

*business*phone
...it's your business



User's Guide

BUSINESSPHONE 250
BUSINESSPHONE 50

Executive Telephone

BUSINESSPHONE 250 / BUSINESSPHONE 50
EXECUTIVE TELEPHONE, DIALOG 3213

USER'S GUIDE

EN/LZTBS 102 096 R2B

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Welcome to the User's Guide for the Executive phone in the BusinessPhone 250 / BusinessPhone 50 system from Ericsson.

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

To take full advantage of these advanced features and facilities there is a line of phones, designed for ease of use in every situation.

Your phone is equipped with programmable keys for single-key access to frequently used functions and numbers. Step-by-step instructions in the display assist your actions on the phone. Only a selected number of display images, however, are shown in the User's Guide for your reference.

The User's Guide describes the facilities of the BusinessPhone system and the Executive phone with a factory defaults programming. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

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

The dual-functions keys allow two functions to be combined on the same keys, the primary shown above and the secondary shown below the line. To access the secondary function, you just press the key 2nd and then the function key.

Note: Dialog 3213 is a system telephone, i.e. it can only be used for an Ericsson private branch exchange that supports this type of telephone.

Example:

To access the Information function:

Press the key 2nd 

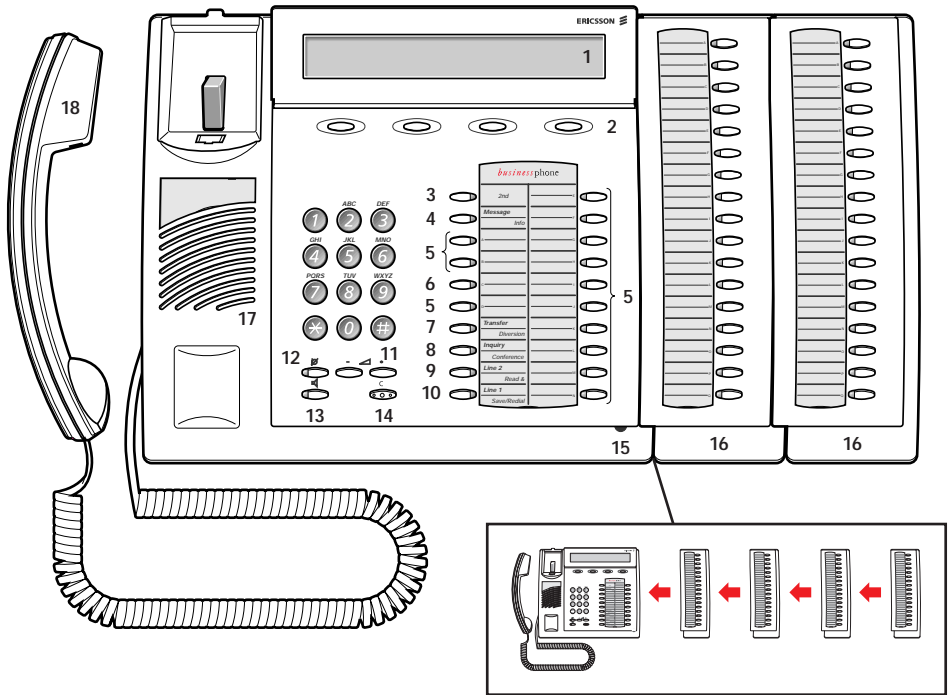
then press the combined key Message/Info 

Dialog 3213
BusinessPhone 250 / BusinessPhone 50

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DESCRIPTION



- 1 **Display**
3x40 characters. See section "Display info".
- 2 **Menu function keys**
The functions depend on the traffic state and will be shown on the last line of the display. When you are requested to "(see display)", press the required key to access the function.
- 3 **2nd**
Key for access to secondary key functions (These functions are stated on the second line of the corresponding key).
- 4 **Message / Info**
 - a. To send and receive messages. See section "Internal messages".
 - b. Enter information. See section "Information".

(continued)

DESCRIPTION
(continued)

- 5 Dual-function programmable keys (A-N)**
Storing numbers, program functions. See section "Programming".
- 6 Dual-function programmable key (C) / Headset key**
 - a. Storing numbers and program functions.
 - b. The headset function is only available with option unit (DBY 410 02) installed. The headset key is programmed by the system administrator. See section "Optional equipment".
- 7 Transfer / Diversion**
 - a. Transfer an ongoing call. See section "During calls".
 - b. Activate/Deactivate diversion. See section "Call forwarding".
- 8 Inquiry / Conference**
 - a. To make an inquiry to an internal or external party.
 - b. To establish a telephone conference.
See section "During calls".
- 9 Line 2 / Read &**
 - a. Line key 2 for in and outgoing calls.
 - b. Read information. See section "Information".
- 10 Line 1 / Save/Redial**
 - a. Line key 1 for in and outgoing calls.
 - b. Save or redial an external number. See section "Outgoing calls".
- 11 Volume control**
To adjust the volume. Also space/backspace in writing mode.
See sections "Audible Adjustments" and "Write text".
- 12 Mute**
To switch the microphone on or off. See section "During calls".
- 13 Loudspeaker on/off**
To switch the loudspeaker on or off. See section "During calls".
- 14 Clear**
To disconnect calls or to clear the display in programming.
- 15 Microphone**

16 Optional key panel (A-Q)

17 dual-function programmable keys per key panel.
Four panels can be connected.

Note: If one or two key panels are used, the optional key panel DBY 409 01 may be used. However, if three or four key panels are used, all optional key panels must be of type DBY 409 02.

17 Loudspeaker**18 Handset with hearing aid function**

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

INCOMING CALLS GENERAL

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

The display shows the number of the internal caller, if you are connected to a digital trunk line (ISDN), you will also see the number of the external caller (see also section "ISDN facilities"). A trunk line is the same as an external line.

ANSWER CALLS



Lift the handset

Handsfree



Press without lifting handset

or



Press without lifting handset

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

You receive busy tone.

```
15 Sep 10:35 +15°
ANDERSEN ANDREAS      200  BUSY
camp-on call-back pick-up intrusion
```

Pick-up

Press (see display)

Allow calls on line 2

If you want to receive calls also while speaking you first need to program "Free on 2nd access" on a programmable key. See section "Programming".

Free on 2nd access 

Press to activate / deactivate Free on 2nd access (pre-programmed)

When Free on 2nd access is active the lamp lights and you can receive calls while speaking.

Answer a second call

You are on the phone, when a muted ringing signal and a line key flashes to indicate a new incoming call:

Line 2 

Press the flashing line key

The first call is parked.

Note: If you want to see who is calling, first press L2-info (see display).

To switch back to the first call:

Line 1 

Press the first line key

The second call is parked. You are connected to the first caller.



Press if you want to terminate the ongoing call

OUTGOING CALLS GENERAL

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

MAKE CALLS

How to make internal and external calls.



Lift the handset and dial either:



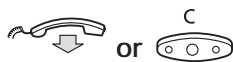
An extension number to make an internal call,

or



The digit(s) for external calls and external number

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



To end the call

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

Handsfree

Without lifting the handset, just press a line key, or the loudspeaker key, or the first digit of the number. The call is in handsfree mode, via the loudspeaker and microphone.

LAST EXTERNAL NUMBER REDIAL

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



Press to redial the last dialled external number

The display will show the dialled number.

SAVE EXTERNAL NUMBER

When you make an external call, you can save the number in order to redial it easily. Previously saved number is erased.

Save number

Before you quit the call:

save

Press (see display)

Redial number

redial

Press to redial the saved number (see display)

AUTOMATIC CALL-BACK

You call an extension and receive busy tone or get no answer.

```
15 Sep 10:35 +15°
BURNES BOBBY      201 BUSY
camp-on call-back  intrusion
```

call-back

Press (see display)

Verification tone.



or



Press or replace the handset to finish the procedure

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



Lift the handset when you are called back

(You can also press the line or loudspeaker key to answer in handsfree mode.)

BUSY EXTENSION

You call an extension and receive busy tone.

Camp-on

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

CAMP-ON

Press (see display)

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

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

Intrusion

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

INTRUSION

Press (see display)

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

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

DURING CALLS

GENERAL

The BusinessPhone 250 / BusinessPhone 50 system allows you to handle calls in many different ways. You can switch between handset and handsfree/group conversation, mute the microphones, make an inquiry, transfer the call, create a conference or put the call on hold to perform other tasks.

