

Dialog 4425 IP Vision

IP Telephone for MD110 Communication System
and Mobile Enterprise Communication Solution

User Guide



EN/LZT 103 64 R1A

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Table of Contents

	page
Welcome	4
Description	6
Safety Instructions	19
Start the Phone – Log On/Off	20
Incoming Calls	25
Outgoing Calls	27
Call List	34
Phone Book	36
During Calls	43
Call Forwarding	47
Absence Information (optional)	56
Messages	58
Group Features	63
Other Useful Features	65
Settings	69
Accessories	79
Web Server	82
WAP Services	88
Installation	93
Glossary	100
Index	101

Welcome

Welcome to the User Guide for the *Dialog 4425* IP Vision telephone in the Ericsson MD110 Communication System and Mobile Enterprise Communication Solution. 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.

There is a line of telephones designed for easy use in every situation to take full advantage of these advanced features and facilities.

Function descriptions that do not include speaking in the handset, are described off hook, if nothing else is stated. Instead of pressing the Clear key, you can always replace the handset.

Some markets use differing codes for some functions. In this guide, all functions are described using the most common code. The markets and their differing code is shown as a side note.

The User Guide describes the facilities of the *Dialog 4425* IP Vision telephone as it is programmed at delivery from the factory. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

The latest version of this User Guide can also be downloaded from: <http://www.ericsson.com/enterprise/library/manuals.shtml>

Note: *Dialog 4425 is an IP telephone conforming to the H.323 standard, i.e. it can only be used with a local area network (LAN) that supports this type of phone.*

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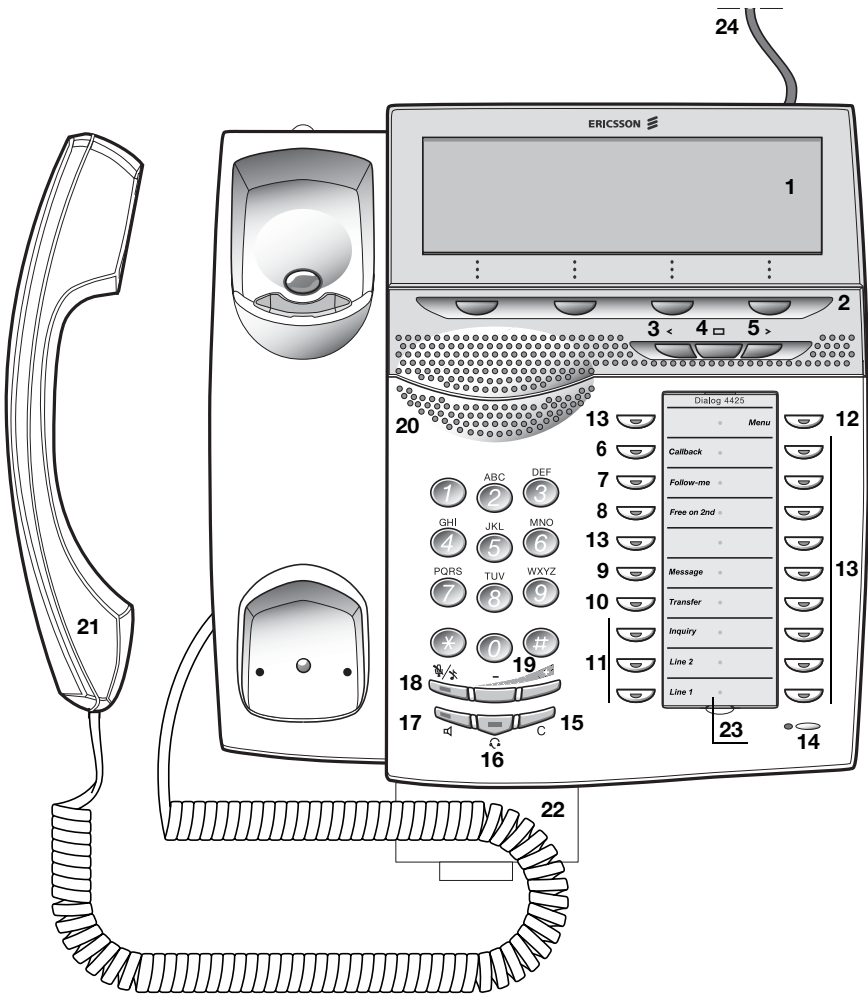
Declaration of conformity

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

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

Description

Dialog 4425 IP phone



1 Display
See section “[Display Information](#)” on page 12.

- 2 Display menu keys**

The functions depend on the call mode. When you are requested to “(see display)”, press the required key to access the function.
- 3 Navigation key left**

To navigate one step to the left in the top menu. See section [“Display Information”](#) on page 12.
- 4 Home**

To return to home position (idle mode). See section [“Display Information”](#) on page 12.
- 5 Navigation key right**

To navigate one step to the right in the top menu. See section [“Display Information”](#) on page 12.
- 6 Callback**

See section [“When you receive a busy tone”](#) on page 30.
- 7 Follow-me**

See section [“Call Forwarding”](#) on page 47.
- 8 Free on 2nd**

To allow a second call to be received when you already have an active call. See section [“Answer a second call during an ongoing call”](#) on page 26.
- 9 Message**

Message indication key. When the key lamp is lit, press the key to retrieve the message. See section [“Messages”](#) on page 58.
- 10 Transfer**

See section [“During Calls”](#) on page 43.
- 11 Triple Access Line**

For handling calls. Line 1 and 2 are available both for incoming and outgoing calls. Inquiry can only be used for outgoing calls.
- 12 Menu key**

This key is used to switch between the local display row of the phone, and the display row provided from the system. If the key lamp is lit, there is a communication problem between your phone and the system, you should contact your system administrator.
- 13 Programmable function keys**

See section [“Settings”](#) on page 69.
- 14 Microphone**

Used for handsfree conversation.

- 15 Clear**
To disconnect calls or exit a function. Can always be pressed instead of replacing the handset.
- 16 Headset key**
See section “[Accessories](#)” on page 79.
- 17 Loudspeaker on/off**
See section “[During Calls](#)” on page 43.
- 18 Mute**
a To switch the microphone on or off during a call.
See section “[Mute](#)” on page 43.
b To switch off the ring signal in idle mode or when ringing.
See section “[Mute ring signal](#)” on page 77.
- 19 Volume control**
To change the volume. See section “[Settings](#)” on page 69.
- 20 Loudspeaker**
- 21 Handset**
Supplied with hearing aid function as standard. An extra handset can be connected, see section “[Accessories](#)” on page 79.
- Please note:** *The handset may attract and retain small metal objects in the earcap region.*
- 22 Pull-out leaf for easy guide (optional)**
See section “[Accessories](#)” on page 79.
- 23 Designation card**
Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for MD110 Communication System. For more information, please contact your Ericsson Enterprise certified sales partner.
- 24 Power adapter connection**
See section “[Start the Phone – Log On/Off](#)” on page 20.

Lamp indications

	Extinguished lamp	The function is not active.
	Steady light	The function is active or multiple represented line is busy.
	Slowly flashing lamp	The line (or function) is put on hold.
	Rapidly flashing lamp	An incoming call.
	Light with short breaks	Ongoing call.

Tones and signals

The following different tones and signals are sent from the exchange to your phone.

Tone characteristics

The tones shown in this section are the most used tones worldwide. Many markets use a differing tone for one or more situations.

Dial tone	
Special dial tone	
Ringing tone or queue tone	 every 4 seconds
Busy tone	
Congestion tone	
Number unobtainable tone	
Call waiting tone	
Intrusion tone	
Conference tone	 every 15 seconds (to all parties)
Warning tone, expensive route	

Ring signals

Three different ring signals inform you about the type of the incoming call. The signals shown in this section are the most used signals worldwide. Many markets use signals that are adapted for the local standards. If you get a signal that is not described or you cannot identify, ask your system administrator.

Internal ring signal	
External ring signal	
Recall signal (Callback reminder)	

Display Information

The display gives you feedback information such as time and date, traffic state and connected phone numbers. The following displays show examples of the different states your phone is in.

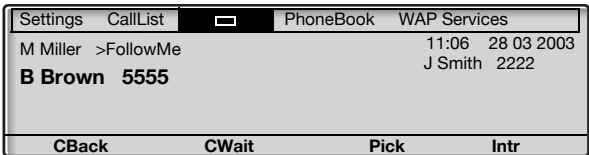
When an information end with three dots (...), this means that the system is working or waiting for your action. When an information ends with a exclamation mark (!), this means that no further action is possible.

During log on, when the display shows a list, or when the phone is in a setting mode, the middle field of the display is adapted to fit each situation.

You can change the display menu language and the date/time presentation, see section “[Settings](#)” on page 69.

Top menu

The top menu is within the black frame below.



The following main texts and symbols can be shown in the display's top menu (See also section “[Menu structure](#)” on [page 18](#).):

Settings

Access the Settings menu.

See section “[Settings](#)” on page 69.

CallList

Access the CallList menu.

See section “[Phone Book](#)” on page 36.



Home position (idle mode).

PhoneBook

Access the PhoneBook menu.

See section “[Phone Book](#)” on page 36.

WAP Services

Access the WAP Services menu.

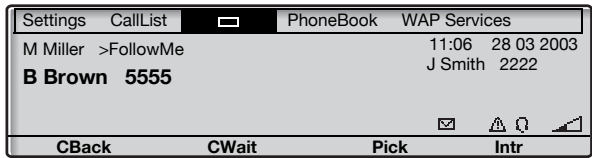
See section “[WAP Services](#)” on page 88.



Position indicator (selected top menu item).

Display symbols

The following symbols can be shown in the display in traffic states:



> Diversion and Follow-me indicator.

Indicates that the phone is forwarded to another extension. See section [“Call Forwarding”](#) on page 47.



Message.

Indicates that there is a message waiting. See section [“Messages”](#) on page 58.



Access warning.

Flashes when the access to system services is reduced (i.e. some system services does not work).



Headset Preset

Indicates that the phone is set for incoming and outgoing calls to be connected to the headset when you answer or make calls without lifting the handset. See section [“Headset \(optional\)”](#) on page 79.



Ringer off (a) / Volume level bar (b).

Appears at the same position.

- a Indicates that the ring signal is switched off. See section [“Silent ringing”](#) on page 77.
- b Indicates the ring signal volume in idle or ringing mode, or in speech mode the loudspeaker or earpiece volume.

The following symbols can be shown in the top menus or other display lists:

Example of the CallList menu:

Settings	CallList	PhoneBook	WAP Services
	M Sadler	3333	12:24 28 03
	J Crichton	5555	11:33 28 03
	J Gilmour	5467	10:48 28 03 0:01:15
		0012115171	15:11 27 03 0:15:11
	S Negus	7777	14:06 27 03 0:06:53
more...		Up	Down Call

Example of the Date Format menu:

Settings	CallList	PhoneBook	WAP Services
Date Format			
	28 03 2003		
	28 Mar 2003		
	Fr 28 Mar 2003		
	030328		
Cancel		Up	Down Select



New missed call.

