DIGITAL (ERICSSON) TELEPHONE REFERENCE GUIDE
FOR FACULTY & STAFF

Common Keys:

PROGRAM - for programming phone features.
MESSAGE WAITING – flashing indicates new voice mail for the phone’s extension.
CALL DIVERSION - when engaged, diverts calls to the phone’s extension to voice mail.
COMMON HOLD- places a call on hold to allow it to be picked up on another phone with that extension on it.
ACCEPT 2ND CALL –while on a call, allows a second call to the phone’s extension to ring through. Press the key to activate or deactivate.
TRANSFER - use while transferring calls.
INQUIRY - use while establishing conference or transferring calls.
ACCESS 2 - second line for that phone’s extension; is activated by pressing the "Accept 2nd Call" key.
ACCESS 1 - primary appearance of the main extension.
NUMBER LOG - identifies missed calls (Contact Telephone Services to request this function.)

Unused keys may be programmed to speed dial a number (see instructions below) or with appearances of other extension(s), with an option to speed dial that extension (contact Telephone Services to request these appearances).

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

Ring Options:

Tone Character - Changes the sound of your telephone’s ring.
Press the PROGRAM key
Press a digit (0-9), try different ring tones until you find one you prefer.
Press the PROGRAM key, again.

October 18, 2016
**Signal Options** - Changes how incoming calls ring for any line appearing on your phone:

Press the **PROGRAM** key
Press the appropriate function **key**
Choose:

- 0 = silent ring (no ringing but the light will flash)
- 1 = normal ring (4 audible rings)
- 2 = 2 silent rings then a couple of audible rings
- 3 = 2 audible rings then a couple 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 the COMMON HOLD key**.

To pick up a call that is parked via common hold on another phone:
- press the key to which that call is connected
- or
- dial the extension number where the call is parked & at the busy tone press your phone’s **COMMON HOLD** key.

**Number Log:**

*Contact Telephone Services (extension 5700) to add this feature to your telephone.*

Logs phone numbers for missed calls.
It does **not** work when your phone is fully diverted to voice mail.

A blinking **NUMBER LOG** key indicates missed calls. Press that key to view the calls on the phone display. Scroll up and down to view all entries.

**Callback For Busy or Unanswered Calls:**

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

Initiate by pressing **6**
Hang up
Wait for the unique callback signal
Answer within 8 seconds (or it will be cancelled).

To cancel a callback: **Dial # + 6 + * + extension + #**
To cancel all callbacks: **Dial # + 6 + #**
To Transfer a Call:
Press INQUIRY key
Dial the extension
Wait for ringing tone
Announce the call
Press TRANSFER key

Program Speed Dialing:
NOTE: Do not lift handset.

To Create:
Press the 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 Erase:
Press PROGRAM key
Press the selected function key
Press the CLEAR key
Press the function key, again
Press PROGRAM key, again

To Redial Last External Number Dialed: * * *

Conference Calls:
You can establish a connection with up to 7 parties on digital telephones.* Only the person initiating the conference call can admit participants.

To initiate a conference call:
Establish the first call to the first party on Access 1 key
Press the INQUIRY or Access 2 key
Dial the second party's telephone number (and inform about the conference)
Press the CONFERENCE/F3 key (the all black key above the PROGRAM key)

To add a new party in a conference:
Press INQUIRY or Access 2
Dial the new party's telephone number
Press the CONFERENCE/F3 key (the all black key above the PROGRAM key)
Follow INQUIRY, phone number, CONFERENCE/F3 process until all parties are included in the call.

If a call into Access 2 should be conferenced in with the call(s) on Access 1, with one of those calls on hold, press the CONFERENCE/F3 key (the all black key above PROGRAM key).

* If you would like a conference call account with Verizon Business Services, please contact Telephone Services. There is no fee for the account, but Verizon will charge
each phone call, so a Banner index is required. This account needs to be used at least once every six months to keep it active.

Additional functions, voice mail instructions, and other phone guidance may be found at details at go/phone