GROUP LISTENING

You have an ongoing conversation via the handset.



Press to switch the loudspeaker on or off
When the lamp lights, the loudspeaker monitors the call.

Note: You can adjust the volume, see section "Audible adjustments".

FROM HANDSET TO HANDSFREE

You have an ongoing conversation via the handset.



Press to switch the loudspeaker on
You are now in the group listening mode.



Replace the handset
Handsfree conversation.

Note: You can adjust the volume, see section "Audible adjustments".



Press to end the call

FROM HANDSFREE TO HANDSET

You have an ongoing handsfree conversation.



Lift the handset
Conversation via the handset.

MUTE

You have an ongoing conversation.



Press to switch the microphone on or off

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

INQUIRY

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

Inquiry

Press

The first call is put on hold (the lamp flashes slowly).



Call the third party

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

End inquiry



Press to end the inquiry call

The second call is disconnected.

Line

Press to retake the first call

Now you are connected to the first party.

REFER BACK

You have an ongoing conversation on e.g. Line 2 and want to refer back to the parked call on Line 1. The lamp flashes at the parked call.

Line 1

Press to park the second call

First call is connected.

Inquiry or Line 2

Press to park the first call

Second call is connected.



Press to end the ongoing call

TRANSFER

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

Inquiry 

Press



Call the third party

You can transfer the call before answer or wait for answer.

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

transfer

Press (see display)

or



Replace the handset

The call is transferred. External calls might only be transferred with the Transfer-key, if this state of connection is allowed by the system-programming.

Transfer to a busy extension


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

Call-back

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

CONFERENCE

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

Inquiry 

Press



Call the third party

conf

Press to establish a three party conference (see display)

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

Repeat the procedure to include other persons to the conference

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



15 Sep 10:35 +15°
CONFERENCE SPEECH

INDIVIDUAL HOLD

You have an ongoing conversation, i.e. the "Line 1"-key is lit. Now you want to park the ongoing call for a short while.

Line 1 

Press the line key
The lamp flashes slowly.

Line 1 

Press again to retake the parked call

COMMON HOLD

Hold **Press (pre-programmed)**

The line key lamp flashes slowly. The call can be picked up on any extension within one minute, or else it will recall on the holding extension.

Line 1 **Press to pick up on own extension****or**

Pick up on another extension:

**Call the extension that put the call on hold***Pick-up***Press (see display)**

CALL FORWARDING GENERAL

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

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

Note: You can still make calls as usual.

Diversion on no reply

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

Diversion on busy

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

FIXED DIVERSION

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

Activate fixed diversion

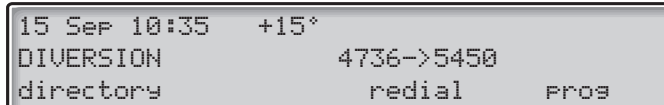
2nd 

Press

Diversion 

Press to activate diversion

All calls to your extension are directed to a pre-programmed address. The display shows the actual diversion state.



15 Sep 10:35 +15°
DIVERSION 4736->5450
directory redial prog

Cancel diversion

2nd 

Press

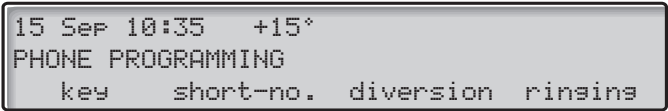
Diversion 

Press to cancel diversion

PROGRAM FIXED

DIVERSION ADDRESS If you need to program a new diversion address:

PROG Press (see display)



diversion Press (see display)



Dial new diversion address

store

Press (see display)



Press to delete the latest entered digit.



Press to finish the procedure

INDIVIDUAL DIVERSION This feature gives you the possibility to divert your calls to any directory number, e. g. to a colleague's extension or a common abbreviated number (e. g. your car telephone). Depending on the programming, external calls can also be diverted to an external diversion address (or otherwise to the operator).

Activate individual diversion



2nd



Press

Diversion



Press and dial the new directory number
Any directory number.

2nd



Press

(continued)

INDIVIDUAL DIVERSION (continued)

Diversion 

Press

Special dial tone. The diversion lamp lights and remains lit.
The display shows the actual follow me state.



Press to finish the procedure

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

Cancel diversion

2nd 

Press

Diversion 

Press

Individual diversion is cancelled. The lamp extinguishes.

FOLLOW ME

To activate Follow me, "Individual Diversion" must be active on your telephone.

Activate Follow me



Dial



Dial your number and press



Dial the new number and press
Special dial tone.



Press to finish the procedure

Cancel Follow me

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



Dial



Dial your number



Press
Dial tone.



Press to finish the procedure

BYPASS CALL FORWARDING

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



Dial



Enter extension number



Press
You will be connected to the specified extension, no matter if it has activated diversion direct, diversion on busy, diversion on no reply or follow me.

INFORMATION GENERAL

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

***Note:** This will not work, if the voice information is used as a personal greeting for your individual mailbox.*

You can inform your callers with:

1) Pre-defined texts

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

2) Voice information

Record a voice message and name your absent information.

3) Free text information

Activate a personal text.

ENTER INFORMATION

To store text or voice information.

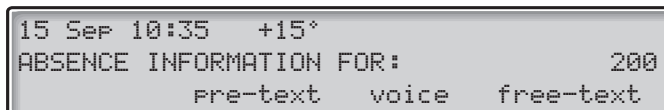
2nd  Info 

Press

leave

Press (see display)

When the information is activated, the Message/Info lamp shows a steady light. If a message arrives, the lamp starts flashing, see section "receive message".



```
15 Sep 10:35 +15°
ABSENCE INFORMATION FOR: 200
pre-text voice free-text
```

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

Pre-defined texts

From the table below:

pre-text

Press (see display)

next-info

Select appropriate info using next-info (see display)



Enter "Completing info"

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



Press to delete the latest entered digit.

activate

Press (see display)

The programmed absence info will be shown in the display.
Internal callers receive the information on the display
(or as spoken information to callers without display phone).



Press to finish the procedure

(continued)

ENTER INFORMATION (continued)

Pre-defined texts

Example:

15 Sep 10:35	+15°	
5 VACATION	BACK	0627
activate next-info		return

Vacation, back June 27

If you do not know the time of return, just activate.
Internal callers receive the information on the display
(or as spoken information to callers without display phone).
External callers will be routed to the operator who also has
access to your absent info.

Voice information

Use the menu keys to record your voice info and activate it.
Internal callers will hear the information via the handset or
the loudspeaker. External callers will be routed to the
operator who also has access to your absent info.

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



Press to finish the procedure

Free text

Use the keypad to select characters and digits, and the menu
key to activate the information. Only possible to display
phones.


***Note:** How to write text is described in section "Write text".*



Press to finish the procedure

***Note:** Free text is not available during "Individual greeting".*

ERASE INFORMATION, CHANGE INFORMATION

2nd  Info  Press

```
15 Sep 10:35 +15°
ABSENCE INFORMATION FOR: 201
erase leave off chnge-no.
```

erase Press to erase the information (see display)

leave Press to leave another information (see display)

on/off Press to activate/deactivate information (see display)

chnge-no Press to leave a second message (see display)
This function may not be allowed, ask system administrator.



Press to finish the procedure

RECEIVE INFO FOR DIVERTED CALLS

A colleague, Andersen, has programmed diversion to your extension. You answer a call to Andersen on your phone. The sign '&' or '%' indicates that Andersen has text or voice info programmed.

Text info programmed

```
ANDERSEN ANDREAS 200&
BURNES BOBBY 201 SPEECH
div-info
```

div-info Press and hold to read text info (see display)

Voice info programmed

```
ANDERSEN ANDREAS 200%
BURNES BOBBY 201 SPEECH
div-info
```

div-info Press and hold to receive instructions on how to get the information (see display)

INTERNAL MESSAGES

GENERAL

You can send a call-back, voice or text message when you call an extension and receive busy tone or get no answer. Your incoming messages are indicated on your telephone by a rapidly flashing message-key.

SEND MESSAGE

You can send a message without calling an extension (direct message) or when you call an extension and receive busy tone or get no answer.