Indicates a new missed and not checked incoming call.



Missed call.

Indicates a missed but checked incoming call.



Incoming call.

Indicates an answered incoming call.



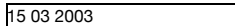
Outgoing call.

Indicates an outgoing call.



Bar indicator.

Indicates the shown part of the total list, and where that part is positioned in the total list.



Selection frame.

Indicates the subject to be called or selected in the list.

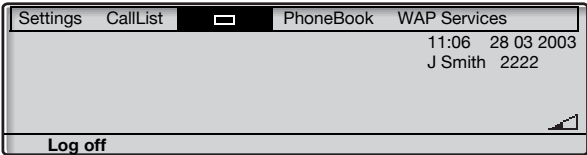


Setting indicators.

Filled symbol indicates the current setting in the shown list.

Idle phone

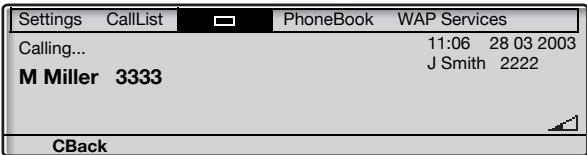
When your phone is idle, the diplay shows the top menu. Below the top menu; time, date, name your extension number are shown to the right. Below the line, lead texts for the display menu keys are shown.



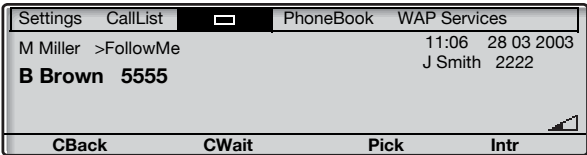
Note: When the name and extension number are long, the name is shown on one row and the number on another row.

Outgoing call

When you make an outgoing call on your phone, the idle information is shown and below the top menu; traffic information and dialed name (if available) and number are shown.



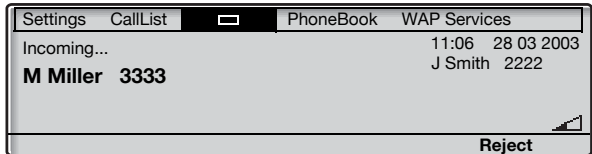
If the called party's phone is diverted, the diversion information and the answering extension name and number are shown below the top menu. > is the diversion symbol.



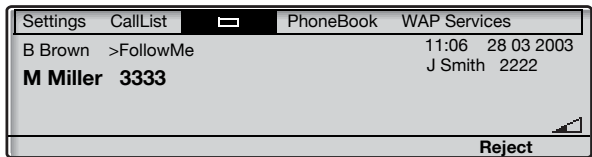
The call to Miller (3333) is directly diverted to Brown (5555).

Incoming call

When you receive an incoming call, the idle information is shown and below the top menu the calling party's extension number is flashing (if the name is available, this is also shown). If the number for an external call is not available, the display shows **External** instead of the number (flashing).



If a diverting extension is calling, the diversion information and the calling party's name and number (flashing) are shown below the top menu. > is the diversion symbol.



Miller (3333) has called Brown and the call is directly diverted to you.

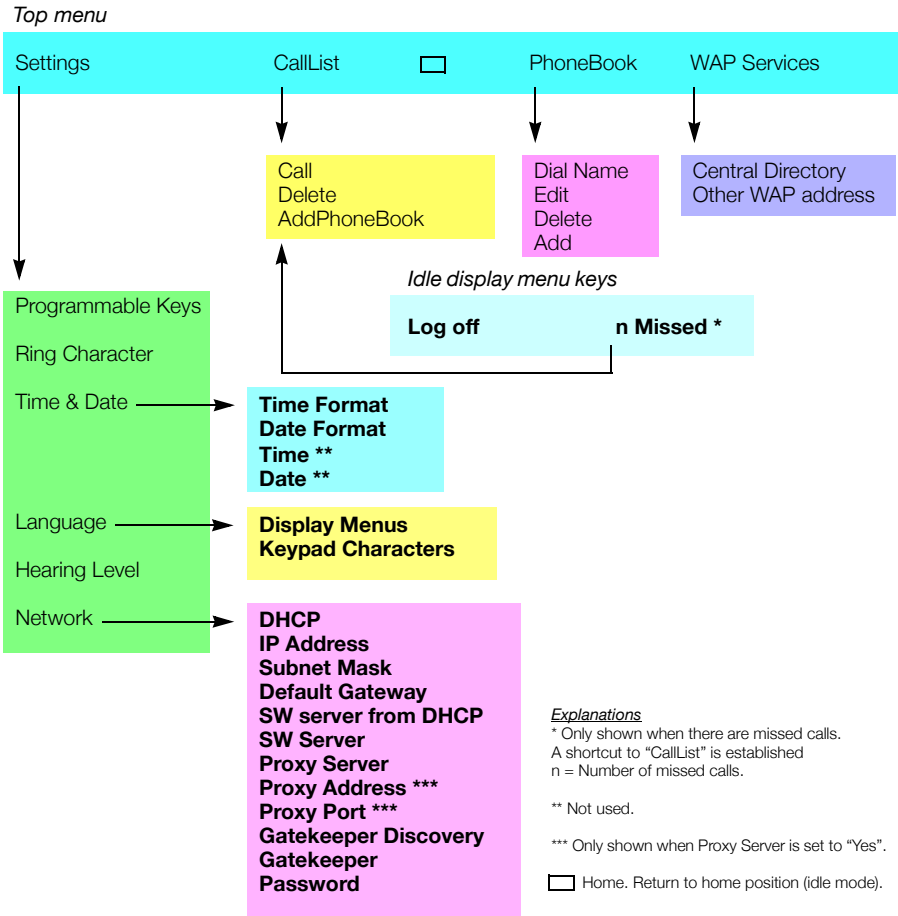
Display menu keys

The display menu keys are used to access different functions. The available functions vary depending on the traffic state and category of the extension. The following key texts and abbreviations are used for the display menu keys:

AcCo	Account code
AddPhoneBook	Add to Phone book
Back	Return to previous menu
Call	Call the number displayed
Cancel	Leave a menu without change
CBack	Callback
Change	Change a setting (toggling two modes)
Conf	Connect a conference member
Conf/Transf	To get a new line for conference or transfer
CUp	Group call pick-up
CWait	Call waiting
Delete	Delete an item
Down	Scroll down
Edit	Change property of item
Erase	Remove last character from display
Exit	Exit the displayed menu
Hold	Put the call on hold
Intr	Intrusion
Log off	Log-off from the system
Log on	Log-on to the system
n Missed	Number of missed calls in the call history list
more...	More menu choices
No	Negative answer
OK	Answer okay on question
Page	Paging
Pick	Call pick-up
Reject	Reject an incoming call
Save	Save settings
Search	Search Phone book
Select	Select item in a list
Up	Scroll up
Yes	Positive answer

Menu structure

Menu structure for each of the menus that can be selected from the idle menu. When you are navigating the menus, a selected menu is marked with a black frame.



Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons. Please note the following:

- **Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool**
- **Avoid using a phone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning**
- **Do not use the phone to report a gas leak in the vicinity of the leak**
- **Use only the power cord indicated in this guide**

Start the Phone – Log On/Off

All the system settings for your IP phone must be set by the system administrator before you can use the phone.

When this is done, and the phone is connected to the local IP network (LAN), your phone starts the start-up procedure automatically when you connect it to the mains.

Notes:

The phone does not work at power failure. After a power failure the phone will restart automatically. However, when password is requested, you must log on before the phone can be used again.

If your phone does not work properly, press the Clear key, the Mute key and # simultaneously for at least one second to reset the phone.

Start the phone

Connect the phone to the local network.

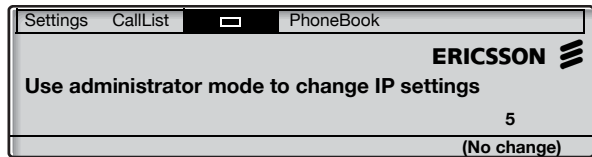
See section “[Installation](#)” on page 93.

If an external power adapter is used:

Connect the adapter to the mains and connect the plug from the adapter to “terminal POWER” underneath on your phone.

See section “[Installation](#)” on page 93.

After a few seconds the Headset key lamp will light for about five seconds, then the displays shows:

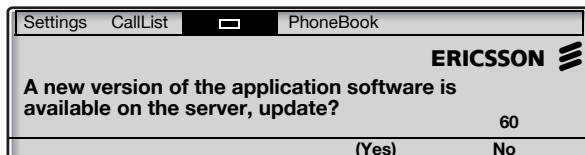


A timer is counting down and after five seconds **(No change)** is selected automatically (if the procedure is not interrupted by a key press).

Note: *You can speed up the procedure by pressing **(No change)**.*

Now the display informs that the phone is connecting to the server and software is loading. This takes about 15 seconds. After a self test, the phone is ready for log-on.

Update software



A timer is counting down and after 60 seconds **(Yes)** is selected automatically (if the procedure is not interrupted by a key press).

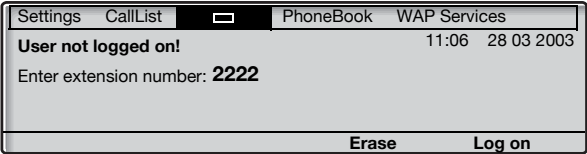
No Press to use the current version of the software (see display).

(Yes) Press to update the software (see display).

Note: *It is important that you do not disconnect the power to the phone while the new software is being downloaded and saved. If a power failure does occur, the software must be downloaded again.*

Log on

The log on menu is displayed:



The extension number that was used for the last log-on is automatically shown. If the displayed number is your number:

Log on Press to log on (see display).

If the displayed number is not yours (the phone has been logged on by someone else with the shown number):

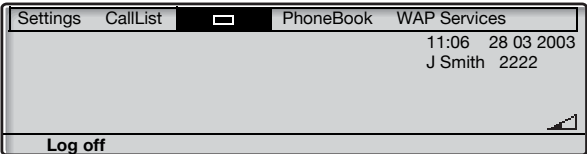


Dial your extension number.

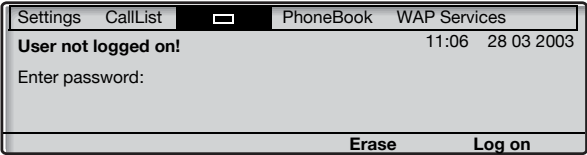
The displayed number is automatically erased when you start dialling. The display shows your entered digits. (The display menu key **Erase**, is used to remove a wrong entry.)

