

Telephone Training Guide

Ericsson Multi-Button and Single Line Telephones

Office of Information Technology, UC Irvine



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Multi-Button Telephone General Description

Keys and Buttons

The *keypad* has digits 0-9, the * and the # keys.

T or Transfer button:

Transfer. For transferring calls.

E, C, or Clear button:

Erase. For ending current call and for erasing mistakes made while dialing a number or while programming a function button.

L or Speaker button:

Loudspeaker = Speakerphone.

To switch from handset to speaker, press the Speaker or L button and hang up.

To switch back, lift the handset.

To end a call when using speakerphone, press the E, C, or Clear button.

The light above the L or Speaker button is ON when speakerphone is in use.

M, S, or Mute button:

While this button is held down or ON, what you say is not transmitted.

Each function button to the right of the keypad is either “preset” (meaning it is set in the system software) or “programmable.”

Each function button has a light.

Buttons that are preset are labeled with their function.

Prime Line and the ACCESS Function buttons:

The primary phone number of a multi-button phone is called its “Prime Line.” This line uses the **ACCESS 1**, **ACCESS 2** for incoming calls, and **ACCESS 3** (Inquiry) for transferring calls.

Standard Preset Function Buttons

Program:

For programming “ring options” and programmable function buttons. See Additional Features on Multi-Button Telephones.

Accept on ACC 2:

If this button’s light is ON, a second call can be received on the ACCESS 2 button. If the light is OFF, the second incoming call will not come in on the ACCESS 2 button.

Access 3 or Inquiry: Only

for PLACING calls. It should be used when dialing and extension to transfer a call. Does NOT receive any incoming calls.

Access 2:

For answering and placing calls.

Access 1:

For answering and placing calls.

Call Back:

See “Automatic Call-Back”

Call Divert:

See “Call Diversion”

Tone or ETE:

See “Sending Tones”

MDN:

A “Multiple Directory Number” is a phone number which is the prime line for a multi-button phone and also appears on another multi-button phone set.

ADN:

An “Additional Directory Number” is a phone number which is not the prime line for any phone. It is a separate telephone number that is assigned to a multi-button set in addition to the prime line phone number. It is often used as a “private” line.

Line Buttons:

The light next to a Line-Button tells its status.

Off: The line is not in use.

Fast Flash: Incoming call. The line is “ringing.”

Steady Blink: A call is on hold.

Steady On: Line is in use.

When you are using one Line-Button for a call and press another Line-Button, your current call is automatically placed on “exclusive hold.” See Multi-Button Telephone Operations.

Sending Tones (TONE)

This feature is needed from multi-line telephones only. It allows you to enter additional digits after you connect your call, for pager access, credit card calls, or any type of automated menu requiring that additional digits be entered.

To use the **TONE** feature, dial the number you want to call. Once connected, if additional digits are required:

Press the button labeled **TONE**
(On black multi-line telephones, the Tone button is a “softkey” under display) OR press the digit 9 on the keypad to turn on.

The word **TONE** will appear in the digital display.

Press the keys for the numbers you wish to enter.

TONE will remain on for the duration of the call.

Multi-Button Telephone Operations

Answering Calls

Using the handset

For prime line (**ACCESS 1** light flashing):
Lift handset and speak

For **MDN** (another line’s light flashing):
Press Line-Button with flashing light.
Lift handset and speak.

Using the speakerphone:

Press Line-Button with flashing light and speak.

If you do not press correct Line-Button at first: Press **E, C,** or **Clear + correct Line-Button**

Placing Calls

Using the handset:

For prime line using **ACCESS 1**:
Lift handset and press keypad keys to dial.

For other Line-Buttons:
Press the Line-Button you want to use.
Lift handset and press keypad keys to dial.

Using the speakerphone:

Press the Line-Button you want to use.
Press keypad keys to dial

Transferring Calls

To transfer current call to another extension:

Press an available Line-Button.
Dial extension number.
You must wait for one full ring. (You may stay on the line to announce the call.)
Press **T** or **Transfer** button to complete transfer.

If no answer or busy signal:

Press **E, C,** or **Clear** button and then the Line-Button holding your original call to return to that call.

In case of error:

Press **E, C,** or **Clear** button and start again.

Inquiry Calls

To put call on hold and make an inquiry call:

Press an available Line-Button.
Dial number for the inquiry call.

To alternate between the two calls:

Press the Line-Button of the call you want. (The other call is put on exclusive hold.)

Exclusive Hold

To suspend a call so that only this phone can retrieve it:

Press the **Line-Button** the call is on.

To retrieve the call:

Press the same **Line-Button** again.

Common Hold

To suspend a call so that this phone or another can retrieve it:
Press **8** or **COMMON HOLD** button.

To retrieve call from a phone which has a Line-Button for the extension which put the call on hold:

Press **Line-Button** for the extension.
Lift handset and speak.

To retrieve from another phone:

Dial extension where call is on hold, hear the busy signal, and then press **8**.

Directed Pickup

To answer call ringing at or on hold at another Ext:

Dial **Ext** + (hear busy signal) + press **8**.