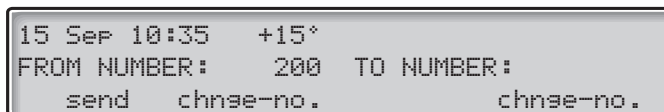
Direct message

Message 

Press

send 

Press (see display) and enter the extension number



15 Sep 10:35 +15°
FROM NUMBER: 200 TO NUMBER:
send chnge-no. chnge-no.

send

Press (see display)

call-back

Select message type (see display)

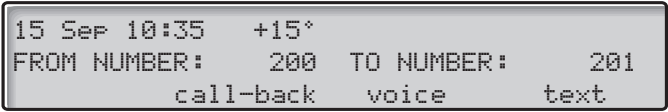
***Note:** After sending, you can repeat to other extensions. You can also change the sending extension number, if you want the message to be sent from someone else (if this function is allowed). Please ask your system administrator if you require this function.*

During an
unanswered call

When you call an extension and receive busy tone or get no answer, you can send a call-back, voice or text message.

Message 

Press



call-back

Select message type (see display)
Note: After sending, you can repeat to other extensions.

Call-back

Send a "call me" message.

Voice

Use the menu keys to record your message and send it.

Text

Write a text message and send it. Only possible to Executive phones. See section "Write text".

CHECK MESSAGE

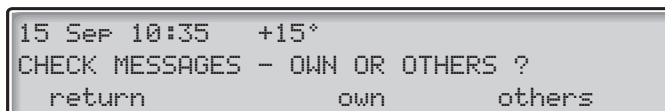
You can check messages that you have sent, for instance if you want to erase a message. You can also check messages received at other extensions (if this is allowed).

Message 

Press

check

Press (see display)



15 Sep 10:35 +15°
CHECK MESSAGES - OWN OR OTHERS ?
return own others

own

Select own or others (see display)

Own

Enter the receiving extension number. Select type. You can check and erase the messages that you have sent (see display).

Others

Enter the receiving number that you want to check. Select type. All messages will be presented with senders name. You can check and erase the messages (see display).



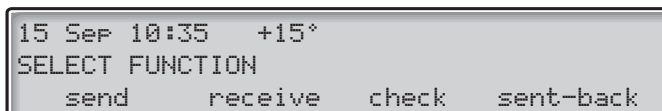
Press to finish the procedure

RECEIVE MESSAGE

The message lamp flashes rapidly.



Press to view mailbox

**Receive**

"Call me" messages will call the sender automatically. Voice messages will be heard via the speaker or the handset. The message lamp is flashing rapidly during the procedure and will extinguish after the last message.

See the display on how to call back, listen to or read and then erase messages that are sent to you.

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

Sent-back

Messages that have been left unanswered too long are sent back to you, the display message "sent-back" appears. You can check the returned message by selecting sent-back, to erase the message or send it again (see display).



Press to finish the procedure

MAILBOX SYSTEM GENERAL

While you are away from the office, callers can leave messages in your individual or in a common mailbox. You are also able to record your personal greeting.

The difference between your individual mailbox and a common one is that a common mailbox can be used for more than one user.

INDIVIDUAL MAILBOX SYSTEM

Callers are able to leave messages in your individual mailbox.

Activate

Divert your extension to the mailbox system.



Press



Press



Press



Dial the number to the mailbox system

Please ask the system administrator for your defined mailbox number.



Press



Press



Press to finish the procedure

When the diversion to your mailbox is activated, the Diversion lamp shows steady light.

Deactivate



Press



Press

Retrieve messages - internally



The message lamp flashes rapidly.

Press to retrieve a message

Further procedure, see section "Internal messages - Receive message".

Retrieve messages - externally



To retrieve your messages from an external position:

Dial your company's telephone number



Dial the number to the mailbox system

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

COMMON MAILBOX SYSTEM

If you divert your telephone to a common mailbox, the callers are able to leave messages there. The difference between your individual mailbox and a common one is that a common mailbox can be used for more than one user.

Activate

Divert your extension to the mailbox system.



Press



Press



Press



Dial the common mailbox number

Please ask the system administrator for your defined mailbox number.



Press



Press



Press to finish the procedure

When the diversion to your mailbox is activated, the Diversion lamp shows steady light.

Deactivate



Press



Press

Retrieve messages - internally

Common mailbox 

Press the common mailbox key (pre-programmed)
During the procedure you will be asked for your extension number and your personal code. See section "Security".

Retrieve messages - externally



To retrieve your messages from an external position:

Dial your company's telephone number



Dial the common mailbox number

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

PERSONAL GREETING

When you have diverted your extension to the individual- or common mailbox system, you can leave a personal greeting to the caller.

1) Enter the information

Pre-defined texts or voice information. How to enter information, see section "Enter information".

Note: *Free text is not available for this function.*

2) Activate diversion to the mailbox system

How to activate, see sections "Individual mailbox system" or "Common mailbox system".

ABBREVIATED NUMBERS GENERAL

By using abbreviated numbers, you can make calls simply by pressing a few keys.

Frequently used external numbers are stored as "common abbreviated numbers" in the exchange.

A total of 82 "individual abbreviated numbers" (your personal most frequently used external numbers) can be stored and used on the keys A to N on the telephone, and on keys A to Q on the key-panels.

COMMON ABBREVIATED NUMBERS

External numbers are stored centrally in your BusinessPhone system. Common abbreviated numbers have a maximum of 4 digits and can be dialled from every extension that has the authority to do so.



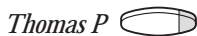
Dial the common abbreviated number
Please refer to your telephone directory.

INDIVIDUAL ABBREVIATED NUMBERS

You can program and activate your most frequently used external numbers on the 2nd layer of a programmable key.



Press

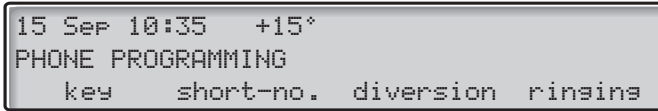


Press to make a call (pre-programmed)

Program individual abbreviated number

How to program external numbers on the keys A to N on the telephone and A to Q on the key-panel. A number can consist of up to 24 digits.

PROG Press (see display)



short-no. Press (see display)



Press a programmable key and dial the digit(s) for external calls

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



Dial the number

The number can consist of up to 24 digits.

store Press (see display)



Press the programmable key again



Press to finish programming

Note: The dual-function keys allow individual abbreviated numbers and other functions e.g. dial-by-name to be combined on the same keys. You can remove the transparent cover in order to write the names beside the keys. Put the name referring to the individual abbreviated number in the field below the line to indicate that it is the secondary function.

DIAL-BY-NAME

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys.

Head Office 

Press to make a call (pre-programmed)

Program dial-by-name

How to program an internal directory number on a key A to N on the telephone and A to Q on the key-panel.

prog Press (see display)

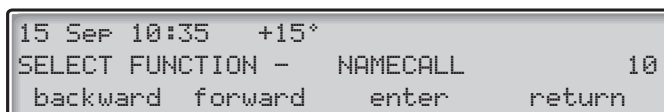
key Press (see display)

 A

Press a programmable key

The pre-programmed function will be shown in the display.

change Press (see display)



Note: If programmed names already exist, press backward or forward until the function "Namecall" is shown (see display).

enter 

Press (see display) and dial the number

You can use any directory number, e.g. a common abbreviated number or a colleague's extension number.

store Press (see display)

 C

Press to finish the procedure

INTEGRATED TELEPHONE DIRECTORY

You can search for all directory numbers and common abbreviated numbers in the integrated telephone directory.

directory Press (see display)

The display shows :

```

15 Sep 10:35   +15°
DAVID CHAMBERS      203
internal external      return
  
```

You can choose between *internal* telephone directory that contains all directory numbers, and *external* telephone directory that contains all common abbreviated numbers.

internal Press (see display)
To search in the internal telephone directory.

external Press (see display)
To search in the external telephone directory.

You can press “search” (see display) to step through the whole directory or use the keypad to select the first or more characters of the second name.

```

15 Sep 10:35   +15°
C_
                                search  disconn
  
```

Note: How to write text is described in section “Write text”.

search Press (see display)
If the proposal is correct, call the number (see display).
If not, use backward or forward to step through the directory.

CALL METERING GENERAL

When the BusinessPhone system is provided with metering information from the public net, the call metering function can be used to check the costs of outgoing calls. The BusinessPhone system offers several options to obtain this information.

COST INDICATION

During an outgoing external conversation the display shows the actual costs. If you want to deactivate the cost indication you have two options:

To deactivate the indication of the ongoing call:

cost-off

Press (see display)

To toggle between cost indication or no cost indication. During an incoming external call or the public net does not provide the system with metering information, the system will only show the call duration.