Log on Press to log on (see display).

If a password is not required, the display shows your name and extension number, and the phone is ready for use.



If a password is requested the display shows:



Notes:

*The password request is controlled via the **Password** menu. The last setting used (by previous user) remains until changed. To change the password request, see section [“Network settings”](#) on page 78 or contact your system administrator regarding this.*

The password is obtained from the system administrator and can only be changed by the administrator.



Enter your password.

(The display menu key **Erase**, is used to remove a wrong entry.)

Log on

Press to log on (see display).

The display shows your name and extension number, and the phone is ready for use.

Log off

Log off

Press to log off (see display).

The text **Log off?** is displayed.

Yes

Press to confirm (see display).

The log on menu is displayed.

Incoming Calls

Answer calls

A ringing signal and a flashing lamp indicate an incoming call.

On Line 1

Normally you will receive calls on Line 1.



Lift the handset.

Handsfree



Line

Press the flashing Line key.

You are connected to the caller via the loudspeaker and microphone.



Press to terminate a handsfree call.

On another extension

You can answer a call to a phone in another room:



Call the ringing extension.

Settings	CallList	PhoneBook	WAP Services
Busy...		11:06	28 03 2003
M Miller	3333	J Smith	2222
CBack	CWait	Pick	Intr

Pick

Press to answer (see display).

Answer a second call during an ongoing call

You can receive another call, when Free on 2nd is activated.



Press to activate/deactivate.

When Free on 2nd access is active the lamp is lit.

You have an ongoing call on Line 1, when Line 2 flashes to indicate a new incoming call:



Press to answer.

The first call is put on hold.



Press to switch back to the first call.

The second call is put on hold. You are connected to the first caller.



Press to terminate the connected call.

Note: If the calling party has activated Call Waiting, you can receive a second call even if Free on 2nd is not activated.

Outgoing Calls

Make calls

How to make internal and external calls:



Lift the handset and proceed depending on call type:

Internal calls



Dial the extension number.

External calls

0

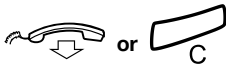
Dial the digit or digits to get an external line.

Dial tone.

Note: *The particular digit or digits used in your office, e.g. **0** or **00**.*



Dial the external number.



Replace the handset or press to end the call.



Handsfree

With the handset on hook:

Dial the number.

You are connected via the loudspeaker and microphone.

Press to terminate a handsfree call.

Note: You can make your calls faster by using common Speed Dialing numbers and by using your own programmed function keys. See section “Speed Dialing” on page 32.

Individual external line

To make a call on a specific external line:

0

Dial.



#

Dial the individual external line number and press.



Dial the digit or digits to get an external line and the external number.

Last External Number Redial

When you initiate an external call the system automatically stores all the dialed digits, irrespective of whether the call was successful or not.



****#**

Lift the handset.

Dial to repeat the stored number.

The last external number is automatically redialed.

Note: Finland and Sweden, dial *** * 0**

Redial calls from the Call list

To handle the Call list, see section “[Call List](#)” on page 34.



Select CallList in the top menu (see display).

Settings	CallList	PhoneBook	WAP Services
M Sadler	3333	12:24 28 03	
J Crichton	5555	11:33 28 03	
J Gilmour	5467	10:48 28 03	0:01:15
	0012115171	15:11 27 03	0:15:11
S Negus	7777	14:06 27 03	0:06:53
more...	Up	Down	Call

or.

n Missed

Press (see display).

n = Number of missed calls.

Down or Up

Press to frame a phone number (see display).

Call

Press to call the framed phone number (see display).

Note: To add the number to your Phone book, see section “[Add number from the Call list](#)” on page 42.

When you receive a busy tone

If you call an extension and receive a busy tone, or get no answer, or all external lines are busy, you can use these methods:

Callback

If a called extension is busy or there is no answer:



Callback

Press.

Note: You can also press: **CBack** (see display).



Replace the handset to finish procedure.

You are called back (recall ring signal) when the ongoing call is finished or the next time a new call is finished. You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back.

The system calls the extension.

Note: Callbacks can be activated on several extensions at the same time.

If all external lines are busy (after dialing the digit or digits to get a line):



Callback

Press.

Note: You can also press: **CBack** (see display).



Dial the external number and press.



Replace the handset to finish procedure.

When an external line becomes free you will be called back (recall ring signal). You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back.

The system calls the external number.

Note: Only one Callback can be activated on a busy external line.

3 7 * **Cancel any single Callback****Dial and enter the extension number.**

Note: To cancel a single Callback on a specific external line, dial the digit or digits to get a line instead of the extension number.

**Press.****Cancel all Callbacks**

3 7

Dial.**Press.****Activate Call Waiting**

If you urgently wish to contact a busy extension or external line, you can notify it by a Call Waiting signal.

CWait**Press (see display).**

Keep handset off hook. When the called extension or the external line becomes free, it will be called automatically.

Note: The Call Waiting function might be blocked for use on your extension (programmed by your system administrator). If Call Waiting is not allowed you will continue to receive a busy tone.

Intrusion on a busy extension

You can intrude on an ongoing call on a busy extension.

Intr**Press (see display).**

Before the intrusion is executed a warning tone is sent to the parties in the ongoing call. A three party call is established and a warning tone is heard.

Note: The warning tone might be disabled for your system. The Intrusion function might be blocked for use on your extension (programmed by your system administrator). If Intrusion is not allowed you will continue to receive a busy tone.

Bypass Diversion

If Bypass Diversion is allowed from your extension, you can bypass an activated Diversion/Follow-me on a specific extension.

✱ 6 0 ✱



#

Dial and enter the extension number.

Press and wait for answer.

Speed Dialing

Common Speed Dialing Numbers

By using common Speed Dialing numbers, you can make calls simply by pressing a few keys. The common Speed Dialing numbers consist of 1–5 digits and are stored in the exchange (by your system administrator).



Lift the handset and dial the common Speed Dialing number.

Dial by a function key

Both functions and phone numbers can be programmed on a function key. To program a key, see section [“Programming of function keys”](#) on page 69.

Head office



Press the function key.

This function key is preprogrammed by you.

Dial by Phone book

With this function you can make a call from the Phone book. There are two ways to enter the Phone book, either via a navigation key, or via a shortcut.

Using the navigation key:



Select PhoneBook in the top menu (see display).



Press the key with corresponding letter.
Repeat until the initial letter of the name is shown.

Search

Press (see display).

Settings	CallList		PhoneBook	WAP Services
I Crichton				0012115171
J Crichton				5555
J Gilmour				5467
S Negus				7777
M Sadler				3333
Exit	Up	Down	Call	

Down or Up

Press to scroll the list of names (see display).

Call

Press to call the framed name (see display).

Using the shortcut:



Press the key with corresponding letter.
Keep pressed until a name list is shown.

Down or Up

Press to scroll the list of names (see display).

Call

Press to call the framed name (see display).

Call List

The phone keeps a Call list with 50 phone numbers that includes missed calls (if supported by the network), incoming calls, outgoing calls and answered calls.

Note: *If power failure occurs the list is cleared.*

To access the Call list



Select CallList in the top menu (see display).

The Call list is displayed, see example.

or.

n Missed

Press (see display).

n = Number of missed calls.

Display menu key options

Down or Up

Press to frame a phone number in the list (see display).

Call

Press to call the framed phone number (see display).

See section "[Redial calls from the Call list](#)" on page 29.

more...

Press to access more options (see display).

Exit

Press to exit the CallList menu (see display).

Back

Press to return to the previous menu (see display).

Delete

Press to delete the framed call (see display).

AddPhoneBook

Press to add the framed phone number to the Phone book (see display).

See section "[Add number from the Call list](#)" on page 42.

Example of the CallList menu:

Settings	CallList	PhoneBook	WAP Services
 M Sadler	3333	12:24 28 03	
 J Crichton	5555	11:33 28 03	
 J Gilmour	5467	10:48 28 03	0:01:15
 0012115171	15:11 27 03	0:15:11	
 S Negus	7777	14:06 27 03	0:06:53
more...	Up	Down	Call

The content of the Call list is (from left to right):

- Type of call symbol. See explanation below.
- Name of the calling/called person, e.g. “J Gilmour”.
- Phone number of the calling/called person, e.g. “5467”.
- Time of the call, e.g. “10:48”.
- Date of the call (Day/Month or Month/Day depending on date format setting), e.g. “28 03”.
- Call duration, e.g. “0:01:15”. (= one minute and 15 seconds).
- Bar indicator. Indicates the shown part of the total list, and where that part is positioned in the total list.

With the following call symbols displayed:



New missed call.

Indicates a new missed and not checked incoming call.



Missed call.

Indicates a missed but checked incoming call.



Incoming call.

Indicates an answered incoming call.



Outgoing call.

Indicates an outgoing call.

Phone Book

There is a local Phone book in your phone, where you can store your most frequently used numbers.

Settings	CallList	PhoneBook	WAP Services
I Crichton		0012115171	
J Crichton		5555	
J Gilmour		5467	
S Negus		7777	
M Sadler		3333	
Exit	Up	Down	Call

There are three ways to add number and names into the Phone book:

- 1 **Enter the name and number by using the digits 0-9 on the keypad, in the same way as with a mobile phone.**
- 2 **Add an incoming call from the Call list into the Phone book.**
- 3 **From a PC browse into the phone using a standard web browser and enter the name and number.**
See section [“Web Server”](#) on page 82.

To make a call via the Phone book, see section [“Dial by Phone book”](#) on page 33.

Entering names and numbers

Note: When entering the name using the keypad, the most common letters are written above each key on the phone. To get the letter A press key 2 once, for B press key 2 twice, to get C press key 2 three times, etc. See section ["Character map"](#) on page 38.



Press to switch between upper and lower case or vice versa.
This is only valid for the characters A-Z.

Erase

Press to correct a wrong entry (see display).

Example: To enter the name Smith:

The marked character is selected after a time out or when another key is pressed.



Select PhoneBook in the top menu (see display).

7 7 7 7

Press for S

6 *

Press for m

4 4 4

Press for i

8

Press for t

4 4

Press for h

Character map

Default character map of all available characters in upper case.

Phone key	Number of times to press the key																		
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1	Space	-	?	!	,	.	:	;	"	'	(	)	1						
2	A	B	C	Å	Ä	Æ	À	Ç	2	Γ									
3	D	E	F	È	É	3	Δ	Φ											
4	G	H	I	Ì	4														
5	J	K	L	5	Λ														
6	M	N	O	Ñ	Ö	Ø	Ò	6											
7	P	Q	R	S	ß	7	π	Σ											
8	T	U	V	Ü	Ù	8													
9	W	X	Y	Z	9														
0	+	&	@	/	□	%	\$	€	£	¥	\	\$	¿	ı	0	Θ	Ξ	Ψ	Ω
#	#	*	<	=	>	_	μ		[	]	{	}							

Note: You can switch to another character map, e.g. to Greek or Cyrillic, which means that the character order can differ from the table above. See section [“Change keypad character map”](#) on page 72.

