Faculty & Staff Reference Guide for Digital Telephones

TELEPHONE FEATURES

Common Keys on the Ericsson sets:

PROGRAM - used for programming phone features

MESSAGE WAITING - flashes when the main extension has new voice mail in its voice mailbox

CALL DIVERSION - when engaged, incoming calls to the main extension are diverted as programmed (usually to voice mail)

COMMON HOLD - places a call on hold allowing it to be picked up by someone using another phone with that extension on it.

ACCEPT 2ND CALL - allows a second call to main extension to ring on through although the line is busy

NUMBER LOG - identifies missed calls (This function must be requested through Telephone Services.)

TRANSFER - used while transferring calls

INQUIRY - used while establishing conference and transferring calls

ACCESS 2 - second line for a phone's main extension and is activated by pressing "Accept 2nd Call" key.

ACCESS 1 - primary appearance of the main extension

MENU - used for phone features

If you would like to create a new label for your Ericsson phone, please use the new label template on the wiki.

---

Ring Options

Tone Character
To change the pattern or sound of your telephone's ring:

Press the PROGRAM key
Press a digit (0-9) -- You may try different tones until you find one you prefer

- Press the PROGRAM key again

Signal Options

To change how a line rings for incoming calls on any line appearing on your phone:

Press the PROGRAM key
Press the appropriate function key
Choose:
0 = for no ring (light will flash)
1 = normal ring (4 audible rings)
2 = 2 silent rings then a couple of audible rings
3 = 2 audible rings then two silent rings
4 = two silent rings then one audible ring
Press the appropriate function key again

- Press the PROGRAM key again

Putting Calls on Hold

For your retrieval: *Press the key the call is on (there is no hold button)*

For someone else's retrieval: *Press COMMON HOLD key*

To pick up a call that is parked via "Common Hold":

- On a different phone press the key to which that call is connected
- Dial the extension number where the call is parked; at the busy tone press COMMON HOLD key

Number Log

Identifies missed calls. Contact Telephone Services (extension 5700) to add this feature to a key on your digital telephone.
Numbers are logged when the phone rings prior to diverting to voice mail, even when a caller does not leave a message. It does not work when your phone is fully diverted to voice mail.

The Number Log key blinks to indicate missed calls. When you press that key the calls appear on a scroll-list on your LED display.

__________________________________

Callback For Busy or Unanswered Calls

The system can let you know when an extension is free or has been used.

To initiate:

Press 6 to initiate then hang up. Wait for the unique callback signal

- Answer within 8 seconds (or it will be cancelled)

To cancel:

- Press # + 6 + * + extension + #

To cancel all callbacks:

- Press # + 6 + #

To Transfer a Call

Press INQUIRY key Dial the extension Wait for ringing tone Announce the call

- Press TRANSFER key

To Program Speed Dialing:

NOTE: Do not lift handset

To Create:

Press PROGRAM key Press a free function key Dial the telephone number Press the function key again Press PROGRAM key again

- Label the function key

To Verify:
Press PROGRAM key Press the selected function key  
(*Number is shown on display*)

- Press PROGRAM key

To Erase:

Press PROGRAM key Press the selected function key Press CLEAR Press the function key again

- Press PROGRAM key

---

**To Redial Last External Number Dialed:** * * *

---

**Call Forwarding (aka Follow Me Feature):**

Call forwarding enables you to temporarily program your extension to ring at another location. When you use the call forwarding/follow me feature your line will not be diverted to voice mail. Be sure to cancel call forwarding when you no longer need it.

To activate call forwarding: * + 2 + *+ new extension +#

To cancel call forwarding: # + 2 + #

To change call forwarding: * + 2 + *+ your own extension + *+ new extension + #

To cancel call forwarding from answer point: # + 2 + *+ your own extension + #

---

**Conference Calling – See details on the wiki**