To deactivate the indication for all further calls:



Dial

Verification tone, the cost indication is deactivated.



Press

To activate the cost indication again for all further calls, repeat the procedure.

COST OF THE LAST CALL

After finishing an outgoing external call, you have the possibility to see the cost of the last call.



Dial

The display shows the cost of the last call.



Press to finish the procedure

READ OUT YOUR OWN COST COUNTER

This is useful, when you want to check the accumulated costs of your own counter.



Dial

The system shows the accumulated costs since the last reset.



Press to finish the procedure

READ OUT COST COUNTER FOR OTHERS

If you have the authority, you can read out and reset the cost counters for other extensions and trunk lines. If your system is equipped with a printer you have the opportunity to initiate a printout.



Dial

The system shows the accumulated costs of your own extension since the last reset.

```

28 Nov 09:09   +15°
OWN COSTS:    1200   ATS
  other   check                      return
  
```

(continued)

READ OUT COST COUNTER FOR OTHERS (continued)

other

Press (see display)

The system requires a password.



Enter the password

Ask your system administrator for the defined password.



Press to delete the latest entered digit.

activate

Press to confirm the password (see display)

Select the type of meter you want to read out.

```
22 Nov 09:23   +15°  
SELECT TYPE OF METER  
caller   trunk                               return
```

caller

**Press to read out an extension counter
(see display)**

If the system is included in a network, you will be able to read out the costs of the tie lines in this menu.

or

trunk

Press to read out a trunk line counter (see display)

```
22 Nov 09:32   +15°  
ENTER DIRECTORY NUMBER:  
display  print   reset   return
```



**Enter the directory number of the desired
extension or trunk line**

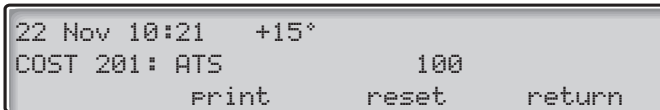
(If you do not enter a directory number the accumulated costs of the entire system will be shown.)

return Press to return to previous menu (see display)

reset Press to reset counter (see display)
Note: The reset function in this menu is only applicable when a printer is connected to the system. To initiate a reset procedure you require a special class of service (please ask your system administrator if this feature is available on your phone). To avoid different countervalues for total extensions and total trunk lines in the system, we recommend to reset all the extensions and trunk line-counters at the same time.

Print Press to initiate a printout on the printer (see display)
 This function is applicable when a printer is connected to the system. You also require a special class of service to initiate a printout. For a detailed description of the printout, see section "Printout".

display Press to show the counter on the display (see display)



22 Nov 10:21 +15°
 COST 201: ATS 100
 Print reset return

In this menu you have the same possibilities as in the previous menu. It is also possible to reset without a printer.

(continued)

READ OUT COST COUNTER FOR OTHERS (continued)

If you have not entered a specific directory number in this procedure, you will see the accumulated costs of the entire system.

```
22 Nov 10:21   +15°  
200-280: ATS           1200  
detail                                return
```

detail Press to read out the detailed counters of each extension/trunk line (see display)
In this menu you have the same possibilities as the previous menu for reading out a single counter.

```
22 Nov 10:21   +15°  
COST 200: ATS           100  
next      print      reset      return
```

next Press to step through all the counters (see display)



Press to finish the procedure

PRINTOUT

The printout covers the following information:

Example:

Call Metering Information BusinessPhone

Date: 98 05 12

Time: 10:53

*ERICSSON AUSTRIA AG
Pottendorfer Str. 25-27
1121 Vienna
AUSTRIA*

*Reason for print out : Read
Division : Total system
Group : Callers
Directory number range : 4736
Currency : ATS*

<i>Dir. No.</i>	<i>Name</i>	<i>Pulses</i>	<i>Cost</i>	<i>Cost/Pulse</i>
<i>4736</i>	<i>Mr.Plattner</i>	<i>76</i>	<i>760.00</i>	<i>10.00</i>
<i>Total</i>		<i>76</i>	<i>760.00</i>	

PRINTOUT CONTENTS

Date:	Shows the date of the print out.
Time:	Shows the time of the print out.
Ericsson Austria AG Pottendorfer Str. 25-27 1121 Vienna AUSTRIA	4 lines with 50 characters per line are free for definition. For example, for the company address.
Reason for print out:	This field shows if the print out was initiated only to read out the counter or if the print out was caused because of a reset procedure.
Division:	This field is prepared for future applications. Currently it always shows "Total system".
Group:	Shows if the desired directory number(s) are related to the extension (caller) or trunk group.
Directory number range:	Shows the directory number of the desired extension or trunkline. When no directory number is entered then "ALL" will be shown in this field and you will see all the counters of the extensions and trunk lines on the display.
Currency:	Shows the defined currency.
Dir.No.:	Shows the directory number of the desired extension/trunk line.
Name:	Shows the name of the extension or trunk line.
Pulses:	Shows the accumulated pulses for the desired extension/trunk line since the last reset.
Cost:	Shows the accumulated cost for the desired extension/trunk line since the last reset.
Cost/Pulse:	Shows the actual price per pulse.
Total:	Shows the accumulated pulses and costs of all the extensions/trunk lines on the printout.

INTEGRATED SYSTEM CHECK

To avoid a loss of the counter values during reconfigurations of the system, an integrated system check offers you the opportunity to read out all the counters which were not reset before the reconfiguration. To initiate the system check you need a special class of service (please ask your system administrator if this feature is available on your phone).



Dial

(Same procedure as used for reading out accumulated costs).

```
22 Nov 13:44  +15°
OWN COSTS:    2400ATS
other      check                      return
```

check

Press to initiate a system check (see display)

When a fault is found the following information will be shown:

```
22 Nov 13:44  +15°
CALLER RECORD FAULTY
display                      return
```

display

Press to display the fault records (see display)

The display shows the first fault record in the system.

The display information includes the extension numbers which have been deleted during the reconfiguration and the related costs for these extensions.

(continued)

INTEGRATED SYSTEM CHECK (continued)

22 Nov 14:44	+15°		
202	ATS	5700.00	COSTS
next	cost/pulse	reset	return

next Press to step through the faulty records
(see display)

cost/pulse Press to toggle between the indication in pulses
or costs (see display)

reset Press to reset the faulty record (see display)
In this case no print out will be initiated to the
connected printer.

return Press to return to previous menu (see display)

GROUP FACILITIES

GENERAL

When you are working together in a team the following group facilities can be very useful. You can page your colleagues, give them telephone attendance or pick up their incoming calls.

KEY-SYSTEM

With this function, all (or selected) external lines are represented by pre-programmed keys on all phones. For each external line, a function key has to be programmed. Which means that you are able to monitor the state of traffic for every programmed external line (e. g. free, busy). You can also establish an external call by pressing the external line key.

Answer an external call

To answer an external call, just press the flashing key. (Depending on the programming of the system, an incoming external call will be announced with a flashing line-key and a ringing signal).



Press (pre-programmed)
Speech connection with the caller.

Make an external call

To initiate an external call, just press the external line key. The external line will be seized automatically.



Press a free line-key (pre-programmed)



Dial the desired number

If you make external calls in this way, you do not have to dial the digit(s) for external calls first.

SUPERVISION / TELEPHONE ATTENDANCE

A function-key can also be programmed for supervision and handling calls for a group of extensions. If a supervision/attendance-key is programmed on your telephone, you are able to call the other group-members or answer incoming calls for the group by pressing the key and monitor the activity of other extensions (free, busy, called).

Traffic situation

Michael 

Ongoing conversation (lamp is on)

Michael 

Free extension (lamp is off)

Michael 

The extension is called (flashing lamp)

Pick-up calls for the group

Michael 

Your colleague's extension is indicated on your phone by a pre-programmed key.

**Press to answer the calls directly
(pre-programmed)**

A flashing lamp beside the key indicates an incoming call.

Call a group-member

Michael 

**Press to make the calls directly
(pre-programmed)**

***Note:** If the key is flashing, you will automatically pick-up your colleague's ongoing call.*

GROUP HUNTING

Your telephone can be included in a hunt group, where all members are represented with one common directory number.

Incoming calls to the hunt group, follow the same procedure as calls to normal directory numbers, then the call is directed to free extensions in the group. The hunt order within the group can be changed to suit your needs.

