. #</i>
<i>Cancel:</i>	<i>Lift handset # 22 #</i>
<i>Re-activate:</i>	<i>Lift handset * 22 * #</i>

Ericsson communications solutions for enterprise networks combine and improve advanced ways of exchanging information via voice, data, video and evolving future media.

This requires a true understanding of how businesses and professionals interact – an understanding that goes far beyond meeting just the technological requirements.

Our customers include owners of small to large enterprise networks, local as well as multinational. We also offer solutions for Internet service providers.

We deliver quality of service over converged networks. We provide staff with full onsite and offsite mobility.

We integrate computer and telephony applications on the desktop. We enable coordination of all business interactions over the media of choice. In essence, we help businesses forge enduring relationships with customers.

Ericsson is the leading provider in the new telecoms world, with communications solutions that combine telecom and datacom technologies with the freedom of mobility for the user. With more than 100,000 employees in 140 countries, Ericsson simplifies communications for its customers - network operators, service providers, enterprises and consumers - the world over.

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