Add name or number

If you want to add the name and number from the Call list, see section "[Redial calls from the Call list](#)" on page 29.



Down or Up

Select PhoneBook in the top menu (see display).

Press (see display).

Repeat until the **Add** menu is framed.

Select



Press (see display).

Enter name is prompted.

Enter the name.

Save



Press (see display).

Enter number is prompted.

Enter the associated number.

Save

Press (see display).

The programmed name and number are shown in the display.

OK

Press to confirm (see display).

Exit

Press to return to the previous menu (see display).

or.



Press to return to idle mode.

	<u>Edit name or number</u>	To change something in the name or number for an entry:
	Select PhoneBook in the top menu (see display).	
Down or Up	Press (see display). Repeat until the Edit menu is framed.	
Select	Press (see display). Enter name is prompted.	
 Search	Enter the first letters of the name and press (see display).	
Down or Up	Scroll until you find and frame the name (see display).	
Edit	Press (see display).	
Erase	Press (see display). Repeat until the position for editing is reached, or until the complete name is erased.	
	Enter the remaining characters or the new name.	
Save	Press to save the name (see display). The changed name and number are shown in the display. or.	
Number	Press to change the number (see display). Enter number is prompted.	
Erase	Press (see display). Repeat until the position for editing is reached, or until the complete number is erased.	
	Enter the remaining characters or the new number.	
Save	Press to save the number (see display). The changed name and number are shown in the display.	
OK	Press to confirm (see display).	
Exit	Press to return to the previous menu (see display). or.	
	Press to return to idle mode.	

	<u>Delete name or number</u>
Down or Up	Select PhoneBook in the top menu (see display).
Select	Press (see display). Repeat until the Delete menu is framed.
	Press (see display). Enter name is prompted.
Search	Enter the first letters of the name.
Down or Up	Press (see display).
Delete	Scroll until you find and frame the name (see display).
OK	Press to delete a found entry (see display).
Exit	Press to confirm (see display).
	Press to return to the previous menu (see display). or.
	Press to return to idle mode.

Add number from the Call list

You can add numbers in the Call list to your local Phone book.



Down or Up
more...

Select CallList in the top menu (see display).

Press to frame a phone number (see display).

Press (see display).

Settings	CallList	PhoneBook	WAP Services
M Sadler	3333	12:24 28 03	
J Crichton	5555	11:33 28 03	
J Gilmour	5467	10:48 28 03	0:01:15
	0012115171	15:11 27 03	0:15:11
S Negus	7777	14:06 27 03	0:06:53
Exit	Back	Delete	AddPhoneBook

AddPhoneBook

Press to add the framed phone number to the Phone book (see display).

Edit

Press if you want to add a name or change the number (see display).

or.

OK

Press to confirm (see display).



Press to return to idle mode.

Note: To handle the Call list, see section “[Call List](#)” on page 34.

During Calls



Handsfree

Press.
Handsfree conversation.

Press to end the call.

From handsfree to handset

If the handset is on hook:



Lift the handset.
Conversation via the handset.



If the handset is off hook:

Press.
Conversation via the handset.



Mute

Press to switch the microphone on or off.
When the lamp is lit, the person on the line cannot hear what is being said in your room.

On hold

You can temporarily put the ongoing call on hold.



Press the ongoing call Line key and replace the handset.
The key lamp flashes slowly and the display shows the call on hold.

***Note:** You can also press **Hold** (see display) and replace the handset.*



Press the flashing Line key again to resume the call.

Inquiry

You have a voice connection on Line 1 and want to make an Inquiry to an internal or external party.



Press.
The first party is put on hold (Line 1 flashes slowly).

***Note:** You can also press Line 2.*



Call the second party.
When the other party answers, you can switch between the calls (Refer back), Transfer the call, create a Conference and end one of the calls.



Press to end the Inquiry call.
The second party is disconnected.



Press to return to the first party.

Refer back

The Line key lamp flashes for the call put on hold. The display shows the connected call with large characters, and the call put on hold with small characters.

Settings	CallList		PhoneBook	WAP Services
				11:06 28 03 2003
M Miller 3333				J Smith 2222
L1 on hold: B Brown 5555				
Conf				



Line 1

Press to put second party on hold.

First party is connected.



Inquiry

Press to put first party on hold.

Second party is connected.



Press to terminate the connected call.

Transfer

You want to transfer an ongoing call.

Conf/Transf

Press (see display).

Note: You can also press Inquiry or Line 2.



Call the second party.



Transfer

Press before or after answer.

The ongoing call is transferred.

Note: If you have put more than one call on hold, the last call that was put on hold will be transferred. If the dialed extension is busy or Transfer is not allowed, your phone will ring again.

Conference

With this procedure you can include up to seven parties in a conference. Only the conference leader can admit participants. During the conference a tone will be heard every 15th second.

Note: *The conference tone might be disabled for your system.*

You have an ongoing conversation (Line 1) and want to establish a phone conference. You will become the conference leader.

Conf/Transf

Press (see display).

Note: *You can also press Inquiry or Line 2.*



Call the second party.
Wait for answer.

Conf

Press to establish a conference (see display).

Repeat the procedure to add more conference members.



Replace the handset to leave the conference.

Call Forwarding

Internal Follow-me

All calls to your extension are diverted to another extension of your choice (within the private network). During Follow-me you will hear a special dial tone and the Follow-me lamp indicates that your Triple Access Line has Follow-me. You can still make calls as usual.

Note: *The Follow-me key is only used as a Follow-me indicator. Nothing happens when the key is pressed.*

Order from your own extension

✱ 2 1 ✱ 

Dial and enter the answering position number.

Note: *U.K., dial ✱ 2 ✱ No.*



Press.

Cancel from your own extension

2 1 # 

Dial and press.

Note: *U.K., dial # 2 #.*

Redirect from answering position

If you are in another room, you can still answer your calls by forwarding them to where you are.

*** 2 1 *** 

Dial and enter your own extension number.

Note: U.K., dial * 2 * No.

***** 


Press and enter the Diversion number.

Press to redirect.

Calls are diverted to the answering position.

Note: Internal Follow-me must be ordered from your own extension before you can redirect from answering position.

Cancel from answering position

2 1 * 

Dial and enter your own extension number.

Note: U.K., dial # 2 * No.



Press.

External Follow-me

If external Follow-me is allowed you can have all calls to your extension diverted to an external number of your choice.

During external Follow-me you will hear a special dial tone and the Follow-me lamp indicates that your Triple Access Line has Follow-me. You can still make calls as usual.

Note: *The Follow-me key is only used as a Follow-me indicator. Nothing happens when the key is pressed.*

*22# 

Order

Dial and enter the digit or digits to get an external line and enter the external number.



Press.

#22#

Cancel

Dial.



Press.

Personal Number

With this function you can be reached on your normal office phone number even if you are in another room, out of the office or at home, etc.

Depending on the functionality of your office exchange, you can have either one individual single search profile or you can choose between five individual search profiles (optional).

A search profile can be designed to fit the situation, i.e. in the office, traveling, at home, etc. Both internal or external phone numbers can be used in a profile.

At your request, the search profiles are programmed or modified by your system administrator. See section "[To design and order your search profiles](#)" on page 52.

When the function is activated, incoming calls are transferred to different phones or to back-up services in the order you choose. If an answering position in the profile is busy, the call can be transferred to another predefined position in the profile, i.e. voice mail or a colleague. You can activate the function from your own office phone or when out of the office, by using the Direct Inward System Access function (DISA).

To activate or change to another profile from your office phone

✱ 1 0 ✱

(1 – 5)



Dial.

Press the search profile digit.

Press.

The display shows the chosen search profile digit.

Notes:

You can also activate and change to another profile by programming one function key/search profile (the function keys has to be pre-assigned by your system administrator). When the search profile is active the key lamp is on.

When another party is included in the activated profile, a colleague or an operator, etc., always remember to inform about your absence. If voice mail is included in the activated profile, always update your greeting with absence information.

1 0

**To cancel from your office phone****Dial.****Press.**

Note: If you have activated a profile via a function key, you can press this key instead of using the procedure above.

To activate or change to another profile from an external phone

The external phone must be of push button type provided with pound key (#) and star key (*) or a mobile phone adapted for dial tone pulses (DTMF).

**Call the DISA function at your office.**

Dial tone.

* 7 5 *

Dial.**Enter the authorization code and press.****Dial your own extension number and press.**

Dial tone.

* 1 0 *

Dial.**Dial your own extension number and press.**

(1 - 5)

Press the search profile digit.**Press and replace the handset.**

Note: When another party is included in the activated profile, a colleague or an operator, etc., always remember to inform about your absence. If voice mail is included in the activated profile, always update your greeting with absence information.

To cancel from an external phone

The external phone must be of push button type provided with pound key (#) and star key (*) or a mobile phone adapted for dial tone pulses (DTMF).



Call the DISA function at your office.

Dial tone.

75

Dial.



Dial the authorization code and press.



#

Dial your own extension number and press.

Dial tone.

#10*

Dial.



#

Dial your own extension number and press.



Replace the handset.

To design and order your search profiles

The search profiles are installed or changed by your system administrator. In order to set up your profiles, copy the setting form, fill in your new or changed profiles and give it to your system administrator.

Note: *If a profile handling application is connected to your system, you can edit profiles via your Intranet. See separate instructions for the application.*

Important notes when designing your search profiles:

- Avoid ring times longer than 45 seconds for your profiles.
Usually the caller hangs up after 3-6 ring signals. If you need a longer ring time, the maximum time is 60 sec.
- Consider the time you need to react and answer on each answering position in your profile.
You might need up to 15 seconds to react and answer a call on a desk or cordless phone and 20–25 seconds for a mobile phone.
- There must be an answering position at the end of every profile (Voice mail or operator/secretary).
If not, calls might end up unanswered.
- Consider what should happen while you are busy on a phone.
The available options are:
 - *Activate Free on 2nd (if available)*
 - *Diversion to voice mail*
 - *Diversion to the operator*
- If an answering machine, a fax or other answering device is used as an early answering position, it might interrupt the searching.
Disconnect the answering device, or design the ring times so they do not affect the searching.
- If your system admits just one single personal profile, design the profile only with your 2–3 most frequently used positions.
If you add more numbers, there is a risk that the caller hangs up before a latter position is called.
- If your system admits 1–5 personal profiles, design the different profiles to fit your most frequently used positions.
Make sure you use as few answering positions as possible for each profile. Profile examples:
 - *In office*
 - *At home*
 - *Traveling*
 - *Absent/not reachable*

Example:

How to fill in your setting form for search profiles:

Profile 1

In office

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1	Desk	1234	10
2	Cordless	5234	15
3	Voice mail		

** Examples: Desk, Cordless, Mobile, External, Voice mail, Operator, etc.*

Profile 2

At home

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1	External	222222	20
2	Mobile	0706666666	25
3	Voice mail		

Setting form for search profiles

Name:

Department:

Telephone No:

Account:

Profile 1

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

* Examples: Desk, Cordless, Mobile, External, Voice mail, Operator, etc.