Only one group hunting call can be handled at a time, i.e. a second incoming group hunting call cannot be presented on your other line. However you can still receive group hunting calls to your extension number, if you are busy with a normal call

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

16 hunt groups can be programmed, each containing 1 to 20 members. A hunt group member can be either an extension number, an operator console or a fictive number.

To answer incoming group hunting calls:



Press the flashing line key

GROUP CALL PICK UP

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



Dial the group call pick up code

LOUDSPEAKER PAGING

You can page all extensions in a group and give a voice message.



Press (pre-programmed)

All extensions in a group are called.



Press again and hold the key (pre-programmed)

Give the voice message and then release the key.

Now you can wait for answer, or terminate. If you do not get an answer within 30 seconds, the paging function will be terminated automatically.

Answer paging

A short signal and a flashing "Paging"-key will inform you when a loudspeaker paging is received.



Press (pre-programmed)

An internal call is established with the paging party.

COMMON BELL

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



Dial the common bell pick up code

Please ask your system administrator for the common bell pick up code. You will immediately be connected with the calling party.

If two or more extensions simultaneously attempt to answer a call from the common bell extension, only the first extension will pick it up. The other extensions will receive the "number unobtainable" tone and their displays will show the message "No call waiting at common bell".

This will also happen if you dial the common bell pick up code and there are no calls waiting at the common bell extension.

***Note:** You can also program the common bell code on a function key.*

OTHER USEFUL FACILITIES GENERAL

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

REMINDER

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

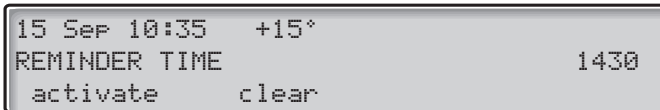


Press



Dial reminder time

(00-23) hour + (00-59) minute. Example: 1430.



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



Press to delete the latest entered digit.

activate

Press to activate (see display)



Press to finish programming

When the reminder time is reached, your phone rings with recall signal.

Cancel reminder



Press to cancel all settings



Press to finish the procedure

ACCOUNT NUMBER

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

**Enter account number
before the call**



Dial



Enter account number and press
Internal dial tone. Make the external call.

**Enter account number
during the call**

Account number

Press (pre-programmed)



Enter account number and press

BACKGROUND MUSIC

You can listen to background music over the loudspeaker on your phone by pressing a pre-programmed Music key, or by entering the number for the music channel. Please ask your system administrator for the configured number.

Background music

Press to activate the music (pre-programmed)

The music automatically switches off when you make or receive calls and switches on again when the call is finished.



Press to cancel the music

Note: You can adjust the volume, see section "Audible adjustments".

INTERCOM LINE

A two-way direct call function between two extensions, for instance in executive-secretary communication.

Intercom to Secretary 

Press to establish an intercom call (pre-programmed)



Press to cancel the intercom call

TANDEM CONFIGURATION

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

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

To activate the tandem configuration

Slave log on/off 

Press (pre-programmed)

or



Press to log on the slave telephone

```
10 May 14:10  +15°
SECOND USER LOGGED ON
directory      redial      Prog
```

For incoming calls:

- Both telephones are treated as 1 single extension.

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

(continued)

TANDEM CONFIGURATION (continued)

To deactivate the
tandem configuration

Slave log on/off 

Press (pre-programmed)

or

Press to log off the slave telephone

For incoming calls:

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

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

Transferring a call
between the members
of a tandem unit

Inquiry



Press and dial own directory number

Transfer



Press

AUTOMATED ATTENDANT

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



Dial the Automated Attendant directory number

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

IMMEDIATE ANSWER

It is possible to get automatic hands-free answering on internal calls without pressing the line key. If you require this facility, please ask your system administrator.

Immediate answer 

Press the immediate answer key (pre-programmed)

Incoming calls will be indicated by one muted ringing signal, the On/Off lamp lights and the call comes straight in through the loudspeaker.

***Note:** To accept a transferred external call you must first press the Transfer key.*

Cancel immediate answer

Immediate answer 

Press the immediate answer key (pre-programmed)

The lamp extinguishes.

DIRECT INWARD SYSTEM ACCESS (DISA)

If you are working externally and you have the need to make business calls, call your company and use the company PBX to make an external call to the desired party.

You just pay the costs for the phone call to your company.

The other costs will automatically be placed on your extension number or on a special project.



Dial the public number of your company



followed by the DISA number

Ask the system administrator for the defined DISA number.



Dial the external number

***Note:** During the procedure you will be prompted for your personal code. Which code to use and how to change it, see section "Select Personal Code". See last page for a card to remember these specific numbers.*

DOORPHONE

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

Answering door-phone calls

Line 1 

Press the flashing line key

You will be in speech connection with the calling party.

Opening of the doorlock

Inquiry 

Press



Dial the door-opener's directory number

Please ask your system administrator for the number.

Note: You can also program the door-opener's directory number as a common abbreviated number or a function key.

NIGHT SWITCHING

If you want this facility, please ask your system administrator. This function is used for directing all incoming calls to one extension (answering position), for example when the office is closed.

Night 

Press to activate or deactivate (pre-programmed)

When the lamp lights, night switch is active. When the lights extinguishes, night switch is passive.

SECURITY GENERAL

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

BLOCK EXTENSION



Dial to block your extension
Verification tone.



Press to finish the procedure

Un-block extension



Dial



Dial your personal code and press to re-open
Verification tone. Your extension is open for use.



Press to finish the procedure

SELECT PERSONAL CODE

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



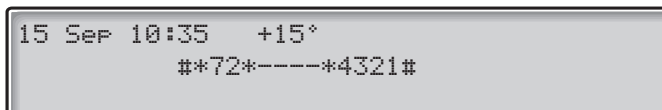
Dial to select a new code



Dial your present code and press
The default personal code is "0000".



Dial your new code and press
Verification tone.



Press to finish the procedure

BYPASS BLOCKED EXTENSION

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

Bypass own extension

Dial

Dial your personal code and press

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

Bypass another extension

Dial

Dial your personal code and press

Dial your extension number and press

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

LEAST COST ROUTING GENERAL

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system.

LEAST COST ROUTING

If the extension has been configured to use LCR, each external call will be analysed and the cheapest way will be selected.

Use least cost routing



Dial the digit(s) for external calls and external number

The usual way of making an outgoing external call.

Calling least cost routing

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



Dial the LCR code

Please ask your system administrator for the LCR code.



Dial the digit(s) for external calls and external number

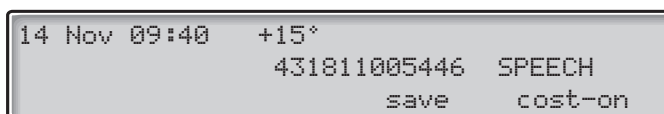
Note: You can also program the LCR code on a function key.

ISDN FACILITIES GENERAL

This chapter is only relevant when your system is connected to a digital trunk line (ISDN-trunk line). It provides a general view of all the (supplementary) services available from the public net which are supported by the system. The services from the public net differ from market to market. Please ask your system administrator which features are available.

NUMBER IDENTIFICATION

The main difference compared to the analogue public net is the number identification between the connected parties.



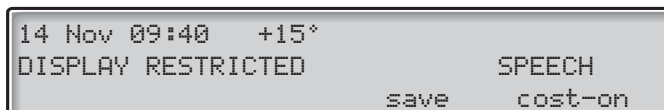
14 Nov 09:40 +15°
431811005446 SPEECH
save cost-on

When you establish an outgoing external call, the public number of your system and your extension number will be sent to the caller. If the number of the answering party is different from the dialled one (for example, after a diversion), you will also be informed about the answering party's number.

When you answer an incoming external call on your phone (or from another phone), you will see the caller's number on the display. Your public number will be sent to the caller.

NUMBER SECRECY

By pressing a pre-programmed "number secrecy" key you can choose not to show your complete number (public + extension number) to the connected party.



14 Nov 09:40 +15°
DISPLAY RESTRICTED SPEECH
save cost-on

Number secrecy 

Press a pre-programmed key to suppress your complete number to the public net

The lamp beside the key shows a steady light and the function remains activated until the key is pressed again.

ANSWER AN INCOMING CALL FROM AN ISDN-LINE

A ring signal and a flashing lamp indicates an incoming call, one of the following three cases will occur.