Conference Call

Dial the first number as usual. Once called party has answered, to add next party to current call:

Press an available **Line-Button** (this will put call on hold and provide dial tone to dial the next party). Dial party to be added.

Press **3** to rejoin original call, adding new party.

Conference call can include 3 to 8 parties, but no more than 6 can be off-campus. If your call will include more than 8 parties, you may use ReadyTalk or Qwest Conference Call services. Contact OIT Telecom at ext. 4-5123 for more information or visit

<http://www.oit.uci.edu/telephone/conference/>

Common hold (**8**) cannot be used on conference calls.

Group Hunt (optional)

The Group Hunt feature uses a pilot number to route incoming calls to an available extension within the Hunt Group. Feature Package One is required.

Additional Features on Multi-Button Telephones

Automatic Call-Back

To request automatic call-back from a campus extension you have dialed that is busy or not answering:

Press the **CALL BACK** button or press **6**.
Wait for confirmation tone.

Hang up or press the **E, C,** or **Clear** button.

When called party is free, you will be alerted with short, quick rings.

Lift handset and the system will ring the party for you.

To cancel all automatic call-backs:

Press **# 6 #**

Cancel automatic call-back of Ext:

Press **# 6 * Ext #**

Call Diversion

When activated, this feature automatically transfers incoming calls for an extension to its preset answering point, for example voicemail. Three types of Call Diversion may be used.

“All Calls Diversion”

(Phone does not ring, but diverts immediately)

To activate: Press **CALL DIVERT** button
To cancel: Press **CALL DIVERT** button.

“Divert When No Answer”

(Phone rings 4 times, then diverts)

To activate: Press *** 21 #**
To cancel: Press **# 21 #**

“Divert When Busy”

(Callers are diverted when you are on the phone)

To activate: Press *** 22 #**
To cancel: Press **# 22 #**

Follow Me Call Diversion and Remote Call Forwarding

When activated, this feature automatically transfers incoming calls for extension to a selectable answering point .

Follow Me

To activate from extension:

Press * **2** * **AnsPt** #

To cancel from extension:

Press # **2** #

To cancel from AnsPt:

Press # **2** * **Ext** #

Remote Call Forwarding

To activate:

Press * **23** # **9** off-campus phone number #

To cancel:

Press # **23** #

Personal Profile (optional)

When activated, automatically sends caller to a specified preprogrammed list of call diversion points.

To activate or change:

Press * **10** * **X** # (X=1-5)

To cancel:

Press # **10** #

Group Pickup (optional)

To answer ringing phone in your Call Pickup Group:

Press **88**

(Feature Package One required.)

Number Log (optional)

Available on 23 multi-button phones only. Logs information on the last 16 unanswered calls. When flashing, press **Number Log** (N-Log) button. Time, date & calling party's phone number of the most recent unanswered call will be displayed. Use preprogrammed key to perform the following functions:

Press **Next** to see the information on the next call.

Press **Del** to delete the information currently displayed.

Press **Call** to dial the calling party's number currently displayed.

Press **Exit** to exit out of Number Log.

Ring Options

The ring option for each Line-Button specifies what happens when a call arrives on that line. Ring options are numbered from 0 to 6 (see choices below).

To select a ring option for a Line-Button:

With handset in place, press **PROGRAM** button + **Line Button** to be programmed + **number of ring option** + **Line-Button** to be programmed + **PROGRAM** button.

To check the ring option for a Line-Button:

Press the **PROGRAM** button + Line-Button.

Read the ring option in display.

Press the **PROGRAM** button.

Ring Option Choices

0 = Silent (flashing light only)

1 = Normal ringing

2 = Delay, then normal ringing

3 = Two quiet rings, then just flashing light

4 = Delay, then two quiet rings, then just light

5 = If auto answer button is ON

6 = Automatically connect to speakerphone

Ring Character (Available only on black multi-line sets)

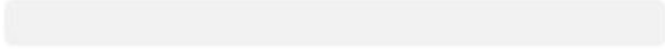
To select a unique ring tone:

(With handset in place) Press **PROGRAM** button

Press **0-9** to hear sample ring tone

Press number for preferred ring tone

Press **PROGRAM** button

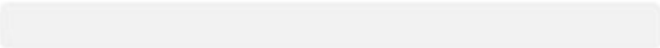




Programmable Function Buttons

A function button which does not have a preset function is programmable. You can store in it any sequence of digits, * and # as follows:

With the handset in place:

- Press the **PROGRAM** button
 - Press the function button to be programmed
 - Press the sequence of keys to be stored
 - Press the same function button again
 - Press the **PROGRAM** button again
- 

Single Line Telephone Operations

Note: Features marked “*optional*” are not available on every phone. Please call 4-5123 for more information.

Tap Key Caution

TAP is used only for TRANSFER, INQUIRY, and HOLD. To end a call, you **MUST** use the hook switch button(s) the handset rests upon.

Transfer

To transfer current call to another extension:

Press **TAP** (wait for dial tone)
 Dial extension number
 Wait one full ring. (You may stay on the line to announce the call to the called extension)
 Hang up to complete the transfer.