Profile 2

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 3

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 4

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 5

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Absence Information (optional)

The absence information is used to inform callers why you are absent and when you return. If you are authorized, you can also enter absence information for another extension from your own extension.

Order

Example: Back on September 15 (=0915).

23

Dial.

(0–9)

Enter the absence code.

Note: *The absence codes consist of one digit which depends on the system connected to the exchange. Contact your system administrator regarding the available absence codes.*

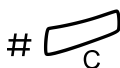
***0915**

Press and enter the date (MMDD) or time (HHMM) of your return.

Notes:

If no return time or date is needed, this step can be skipped.

The order in which the date is stated is system dependent.



Press.

The display shows the reason, and if entered, time or date of return.

Cancel

2 3



Dial.

Press.

The programmed information is erased.

Order for another extension

* 2 3 0 *



Dial.

Dial the extension number and press.

(0 – 9)

Enter the absence code.

* 0 9 1 5

Press and enter the date or time of the other person's return.



Press.

The display on the other person's extension shows the reason, and if entered, time or date of return.

Cancel for another extension

2 3 0 *

Dial.



Dial the extension number and press.

Note: If the special dial tone is received, the authorization code for the other extension is required. Add the code and press # before pressing the Clear key.



Press.

Messages

Manual Message Waiting (MMW)

If the called extension does not answer you can initiate a message waiting indication on that extension (if this function is allowed).

Answer



Message

Press.

A call is initiated to the extension that requested Message Waiting.

Note: After the call you have to cancel the message manually, see below.

Cancel MMW at your own extension

3 1

Dial.



C

Press.

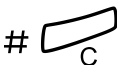
Order MMW to another extension

*** 3 1 ***

Dial.



Dial the extension number.

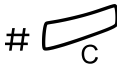


C

Press.

The Message Waiting key lights up on the called extension.

3 1 *

**Cancel MMW to another extension****Dial.****Dial the extension number.****Press.****Message Waiting (optional)**

If assigned this function and your phone is diverted to an interception computer, the Message key lamp is lit when there are messages stored for you in the computer. The messages will be printed out on a printer connected to the computer.

**Message****To print out messages****Press.**

The display shows the identity of the computer and the number of messages stored for you.

If you find that the notification of Message Waiting is intrusive or you want to shut off the notification:

9 1 # *

Dial.

Acknowledgement tone.

Voice mail (optional)

This integrated voice mail function allows you to leave a voice message to the caller when you are unable to answer calls, e.g. when out of office, in a meeting, etc. Then the caller can leave a message in your mailbox. When back in office you can enter your mailbox and listen to received messages.

You can choose to divert all incoming calls to your mailbox, or calls when there is no answer, or calls when your phone is busy.

If you use the personal number function, it is recommended to program voice mail as the last answering position for all search profiles.

When you enter your mailbox, you will hear recorded instructions how to handle listening, recording, storing and deleting messages, and how to change your security code.

To activate and deactivate your mailbox

For all incoming calls:

See section “[Internal Follow-me](#)” on page 47. Use the number to the voice mail system as the “answering position number”.

To enter your mailbox

From your office phone:



Dial the number to the voice mail system.

Note: *When the Message key lamp is lit (= a new message is received), you can also press this key.*

If you are asked to enter your security code:



Enter your security code.

Code at delivery = your extension number.

From another phone:



Dial the number to the voice mail system.

If you are asked to enter your security code (the used phone has a mailbox of its own):

#

Press.



Dial your mailbox number.

(normally your office extension number)



Enter your security code (if required).

To enter someone else's mailbox

Dial the number to the voice mail system.

If you are asked to enter your security code (the used phone has a mailbox of its own):

#

Press.



Dial the mailbox number.

(normally the office extension number of the person served)



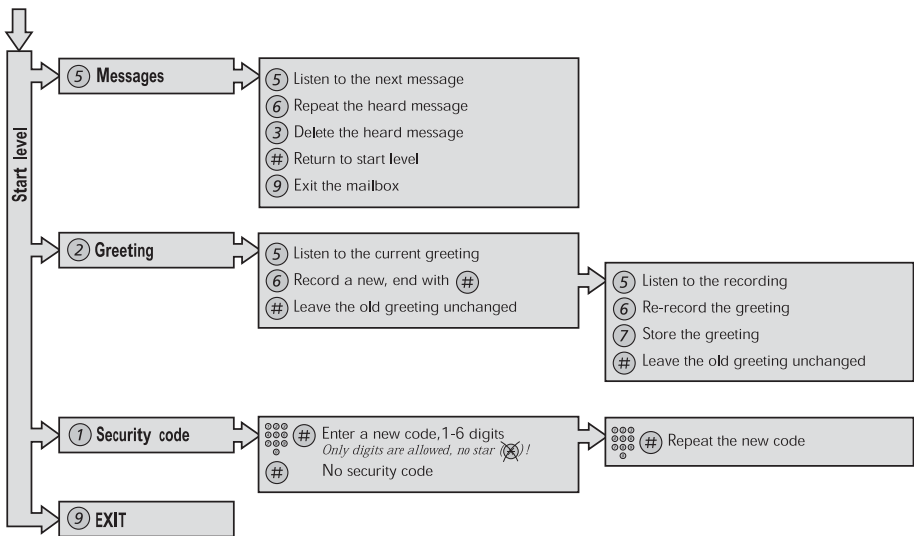
Enter the security code of the other person (if required).

To handle the mailbox

Recorded information on the line tells you the number of new and stored messages. If you have too many messages stored, you will first be asked to delete saved messages.

Recorded instructions ask you to press different digits in order to listen to caller's messages, record your own greetings, change your password or exit your mailbox, etc.

The following diagram gives an overview of the mailbox system and the digits to be used.



Group Features

Group Call-pick-up

People working in a team can have their phones programmed by their system administrator to form Call-pick-up groups.

In a Call-pick-up group, any member can answer any individual call to group members.

8 Press to answer.

Notes:

One Call-pick-up group can serve as an alternative to another group. Calls to the alternative group can only be answered when there are no calls to your own group.

*Finland and Sweden, press **0**.*

Common bell group

Calls are signalled on a common bell.

8 Press to answer.

Note: *Finland and Sweden, press **0**.*

Group Hunting

An internal Group Hunting number is a common directory number for a group of extensions. Calls to the group will be indicated at a free extension in the group, you can temporarily leave the group.

*** 2 1 *** 



To leave the group temporarily

Dial and enter your own extension number.

Note: U.K., dial *** 2 *** No.

Press.

2 1



To re-enter the group

Dial.

Note: U.K., dial **# 2 #**

Press.

Other Useful Features

Account code (optional)

This function is used to charge a call to an account number or to prevent unauthorised calls from your phone. The account code can have 1 to 15 digits.

✱ 6 1 ✱

Dial.

Note: *Finland and Norway, dial ✱ 7 1 ✱*

⓪ ⓪ ⓪
⓪ ⓪ ⓪
⓪ ⓪ ⓪
⓪

#

Dial the account code and press.

Dial tone.

⓪ ⓪ ⓪
⓪ ⓪ ⓪
⓪ ⓪ ⓪
⓪

Dial the digit or digits to get an external line and the external number.

Ongoing external call

When used to charge a call it is also possible to connect an ongoing external call to an account code. During the call:



Line

Press the ongoing call Line key to put the call on hold.

✱ 6 1 ✱

Dial.

Note: *Finland and Norway, dial ✱ 7 1 ✱*

⓪ ⓪ ⓪
⓪ ⓪ ⓪
⓪ ⓪ ⓪
⓪

#

Dial the account code and press.

Dial tone.



Line

Press the flashing Line key for the call put on hold.

General Deactivation

The following features can be simultaneously cancelled:

- Callback (all Callbacks are cancelled)
- Internal and External Follow-me
- Manual Message Waiting/Message Diversion

0 0 1



Order

Dial.

Press.

Alarm extension

An extension can be programmed by your system administrator as an Alarm extension. A call to an Alarm extension obtains automatic Intrusion if the extension is busy. Up to seven calling parties may be connected at the same time.

From an IP extension you can make calls to an Alarm extension. However, the IP extension itself cannot be programmed as an Alarm extension.

Emergency mode

In the event of an emergency the operator can set the exchange into Emergency mode, during which only preprogrammed extensions are permitted to make calls.

Night Service

When the exchange is in Night Service mode, all your incoming calls to the operator are transferred to a selected extension or group of extensions. The exchange is equipped with three different Night Service modes:

Common Night Service

All incoming calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Individual Night Service

Selected external calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Universal Night Service

All incoming calls to the operator are transferred to a universal signalling device, e.g. the common bell. Answer the call as described in section “[Common bell group](#)” on page 63.

DISA = Direct Inward System Access (optional)

If you are assigned to use this function and you are working externally, you can call your office and get access to an external line in order to make business calls. The business call will be charged your office extension number or an account number. You will just be charged for the call to the office.

The external phone must be of push button type provided with Pound key (#) and Star key (*) keys or a mobile phone adapted for dial tone pulses (DTMF).

After a completed DISA call you must hang up before a new DISA call can be made.

Depending on the type of authorization code and if an account code is used, different procedures must be used:

With common authorization code



Call the DISA function at your office.

Dial tone.

*** 7 2 ***

Dial.



Dial the authorization code and press.

Dial tone.



Dial the external number.

With individual authorization code



Call the DISA function at your office.

Dial tone.

*** 7 5 ***

Dial.



Dial the authorization code and press.



Dial your own extension number and press.

Dial tone.



Dial the external number.

Settings

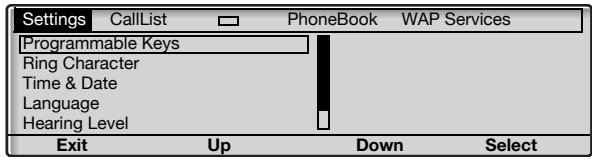
Programming of function keys

Frequently used functions and phone numbers can be programmed on the function keys for easy access. When you want to use the function, just press the key. Certain functions must be preprogrammed by your system administrator.

Program or change a function



Select Settings in the top menu (see display).



Select



Press to select the Programmable Keys menu (see display).

Press the key to program.