Example 1 :

The public net provides the number of the caller.

Mr. Plattner with public number
0043 181100 4736 is calling.

```
09 Nov 14:40   +15°
                431811004736  CALLING
directory      redial      prog
```

Example 2 :

The caller has activated "number secrecy".
(The calling number will be suppressed.)

```
09 Nov 14:40   +15°
DISPLAY RESTRICTED          CALLING
directory      redial      prog
```

Example 3 :

The public net cannot provide the calling number, in this case the normal number of the external line will be shown.

```
09 Nov 14:40   +15°
EXTERNAL          701  CALLING
directory      redial      prog
```

Answer the call in the normal way.

MAKE AN EXTERNAL CALL ON AN ISDN-LINE

Establish an external call in the normal way.

If the called party is also connected to a digital trunk line, your public number is shown on the called party's display.

If the connected party number differs from the dialled one (for example : diversion or pick up from another extension), your display shows the new number.

Example :

Called Party number 0043 181100 Extension 4736

```
14 Nov 09:40   +15°  
                000431811004736  FREE  
                save
```

The desired extension 4736 will be answered by extension 5446.

```
14 Nov 09:40   +15°  
                000431811005446  SPEECH  
                save    cost-on
```

When the connected party has activated "number secrecy" (number suppression), your display shows the following information.

```
14 Nov 09:40   +15°  
DISPLAY RESTRICTED                SPEECH  
                save    cost-on
```

MALICIOUS CALL IDENTIFICATION

If you are disturbed by malicious external incoming calls, you can request a number tracing from the network provider.

If you cannot see the number of the caller or connected party (because of an activated number suppression), you have the possibility to register the number in the public network during the call.

Malicious call id. 

Press to register the connected number (pre-programmed)

or



Press to register the connected number

If the function is accepted in the public net, your display shows the following information.

14 Nov 09:40	+15°	MCID ACCEPTED
DISPLAY	RESTRICTED	SPEECH
save		

If you cannot identify the connected party, your display shows the following information.

14 Nov 09:40	+15°	MCID REJECTED
DISPLAY	RESTRICTED	SPEECH
save		

After 3 seconds the display will return to the previous display.

ISDN CALLER LIST

This function will insure that you will not miss any incoming calls, by storing unanswered ISDN calls on your telephone, e.g. if you do not answer or your telephone is busy.

Via your telephone you can:

- See the number of unanswered calls
- Call the stored numbers in the caller list
- Scroll through the caller list
- See the time and date of the arrived calls
- Erase calls from the list

The number of calls in the list are indicated on your display, e.g. "10 CALLS" indicates that 10 calls are stored in the list.

```
15 Sep 10:35   +15°
ANDERSEN ANDREAS      200    10 CALLS
directory list      redial    prog
```

Retrieve calls

To see the first entry in the caller list:

list

Press (see display)

The display shows the following information, e.g. "CALL 1/10" indicates the first of the 10 stored calls in the list.

```
15 Sep 10:35   +15°
431811005446          CALL 1/10
call      next      time      erase
```

***Note:** If you do not react within 30 seconds the display is returned to idle state. If you want to leave the function before the timeout, press the "Clear"-key.*

next

Press to scroll through the list (see display)

call**Press to call the selected number (see display)**

When the call is successful, the number is automatically removed from the caller list. The system automatically adds the digit(s) for external calls (route access code).

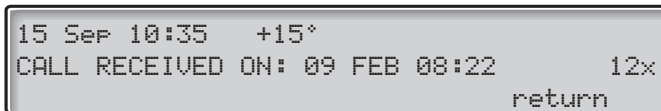
***Note:** If a route access code has not been defined for your caller list, contact your system administrator.*

Show date, time and call attempts of the selected call

When you are retrieving calls from your caller list.

time**Press to see the date and time of the selected call (see display)**

You will see when call was received and how many times the same call came in.



15 Sep 10:35 +15°
CALL RECEIVED ON: 09 FEB 08:22 12x
return

return**Press to return to the previous display (see display)**

Erase calls from the caller list

When you are retrieving calls from your caller list.

erase**Press to erase the selected call (see display)**

The call is erased from the list and the next call is displayed. The display will inform you if there are no more calls in the list.

***Note:** If you do not react within 5 seconds the display is returned to idle state. If you want to leave the function before the timeout, press the "Clear"-key.*

OPTIONAL EQUIPMENT GENERAL

This chapter describes optional features that can be used together with your BusinessPhone telephone.

EXPANSION KEY PANEL

Each key panel offers 17 additional keys for storing of your most frequently used telephone numbers and functions, and for supervising extensions.

Your telephone can be expanded with up to four key panels.

***Note:** If one or two key panels are used, the optional key panel DBY 409 01 may be used. However, if three or four key panels are used, all optional key panels must be of type DBY 409 02.*

OPTION UNIT

The Option unit DBY 410 02 is an optional accessory, to be installed on the bottom of your telephone set. The following devices can be installed via the Option unit:

- Tape recorder
 - Extra bell or busy indication outside your door
 - Enhanced headset functionality or a conference unit
- Note:** Regarding the headset functions see previous section.*

- PC sound card
- Second handset

***Note:** For people with impaired hearing the Option unit offers the possibility to amplify the receiving volume in the handset and headset.*

EXTRA HANDSET

Useful for involving a second person in your conversation, for talking or just listening.

TAPE RECORDER

When a recording of the telephone conversation is needed, for evidence purposes, a tape recorder can be connected.

HEADSET

The following headset functions are available.

***Note:** To use the headset functions your telephone has to be equipped with option unit DBY 410 02. How to install the option unit, see separate installation instructions provided with the option unit.*

Activate/Deactivate the headset

Headset 

Press the headset key to activate/deactivate the headset (pre-programmed)

See section "Description". All calls can be handled via the headset.

Answer calls

Line 1 

Press the flashing line key to answer



Press to terminate a headset call

Make calls



Dial the number



Press to terminate the call

Headset to handset



Lift the handset

(continued)

HEADSET (continued)

Handset to headset



Press the headset key (pre-programmed)

Headset with group listening



Press to toggle between headset with or without group listening

Headset to handsfree



Press



Press the headset key (pre-programmed)

Handsfree to headset



Press the headset key (pre-programmed)

CONFERENCE UNIT

For conferences with many participants, the conference unit enhances the speech quality. It provides full duplex and high quality conversation possibilities.

ALARM INTERFACE UNIT

This plug-in module is fitted into the bottom of the telephone. It makes it possible to transfer alarm signals from various devices via the telephone to the exchange and to a pre-defined extension. A special circuit layout provides maximum functional security.

To a telephone fitted with an alarm interface unit you can connect devices such as bathroom alarms for hotel rooms, emergency alarms for hospitals, bank security alarms and supervision of machines.

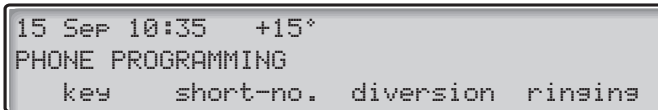
PROGRAMMING GENERAL

If you require frequent use of certain functions, you may program them on the keys A-N on the telephone and A-Q on the key-panel. When you want to use the function, just press the key.

PROGRAMMING

How to program a function on key A.

Prog Press (see display)



key Press (see display)



Press the desired programmable key

change Press (see display)

forward Select function code (see display)
See section "Function codes and required data".

enter Press (see display)



Enter associated number
See section "Function codes and required data".

store Press (see display)

Continue with section "select ringing character"
or



Press to finish programming

After approximately 10 seconds, the function key is active
Note: The dual-function keys allow programmed functions and short numbers to be combined on the same keys. Remove the transparent cover in order to write the name beside the key. Put the name referring to the programmed function in the field above the line to indicate that it is the primary function. If a function is already programmed on the key, this will be displayed when you start programming.

(continued)

PROGRAMMING (continued)

Select ringing character



Select ringing character (0-4)

See section "Function codes and required data".

enter

Press (see display)



Press to finish programming

After approximately 10 seconds, the function key is active.