If no answer or busy signal:

Press **2** to return to original call.

In case of error: Press **TAP** and start again.

Inquiry Call

To put call on hold and make an inquiry call:

Press **TAP** (wait for dial tone)
 Press number for inquiry call.

To alternate between the two calls: Press **2**

Common Hold

To suspend a call so that this phone or another can retrieve it:

Press **TAP**
 Wait for dial tone.
 Hang up.

To retrieve from the same phone:

Lift handset.

To retrieve from another phone:

Dial extension holding call + (hear busy tone) + 8

Common hold (8) cannot be used on conference calls.

Directed Pickup

To answer call ringing or on hold at Ext:

Dial Ext + (hear busy tone) + 8

Conference Call

To add party to current call:

Press **TAP** (wait for dial tone)
 Dial party to be added
 Press **3** to rejoin call, adding new party.

Conference call can include 3 to 8 parties, but no more than 6 can be off-campus. If your call will include more than 8 parties, you may use ReadyTalk or Qwest Conference Call services. Contact OIT Telecom at ext. 4-5123 for more information or visit

<http://www.oit.uci.edu/telephone/conference/>.

Common hold (8) cannot be used on conference calls.

Call Diversion

When activated, this feature automatically transfers incoming calls for an extension to its preset answering point. Three types of Call Diversion may be used.

Activate “All Calls Diversion” (diverts immediately):

Press * **2** #

Cancel “All Calls Diversion”:

Press # **2** #

Activate “Divert When No Answer”:

Press * **21** #

Cancel “Divert When No Answer”:

Press # **21** #

Activate “Divert When Busy”:

Press * **22** #

Cancel “Divert When Busy”:

Press # **22** #

Follow Me and Remote Call Forwarding

When activated, this feature automatically transfers incoming calls for extension to a selectable answering point.

Follow Me

- To activate from extension:
Press * 2 * AnsPt #
- To cancel from extension:
Press # 2 #
- To cancel from AnsPt:
Press # 2 * Ext #

Remote Call Forwarding

- To activate:
Press * 23 # 9 off-campus phone number #
- To cancel:
Press # 23 #

Personal Profile (optional)

When activated, automatically sends caller to a specified preprogrammed list of call diversion points.

- To activate or change:
Press * 10 * X # (X=1-5)
- To cancel:
Press # 10 #

Group Pickup (optional)

To answer ringing phone in Call Pickup Group:
Press **88**

Abbreviated Dialing (optional)

- To program phone number digits:
Press * 51 * X * telephone number # (X=0-9)
 - To call phone number programmed to X:
Dial * * X
 - To cancel all programs:
Press # 51 #
 - To cancel digit X program:
Press # 51 * X # (X=0-9)
- You may program up to 10 off-campus numbers.

Automatic Call-Back

To request automatic call-back from a campus extension that is busy or not answering:

Press 6; wait for confirmation tone; hang up.

Cancel automatic call-backs:

Press # 6 #

Call Waiting

To signal to busy extension:

Press 5

To answer signal (signal is one short beep):

Press 2

To alternate between the two calls:

Press 2

Campus Dialing Instructions

Emergency 911

On Campus Calls

Dial the 5-digit extension (4-XXXX)

To Call Off Campus

Dial 9 + number

(Do not wait for a second dial tone)

Off Campus Calls Within Area Code 949

Dial 9 + seven-digit number

Off Campus Calls Outside Area Code 949

Dial 9 + area code + seven-digit number

International Calls

Dial 9 + 011 + country code + city code + number

Redial Last Off Campus Number Feature

Press *** to redial the last off campus number that was dialed from this extension.

Directory Assistance

(There is a charge for off-campus directory assistance calls)

Campus Numbers: 0

Numbers within 949: 9 + 411

Numbers outside 949: 9 + area code + 555-1212

Outside Operator Assistance

For operator assistance with collect calls, dial 9 + 00

Telephone Calling Cards

Dial the access number on your individual calling card and follow normal dialing instructions for that card.

From multi-button sets, you must press the TONE button and then enter the calling card number.

Incoming Collect Calls

Campus operators will not accept collect calls.

Individual campus extensions may accept collect calls. These calls will be billed to extension accepting the call.

Telephone Tones

Single Ring: On-Campus Call

Double Ring: Off-Campus Call

Short Quick Ring: Automatic Call-Back

Dial Tone Steady or Broken:

Both types of dial tone mean phone is ready for dialing.

Broken dial tone means the line is on call diversion or that there is a message waiting on Voicemail.

Confirmation Tone:

Three short beeps confirm that the telephone system has correctly processed the previous command.

Intercept Tone:

Alternating high and low tone.

There was an error, e.g. phone is restricted from calling the area that you have dialed, you cannot use the feature from this phone, or the campus number you have dialed is not in service.

Call Waiting Tone:

A short beep informs busy party there is another call waiting.

Conference Call Tones:

Long High Tone

Party joining the conference call

Short High Tone

Party has left the conference call