Note: *If the key is already programmed, the number or function will be displayed.*



Enter phone number or a function code.

Notes:
A function code can for instance be ordering of Follow-me, i.e. ✖ 2 1 ✖ Number #

If a wrong number is entered, press the Clear key to erase it, and then enter the number again.

You can continue programming another function key (repeat from "Press the key to program").

Save

Press to save (see display).

Exit

Press to return to the previous menu (see display).

or.



Press to return to idle mode.

Remove the transparent cover and write the function name or phone number beside the key.

Note: Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for MD110 Communication System. For more information, please contact your Ericsson Enterprise certified sales partner.

Verify a programmed number or function



Select Settings in the top menu (see display).

Select

Press to select the Programmable Keys menu (see display).



Press the function key.

The stored number or function code is shown on the display.

Cancel

Press (see display).

Exit

Press to return to the previous menu (see display).

or.



Press to return to idle mode.

Language

You can change the display menu language for your phone. Available languages are listed when the language menu is selected. The phone must be logged on when changing the language.

Note: *If the chosen language is not supported by your exchange, texts sent from the exchange will continue to be in English. Only texts displayed from the phone itself will be in the chosen language.*

You can also change the character map for the keypad to get correct local characters when e.g. writing names in the local Phone book.

Change display menu language



Down or Up

Select Settings in the top menu (see display).

Press (see display).

Repeat until the **Language** menu is framed.

Select

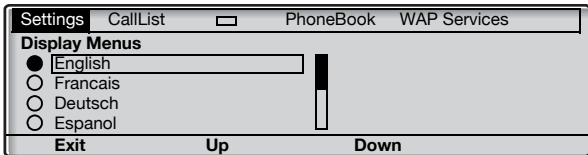
Press (see display).

Display Menus is framed.

Select

Press (see display).

The current language is framed and marked (English is default).



Down or Up

Press until the desired language is framed (see display).

Select

Press to store the framed language (see display).

Exit

Press to return to the previous menu (see display).

or.



Press to return to idle mode.

Change keypad character map

Note: You can find the default character map in section “[Character map](#)” on page 38.



Down or Up

Select Settings in the top menu (see display).

Select

Press (see display).
Repeat until the **Language** menu is framed.

Down or Up

Press (see display).
Until the **Keypad Characters** menu is framed.

Select

Press (see display).
The current character map is framed and marked.

Down or Up

Press until the desired character map is framed (see display).

Select

Press to store the framed character map (see display).

Exit

Press to return to the previous menu (see display).

or.



Press to return to idle mode.

Date presentation

The date is updated automatically from the exchange. You can only change the way the date (format) is presented in the display. The date can be shown in eight ways (note that there are five alternatives for the DD-MM-YYYY format):

<i>Format</i>	<i>Example</i>
• DD-MM-YYYY	22-02-2001
• DD-MM-YYYY	Th 22-02-2001
• DD-MM-YYYY	22 02 2001
• DD-MM-YYYY	22 Feb 2001
• DD-MM-YYYY	Th 22 Feb 2001
• YYMMDD	010222
• YYYY-MM-DD	2001-02-22
• MM/DD/YYYY	02/22/2001

To change the date presentation:


Down or Up

Select Settings in the top menu (see display).

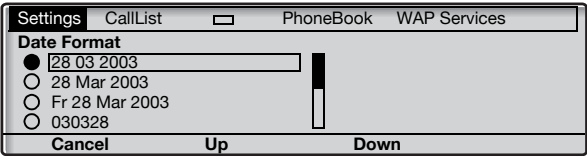
Select
Down or Up

Press (see display).
Repeat until the **Time & Date** menu is framed.

Select

Press (see display).
Repeat until the **Date Format** menu is framed.

Press (see display).
The current date presentation is framed and marked (example):



Down or Up
Select
Exit

Press until the desired date format is framed (see display).
Press to store the framed date format (see display).
Press to return to the previous menu (see display).

or.
Press to return to idle mode.



Time presentation

The time is updated automatically from the exchange. You can only change the way the time (format) is presented in the display. The time can be shown in 24 or 12 hour clock mode.

To change the time presentation:



Down or Up

Select Settings in the top menu (see display).

Press (see display).

Repeat until the **Time & Date** menu is framed.

Select

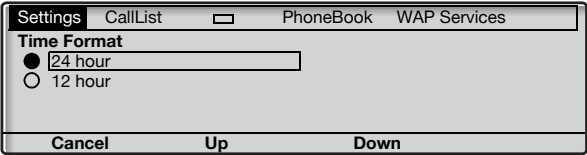
Press (see display).

The **Time Format** menu is framed.

Select

Press (see display).

The current time presentation is framed and marked (example):



Down or Up

Press to change between the 12 hour and 24 hour mode (see display).

Select

Press to store the framed time format (see display).

Exit

Press to return to the previous menu (see display).

or.



Press to return to idle mode.

Programming of ring signal tone character

There are 10 different programmable ring signal tone characters on your phone, each corresponding to a digit between 0 and 9.



Down or Up

Select Settings in the top menu (see display).

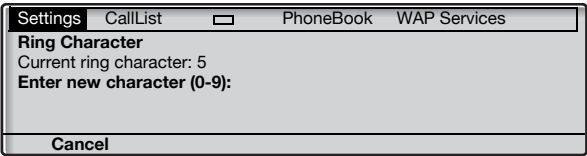
Press (see display).

Repeat until the **Ring Character** menu is framed.

Select

Press (see display).

The current tone character is displayed.



(0 – 9)

Press a digit to select a new character.

The phone rings with the chosen character.

Note: *The Cancel key is used to leave the menu without saving the changes.*

Save

Press to store the selected character (see display).

Exit

Press to return to the previous menu (see display).

or.



Press to return to idle mode.

Handset and loudspeaker volume

Use the Volume keys to change the volume of the handset or loudspeaker during a call. Adjust the handset listening volume when the handset is off hook. Adjust the loudspeaker volume when dial tone is heard via the loudspeaker, or during a handsfree call.



Press to change the volume.

The handset and loudspeaker volume level is stored.

Hearing level settings

It is possible to get +6 dB increased hearing level in the handset.



Down or Up

Select Settings in the top menu (see display).

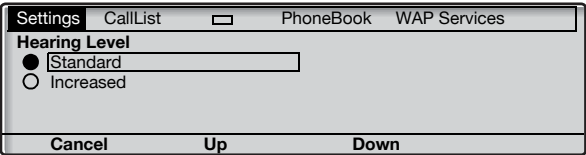
Press (see display).

Repeat until the Hearing Level menu is framed.

Select

Press (see display).

The current hearing level is framed and marked.



Down or Up

Press to toggle between the values Standard and Increased (see display).

Select

Press to store the framed hearing level (see display).

Exit

Press to return to the previous menu (see display).

or.



Press to return to idle mode.

Ring signal volume



Use the Volume keys to adjust the ring signal volume when the phone is idle or ringing. Adjusted volume is stored.

Press to change the volume.

Note: The volume will return to the default level in case of a power failure.

Mute ring signal



You can suppress the ring signal for an incoming call.

Press to suppress the ring signal.

The ring signal is switched off for the current call.

Silent ringing



If you do not want to be disturbed by the ring signal but still want to be able to answer an incoming call, you can switch off the ring signal. Incoming calls are only indicated by a flashing line lamp and display information.

Press to switch off the ring signal.

The Mute key lamp is switched on to indicate silent ringing. The ring signal will automatically be switched on the next time you Lift the handset or press any key.

Network settings

Note: *Except for the password menu presentation, changes in the network settings shall be done by your system administrator.*

If you want to check the network settings, select the **Network** menu under the top menu **Settings**.

Password menu presentation

You can change between presentation or no presentation of the password menu.



Down or Up

Select Settings in the top menu (see display).

Press (see display).

Repeat until the **Network** menu is framed.

Select

Press (see display).

Down or Up

Press (see display).

Repeat until the **Password** menu is framed. The current settings is shown within brackets.

Change

Press to change (see display).

Save

Press to store the selection (see display).

Exit

Press to return to the previous menu (see display).

or.



Press to return to idle mode.

Accessories

Headset (optional)

How to install the headset, see section “[Installation](#)” on page 92.
The following headset functions are available.

Answer calls



Press to answer.

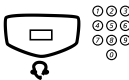
The Headset key lamp is turned on.

Note: When the phone is set for Headset Preset, you can also press the flashing Line key to answer the call. See section “[Headset Preset](#)” on page 80.



Press to terminate the headset call.

Make calls



Press and dial the number.

The Headset key lamp is turned on.

Note: When the phone is set for Headset Preset, you can also dial the number directly without pressing the Headset key, or press a Line key instead of the Headset key. See section “[Headset Preset](#)” on page 80.

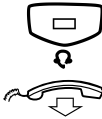


Press to terminate the call.

From headset to handset



Lift the handset.



From handset to headset

Press.

The Headset key lamp is turned on.

Replace the handset.



From headset to handsfree

Press.

The Loudspeaker key lamp is turned on.



Press.

From handsfree to headset



Press.

The Headset key lamp is turned on.

Headset Preset

By default the phone is set for calls to be connected to the loudspeaker when you answer or make calls by pressing a Line key, so called **Loudspeaker Preset**. Also when you dial the number without lifting the handset, the call is automatically connected to the loudspeaker.

When you use a headset for your phone, you can change the setting to get calls connected to the headset instead, so called **Headset Preset**.

Notes:

Independent the type of preset setting, when you lift the handset the call is always connected to the handset.

Also handsfree works as usual, i.e. when the Loudspeaker key is pressed, the call is temporarily connected to the loudspeaker.

Activation and cancellation of Headset Preset can only be done when the phone is in idle mode.



To activate Headset Preset:

Press and hold for at least 4 seconds.

A short acknowledgement tone signal is heard, and the Headset icon is displayed.



To cancel Headset Preset:

Press and hold for at least 4 seconds.

A short acknowledgement tone signal is heard, and the Headset icon is switched off.



Line 1



C

To check the current preset setting:

Press.

Either the Loudspeaker or Headset key lamp is turned on, indicating the current preset setting.

Press.

Headset volume

Use the Volume keys to change the volume of the headset.



Press to change the volume.

The set headset volume level is stored.

For people with impaired hearing, the headset hearing volume level can be extra amplified, use the same procedure as described in section "[Handset and loudspeaker volume](#)" on page 76.

Pull-out leaf (optional)

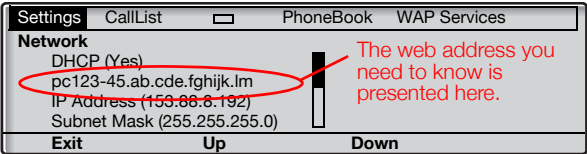
The pull-out leaf is used for a personal phone number list and is installed under the phone. How to install the pull-out leaf, see section "[Installation](#)" on page 92.