Example :

Program supervision of extension 204 on key A, with ringing character 1. For available function codes, see section "Function codes and required data".

prog

Press (see display)

key

Press (see display)



Press the desired programmable key

change

Press (see display)

forward

Press until supervision is shown (see display)

enter

Press (see display)



Enter extension number

store

Press (see display)



Press to select ringing character

enter

Press (see display)



Press to finish programming

FUNCTION CODES AND REQUIRED DATA

Function	Function code	Associated number	Ringin g character
Dial-by-name	10	Extension number	–
Post dialling	11	4 Call waiting	–
		5 Automatic callback	–
		6 Individual call pick up	–
		7 Radio paging	–
		8 Intrusion	–
* External line	12	The directory number of the line	0–4
Supervision	13	Extension number	0–4
Intercom line	14	Extension number	0–4
* Loudspeaker paging	15	The number of the group (0–7)	–
Common mailbox	18	Common mailbox number	–
Supervision slave	19	–	0–4
* R key	25	–	–
Busy line 2	26	–	–
Conference	27	–	–
Immediate answer	28	–	–
* Account number	30	–	–
External voice mail	34	–	–
Hold	35	–	–
Transfer	36	–	–
Save/Redial	37	–	–
Read &	38	–	–
* Number secrecy	40	–	–
* Malicious call identification	41	–	–
Log on/off slave	43	–	–

(continued)

FUNCTION CODES AND REQUIRED DATA (continued)

Ringing function:

0 =No ringing.

1 =Ringing.

2 =Delayed ringing (after 10 seconds).

3 =One single ringing signal. (The signal is muted).

4 =One delayed ringing signal (after 10 seconds. The signal is muted).

* The functions need to be programmed by your system administrator.

Note: Special authorisation is required when programming function-keys.

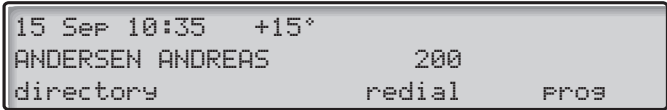
DISPLAY INFO

GENERAL

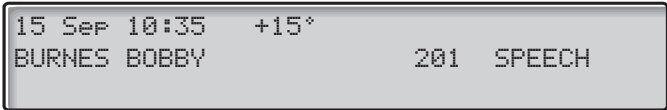
The display assist your actions on the phone with step-by-step instructions.

DISPLAY INFO

When your phone is idle, the upper line shows general information. The mid line shows your name and extension number. The lower line presents lead texts for the menu keys.



During an internal call or an incoming external call the lower line shows the other party's name, extension number and status.



(continued)

DISPLAY INFO (continued)

Status information

Status information during internal calls:

BLOCKED	The called number is blocked.
BUSY	The called extension is busy.
CALLING	Incoming call.
CONFERENCE	Conference.
CONGEST	Congestion in the system.
DISPLAY RESTRICTED	ISDN call, "number secrecy" is activated on the called/calling extension.
FREE	The called extension is free.
FREE L2	The called extension is free on line 2.
INCOMPLETE	The number was incomplete.
INTRUSION	Intrusion.
NOT ALLOWED TO PICK UP FROM COB	Not allowed to pick up incoming calls from the common bell.
PARKED	The called extension has parked the call.
PARKED CALL	A call is parked.
RECALL	Recall from an individually parked call.
SPEECH	Speech mode.
UNAVAILABLE	The dialled number is unavailable.
UNKNOWN	Number unknown.
WAIT	Camp on mode.
⊗	The called extension has text info stored.
⊘	The called extension has voice info stored.
+15° ^	Indicates outside temperature and tendency (up or down) if your telephone system is equipped with optional temperature sensor.

VISIBLE SIGNALS GENERAL

The key lamps on your telephone indicates with different signals the traffic state of the ongoing call or function.

LAMP INDICATIONS



Extinguished lamp

The function is not active.



Steady light

The function is active.



Slowly flashing lamp

The line (or function) is put on hold.



Rapidly flashing lamp

An incoming call or message waiting.



Light with short breaks

Ongoing call.

AUDIBLE ADJUSTMENTS GENERAL

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

HANDSET AND LOUDSPEAKER VOLUME

Use the volume keys. You can set different volume levels for internal and external calls and for background music. During a call, adjust handset listening volume in handset mode. Adjust loudspeaker volume in monitor mode or during background music.



Press to change the volume

RINGING SIGNAL

By programming, you can adjust ringing type (2 types), ringing volume (10 steps) and ringing character (10 characters).

PROG **Press (see display)**

```
15 Sep 10:35  +15°  
PHONE PROGRAMMING  
key  short-no.  diversion  ringing
```

ringing **Press (see display)**

Now you can select ringing type, volume or character.

Ringing type

Select type 1 if you want the set ringing volume at a constant level, select type 2 if you want gradually increasing volume when the phone rings.

type

Press (see display)
You will hear the selected type.

next

Press to change (see display)



Press to finish the procedure

Note: When type 2 is selected, the programming of the ringing volume is not applicable.

Ringing volume

volume

Press (see display)
You will hear the selected volume
(0...lowest volume, 9...highest).

lower

Press lower or higher to change the level (see display)



Press to finish the procedure

Note: This programming is not applicable when you have selected ringing type 2.

Ringing character

character

Press (see display)
You will hear the selected character.

next














Press to change (see display)



Press to finish the procedure

TONES AND SIGNALS

Tones are audible in the handset. Ringing signals are emitted from the phone. You can adjust the tones and signals on your phone. See section "Audible adjustments".

Dial tone (System ready to accept digits)		
Special dial tone (System ready to accept digits, active diversion on telephone)		
Ringing tone (Ringing signal to called party)		-repeated after 4 s
Special ringing tone (Ringing signal to line 2)		-repeated after 4 s
Busy tone (Called party is busy)		
Number unobtainable tone (Called number not accessible or vacant)		
Blocking tone (Call cannot be executed due to congestion or called party blocked)		
Verification tone (Verification that ordered function is accessed)		
Intrusion tone (Sent to all parties during intrusion)		
Conference tone (Sent to all participants in a conference)		-repeated after 15 s
Internal ringing signal		-repeated after 4 s
External ringing signal		-repeated after 4 s
Automatic call-back signal		

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

WRITE TEXT

GENERAL

It is necessary to write text, e.g. when you are typing absent information, sending a text message or searching the integrated telephone directory.

WRITE TEXT

Use the keypad to write text, e.g. when you are sending a text message. You have selected text mode.



Select characters by pressing digits repeatedly.

Example :



Press a digit

1 time	result	J
2 times	result	K
3 times	result	L
4 times	result	5

***Note:** Key "1" is reserved for national characters.*



Press to enter the character

Moves cursor to next position. Use also for space.



Backspace to erase incorrect entry.

Example :



This sequence gives the word IN_

***Note:** You can also write the following characters: ? - . , ! : / # **



Press repeatedly

GLOSSARY

ABBREVIATED NUMBER DIALLING

Initiating a call to a pre-programmed number by dialling a code or pressing a key. Short numbers can be: *1. Common, which means that all extensions can use them. 2. Individual, which means that they are programmed and used by each extension separately (82 numbers).* See section "Abbreviated numbers".

ACCOUNT NUMBER

To place costs for external calls on a selected account number (up to 15 digits). See section "Other useful facilities".

AUTOMATED ATTENDANT

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

CALL-BACK

An indication to a busy extension, to inform the person that you want to speak to him/her. See sections "Internal messages" and "Outgoing calls".

CAMP ON

To place (queue) a call to a busy extension. See section "Outgoing calls".

COUNTER

The counter keeps track of the time and cost of your calls. See section "Call metering".

DIAL-BY-NAME

Initiation of a call by operating a single key. Internal numbers (or common abbreviated numbers) can be stored on each extension. See section "Abbreviated numbers".

DIRECTORY NUMBER

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

DIRECT INWARD SYSTEM ACCESS (DISA)

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

DIVERSION

Incoming calls to an extension are diverted to another directory number (extension, common abbreviated number or the operator). There are three possibilities: *1. Direct, which means that all calls to an extension are forwarded directly. 2. On no reply, which means that a call is forwarded if it is not answered within a certain time. 3. On busy, which means that a call is forwarded if the extension is busy.* See section "Call forwarding".

DIVERSION BYPASS

This is useful for letting urgent calls through to an extension where diversion is active. See section "Call forwarding".

EXTENSION

All telephones connected to the PBX have a unique internal number (up to 8 digits). If your telephone is equipped with a display, you can see your number.

FUNCTION CODE

A digit code that corresponds to a specific function. See section "Programming".

HOLD

To park a call. See section "During calls".