Use the Designation Card Manager to make and print your own card for the pull-out leaf. The Designation Card Manager is included on the Telephone Toolbox CD for MD110 Communication System. For more information, please contact your Ericsson Enterprise certified sales partner.

Web Server

You can access your IP phone from a PC web browser to edit Phone book, Call list, and some settings (web server password, programmable keys and hearing level). Before you use the PC, you need to find the web address on your telephone display.

Example: How to find the web address:



Down or Up

Select Settings in the top menu (see display).

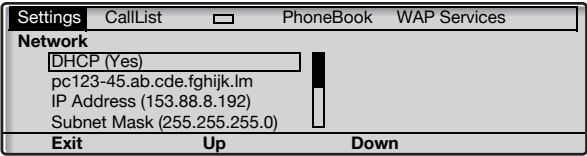
Press (see display).

Repeat until the **Network** menu is framed.

Select

Press (see display).

The display shows (all addresses are examples):



To access your IP phone from a PC

At your PC:

http://pc123-45.....

Enter the web address in the address field in your web browser.

(This address is an abbreviated example). The web browser shows:



Note: If you failed to enter the web server when using an earlier used web address, check the address on your phone display. If your phone has been logged off for some days, the address might have been changed.

XXXXXXXX

Enter the web server password.

Default password: *Welcome*

Note: Case sensitive!

Change the web server password to your own personal password. If you have forgotten your password, contact your system administrator. See section [“Settings - Change web server password”](#) on page 86.

Log on

+ PhoneBook

+ CallList

+ Settings

● Log off

Click.

A menu is displayed in the left column, with the following options:

Click to show the Phone book.

Click to show the Call list.

Click to show the sub-menus.

Click to log off from the web server.

  PhoneBook

 AddPhoneBook

AddPhoneBook

Phone book

To add a new name and number to the Phone book:

Click  .

Click.

Write the name and number.

Click.

The new name and number is added to the Phone book.

To edit or delete a name and number:

 PhoneBook

(Name)

Click to show the Phone book.

Click on the name you want to edit or delete.

Place the cursor at the position for editing.

Edit the name or number.

Save

Click to save.

The Phone book is shown with the edited name or number.

If you want to delete the name and number:

Delete

Click to delete.

The Phone book is shown without the deleted name and number

To exit the edit and delete menu without any changes:

Back

Click.

Call list
 **CallList**
Click to show the Call list.

(Name)

Click.**Select one of the options below:****AddPhoneBook****Click to save the name and number to the Phone book.****or.****Delete****Click to delete the name and number from the Call list.****or.****Call****Click to call the number.****or.****Back****Click to return to the Call list menu without any changes.**

To delete all names and numbers from the Call list:

  **CallList**
Click  .
 **Delete CallList**
Click.**OK****Click to delete the list.**



Settings

● Change Password

XXXXXXXX

XXXXXXXX

Change

● Log off

Settings - Change web server password

Click.

The sub-menus are shown.

Click.

Enter the new password.

Minimum 6 characters.

Move the cursor to the next field and enter the new password again.

Note: *Password is case sensitive!*

Click to confirm.

Click to exit.

or.

Click any menu to continue.



Settings

● Programmable Keys

Settings - Programmable keys

Click.

The sub-menus are shown.

Click.

A table with the current programming for each key is shown. The key order corresponds to the programmable keys on the telephone, i.e. the Line 1 key is located in the left lower corner.

Note: *Texts that are not underlined, are designations for fixed keys and cannot be changed.*

To program a not programmed key:

Not programmed

12345

Save

Click for the key to be programmed.

Enter the number or code (example).

Click to save.

The key table is shown with the new number or code.

(Number/Code)

12345

467

Save

To edit a programmed key:

Click the underlined number or code for the key to be changed.

Mark the characters to be changed (example).

Enter new characters (example).

Click to save.

The key table is shown with the edited number or code.

(Number/Code)

Delete

To delete a programmed key:

Click the underlined number or code for the key to be deleted.

Click to delete.

The key table is shown with text **Not programmed** for that key.

To exit the edit and delete menu without any changes:

● Programmable Keys

Click.

Note: *You can also click the Back key.*

Settings - Hearing level

  **Settings**

Click.

The sub-menus are shown.

● Hearing level

Click.

The current level is shown in bold characters.

Change

Click to change the level.

A confirmation page is shown.

● Log off

Click to exit.

or.

Click any menu to continue.

WAP Services

Even if your phone is not a wireless device it is equipped with a WAP (Wireless Application Protocol) browser, allowing you to access both external WAP addresses (modified Internet pages) and WAP addresses that are pre-defined in the phone (e.g. a central directory).

Central directory

In the central directory you can find a persons phone number and then make a call to that person. When you are logged on to the central directory, you have the following available options:

<u>Underscored</u>	Accessible link when marked (see display).
Options	Menu for return options (see display). Home = Logon menu and Exit = Return to top menu WAP Services.
Down	Move marker one step down (see display).
Up	Move marker one step up (see display).
<u>Ret</u>	Return to the previous menu (see display).
<u>Home</u>	Return to the first page of the logged on menu (see display).
	Return to the previous menu (see display).
	Short press: Return to the Logon menu (see display). Long press: Return to idle mode (see display).
	Not used (see display).



Down or Up

Select

Access the central directory

Select WAP Services in the top menu (see display).

Press (see display).

Repeat until the **Central Directory** menu is framed.

Press (see display).

The display shows.

If your ID and password are shown, you can log on directly, if not, you have to enter them first:

Note: *If you do not have your user ID and password, contact your system administrator.*

To enter your user ID and password:

Edit



OK

Press (see display).

Enter your User ID and press (see display).

Your user ID is shown.

Down

Press (see display).

Edit



OK

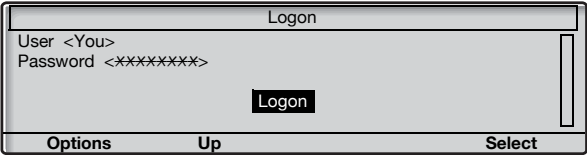
Press (see display).

Enter your password and press (see display).

The display shows that a password is entered.

To log on:

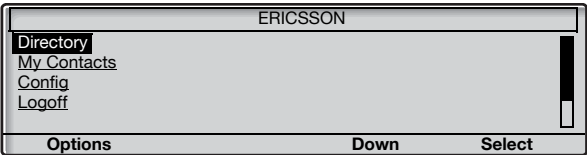
Down **Press to select Logon (see display).**
The display shows (user ID is an example).

A screenshot of a WAP logon screen. At the top is a title bar labeled "Logon". Below it, there are two input fields: "User <You>" and "Password <*****>". A "Logon" button is positioned to the right of the password field. At the bottom of the screen is a navigation bar with three buttons: "Options", "Up", and "Select".

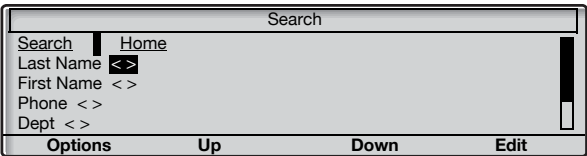
Select **Press (see display).**
Wait until the display shows the requested menu.
See example.

Example:

To find and call a person in the central directory when you are logged on:

A screenshot of a WAP menu screen titled "ERICSSON". The menu lists four options: "Directory", "My Contacts", "Config", and "Logoff". The "Directory" option is highlighted with a black background. At the bottom is a navigation bar with three buttons: "Options", "Down", and "Select".

Select **Press to enter the central directory (see display).**
Down or Up **Press (see display).**
Repeat until requested search criteria is marked, e.g. **Last Name**.

A screenshot of a WAP search screen titled "Search". It features a "Search" button and a "Home" link. Below these are four search criteria, each with a selection arrow: "Last Name", "First Name", "Phone", and "Dept". At the bottom is a navigation bar with four buttons: "Options", "Up", "Down", and "Edit".

Edit **Press (see display).**
○○○
○○○
○○○
○

OK **Press (see display).**
The entered letters are shown for the last name.

Up**Press (see display).**Repeat until Search is marked.**Select****Press (see display).**

The display shows a list of names that begin with the entered letters, e.g. AN.

Found: 9	
1	Ret Andersen, Stina Andersson, Ann Andren, Lars Aner, Hans
Options	Down Select

Down or Up**Press (see display).**

Repeat until requested person is marked.

Select**Press (see display).**

The display shows the directory data for the selected person, e.g. Stina Andersen. L, F and P are abbreviations for Last name, First name and Phone.

Andersen, Stina	
Ret	Pref: Working L: Andersson F: Stina P: 2018
Options	Down Select

Down**Press (see display).**

Repeat until the phone number (P:) is marked.

Select**Press to make the call (see display).**



Down or Up

Select



OK

Other WAP address

Select WAP Services in the top menu (see display).

Press (see display).

Repeat until the **Other WAP Address** menu is framed.

Press (see display).

The **Enter address** page is shown.

Enter the WAP address (excluding http://).

Press (see display).

The top page for the entered address is shown. Use the display menu keys; **Down**, **Up** and **Select** for further steps on that page.

To leave the WAP page

Options

Press (see display).

Exit

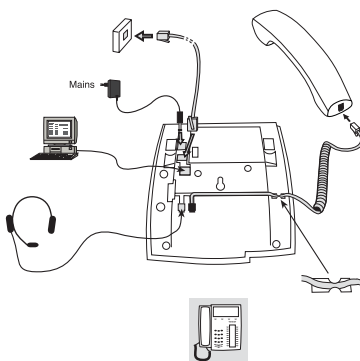
Press (see display).

Note: You can always press  and keep it pressed for at least one second to return to idle mode.

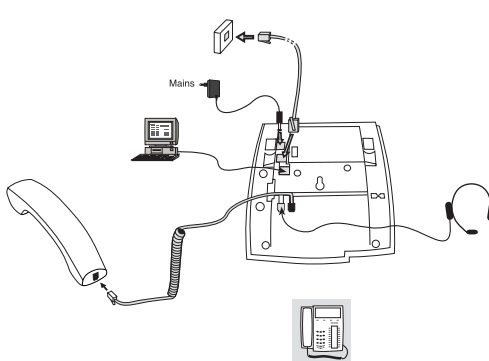
Installation

Install cables

Handset cable to the left



Handset cable to the right



The handset cable has to be plugged in "HANDSET", the cable to the local area network has to be plugged in "LAN" and if an external power adapter is used this has to be plugged in "terminal POWER". You can put the cable to the handset in the notch underneath the telephone. When only one single wall terminal for the local network is available, a PC can be connected to "PC" to be connected to the network via the phone.

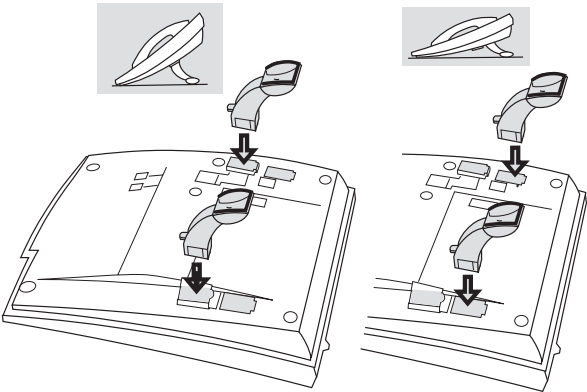
Change cables

To remove a cable, use a screwdriver to unlock the stop.

Install stands and adapt telephone

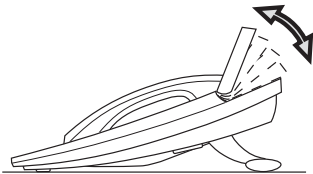
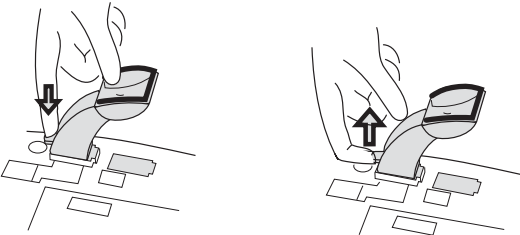
Position high

Position low



Press to fasten stand

Release to remove stand

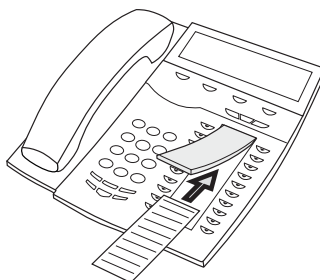


Tilttable display

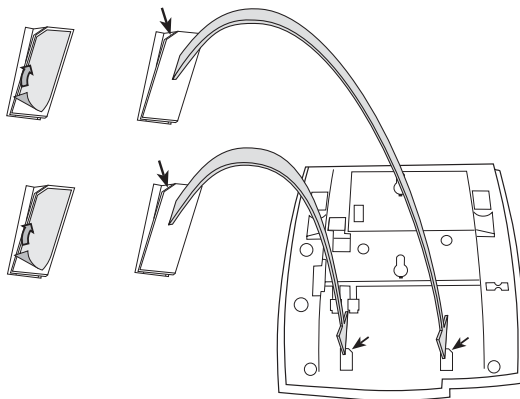
Adjustable angle

Install card

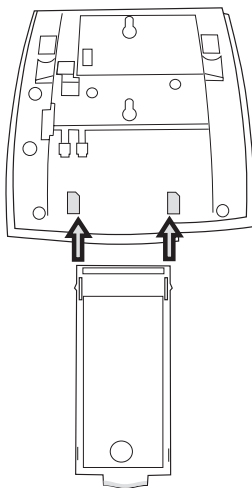
Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for MD110 Communication System. For more information, please contact your Ericsson Enterprise certified sales partner.



Install pull-out leaf (optional)



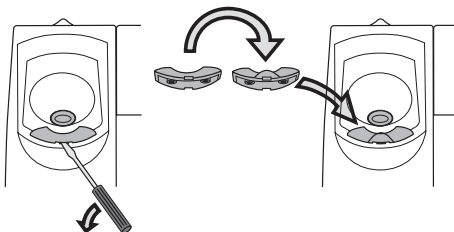
- 1 Remove the protective film from the guiding rails.**
- 2 Attach the guiding rails to the bottom of the phone, observing the direction of the “cut” corner.**



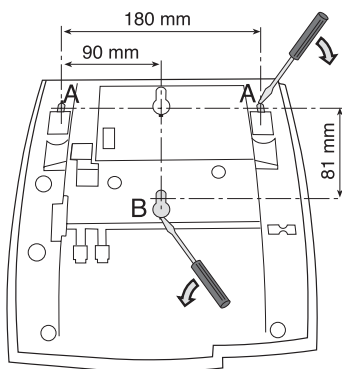
- 3 Insert the pull-out leaf.**

Wall mounting

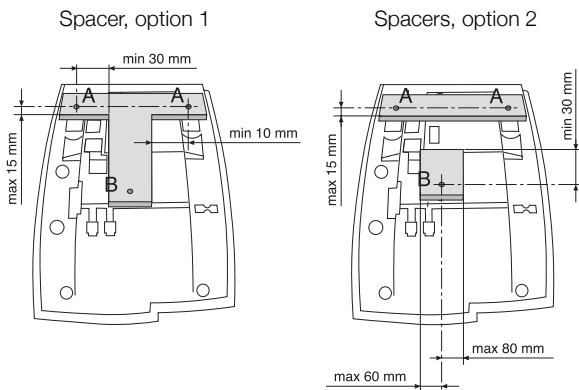
The phone can be wall mounted, useful for instance in conference rooms or public areas.



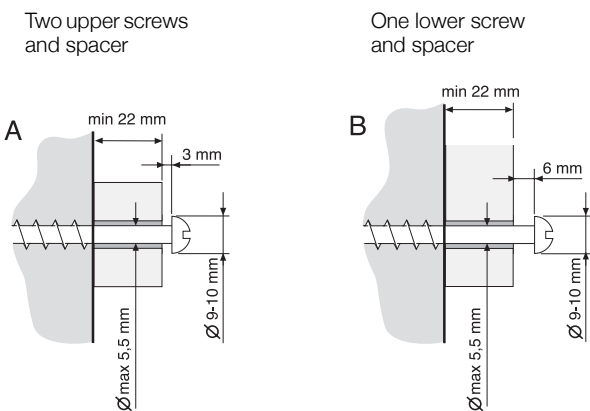
- 1 Use a screwdriver to remove the handset hook.**
- 2 Turn the hook upside down and insert.**



- 3 Use a screwdriver to remove the three plastic covers.**
- 4 Drill wall holes according to measure.**



5 Mount the supplied spacer(s) according to measures.
Option 1 is recommended.



6 Mount screws according to measures and attach the phone.

Placing the phone

Do not expose your phone to direct sunlight for long periods. Keep the phone away from excessive heat and moisture.

Cleaning

Clean your phone only with a soft, water dampened cloth. Using soap or any other cleaning materials may discolor or damage the phone.

Glossary

<i>Call mode</i>	The different states your phone is in; calling, ringing, forwarded, etc.
<i>Exchange</i>	Switch. Your telephone switching system, e.g. MD110 Communication System
<i>Idle display</i>	A message shown in the display when the phone is idle. This message is programmed by your system administrator.
<i>Idle mode</i>	The state your phone is in when nothing is activated; not calling, not ringing, not forwarded etc.
<i>Speed Dialing number</i>	Abbreviated number or short number, used for making frequently used numbers faster to dial.
<i>Triple Access Line</i>	A collective name for Line 1, Line 2 and Inquiry lines. Line 1 and Line 2 forms your extension number and are available both for incoming and outgoing calls. Inquiry can only be used for outgoing calls.

Index

A

- Absence information 56
- Accessories 79
 - Headset 79
 - Pull-out leaf 81
- Account code 65
- Alarm extension 66
- Answer calls 25

B

- Bypass Diversion 32

C

- Call Forwarding
 - External Follow-me 49
 - Internal Follow-me 47
 - Personal Number 50
- Call forwarding 47
- Call list 34
- Call Waiting 31
- Callback 30
- Character map 38
- Common bell group 63
- Common Speed Dialing numbers 32
- Conference 46
- Copyright 5

D

- Date presentation 73
- Declaration of conformity 5
- Description 6
 - Display information 12
 - Display menu keys 17
 - Lamp indications 9
 - Menu structure 18

- Tones and signals 10
- Dial by a function key 32
- Dial by phone book 33
- DISA (Direct Inward System Access) 68
- Display information 12
- Display menu keys 17
- During calls 43
 - Conference 46
 - Handsfree 43
 - Inquiry 44
 - Microphone on or off 43
 - On hold 44
 - Transfer 45

E

- Emergency mode 66
- External Follow-me 49

F

- Free on 2nd access 26

G

- General Deactivation 66
- Glossary 100
- Group Call-pick-up 63
- Group features 63
- Group Hunting 64

H

- Handset and loudspeaker volume 76
- Handsfree 43
- Headset 79
- Hold 44

I

- Incoming calls 25
 - Answer a second call 26
 - Handsfree 25
 - On another extension 25
 - On Line 1 25
- Individual external line 28
- Inquiry 44
- Installation 93
- Internal Follow-me 47
- Internal messages 58
- Intrusion 31

L

- Lamp indications 9
- Language 71
- Last External Number Redial 28
- Log off 24
- Log on 23

M

- Mailbox 62
- Make calls 27
- Manual Message Waiting (MMW) 58
- Menu structure 18
- Message Waiting 59
- Messages 58
 - Manual Message Waiting (MMW) 58
 - Message Waiting 59
 - Voice mail 60
- Mute 43
- Mute ring signal 77

N

- Network settings 78
- Night Service 67

O

- On hold 44
- Other useful facilities 65
- Outgoing calls 27
 - Bypass Diversion 32
 - Call Waiting 31
 - Callback 30
 - External calls 27
 - Handsfree 28
 - Individual external line 28
 - Internal calls 27
 - Intrusion 31
 - Last External Number Redial 28
 - Redial calls from the Call list 29
 - Speed Dialing 32
 - When you receive a busy tone 30

P

- Personal Number 50
- Phone book 36
 - Add name or number 39
 - Add number from the Call list 42
 - Character map 38
 - Delete name or number 41
 - Edit name or number 40
 - Entering names and numbers 37
- Programming of functions 69
- Programming of ring signal tone character 75
- Pull-out leaf 81

R

- Redial calls from the Call list 29
- Refer back 45
- Ring signal volume 77
- Ring signals 11

S

- Safety instructions 19
- Setting form for search profiles 55
- Settings 69
 - Date presentation 73
 - Handset and loudspeaker volume 76
 - Language 71
 - Mute ring signal 77
 - Network settings 78
 - Programming of functions 69
 - Programming of ring signal tone character 75
 - Ring signal volume 77
 - Silent ringing 77
 - Time presentation 74
- Short numbers 32
- Silent ringing 77
- Speed Dialing 32
- Start the phone 20
 - Log off 24
 - Log on 23
 - Start 21

Update software 22

T

- Time presentation 74
- To access your IP phone from a PC 83
- Tones and signals 10
- Transfer 45

U

Update software 22

V

- Voice mail 60
- Volume 76

W

- WAP services 88
- Warranty 5
- Web server 82
- Welcome 4
- When you receive a busy tone 30

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EN/LZT 103 64 R1A

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