INFORMATION

Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. Information can be of three kinds: *1. Pre-programmed text information. 2. Text information (only to display phones). 3. Voice information.*

INTERCOM LINE

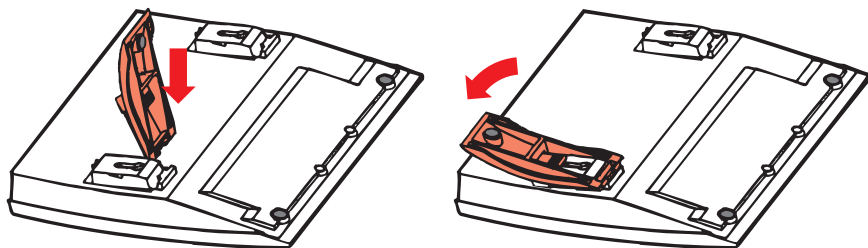
A two-way direct call function between two extensions, for instance an executive-secretary communication. See section "Other useful facilities".

INTRUSION

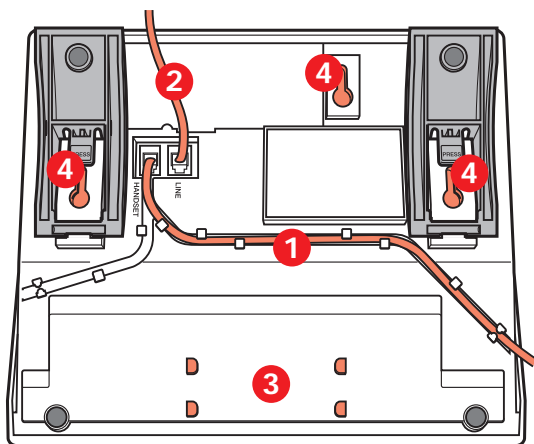
To intrude on an ongoing call when a requested extension is busy. See section "Outgoing calls".

ISDN	Integrated Services Digital Network. Provides your system with supplementary services from the public net. See section "ISDN facilities".
LEAST COST ROUTING	A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance). See section "Least cost routing".
LOUDSPEAKER PAGING	All members of an extension group are "paged", i.e. receive a short, sharp tone on the loudspeaker followed by a voice message from the sender. See section "Group facilities".
MAILBOX	The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox system".
MESSAGE	A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are three kinds of message: 1. <i>"Call me" message</i> . 2. <i>Text message (only to a display phone)</i> . 3. <i>Voice message</i> . See section "Internal messages".
METERING	Outgoing external calls can be metered on individual call meters or specified account numbers. See section "Call metering".
MUTE	To switch the microphone temporarily off. See section "During calls".
NIGHT SWITCHING	Used for directing all incoming calls to one extension (answering position), for example when the office is closed. See section "Other useful facilities".
PBX	Public Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).
PERSONAL CODE	A four-digit code needed to e.g. block your extension and retrieve messages from the mailbox system. You can set your own personal code. See section "Security".
PRE-DEFINED TEXT	Pre-programmed absent information. See section "Information".
THIRD PARTY	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section "During calls".
TIE LINE	An external line from the private network.
TRANSFER	During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See section "During calls" and "Useful hints".
TRUNK LINE	A trunk line is the same as an external line. Can be either digital or analogue.

INSTALL STAND

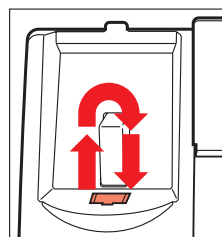


INSTALL CABLES



- 1 Cable to handset
- 2 Cable to exchange
- 3 Space for personal directory list (optional)
- 4 Wallmounting screw holes

Wall
mounting
handset
hook



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

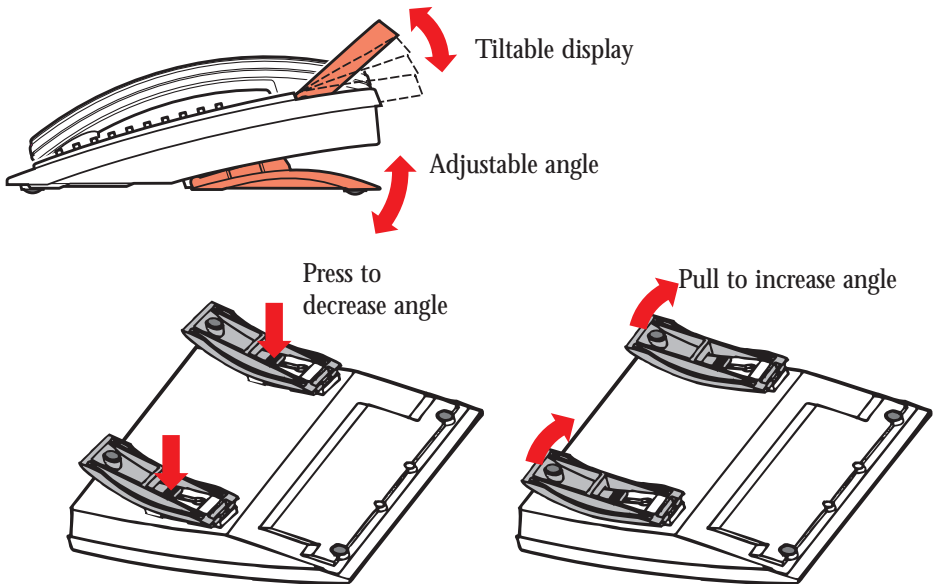
Change cables

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

PLACING THE TELEPHONE

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

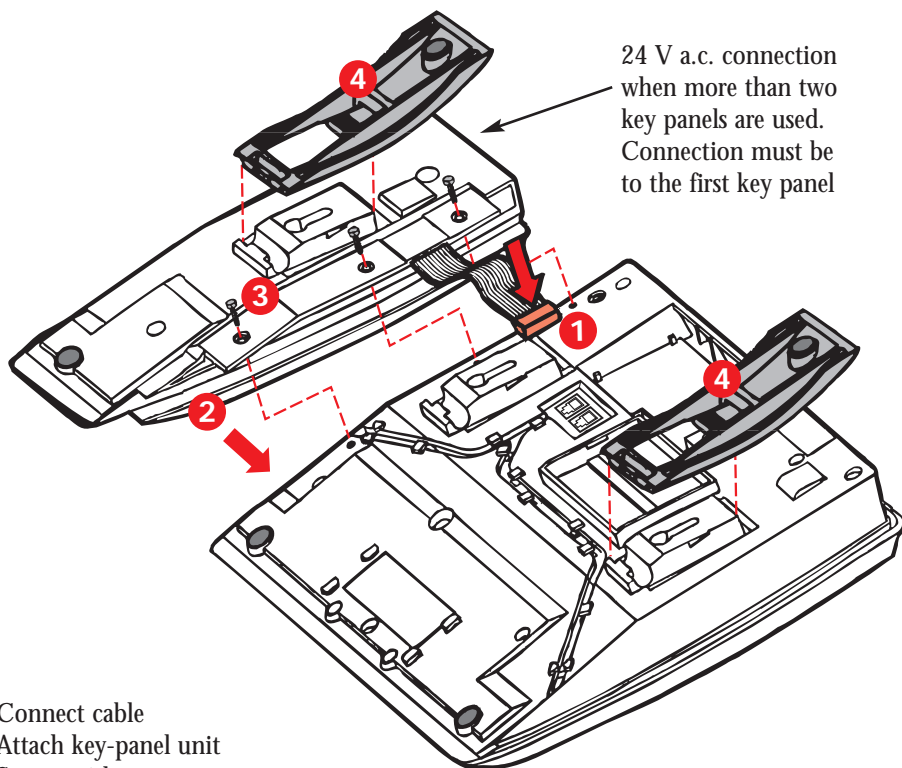
ADJUST TELEPHONE



CLEANING THE TELEPHONE

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

INSTALL KEYPANEL



- 1 Connect cable
- 2 Attach key-panel unit
- 3 Secure with screws
- 4 Install stand

When connecting one or two optional key panels to your telephone the DBY 409 01 key panel may be used. No external power cables are required for this key panel, as power is supplied from your telephone.

However, if three or four key panels are to be connected, then the DBY 409 02 optional key panel must be used for all key panels connected to your telephone. Whereby, a 24 V a.c. power cable must be attached to the first key panel connected to your telephone to provide power to all key panels.

CONNECTIONS BETWEEN EXTERNAL LINES

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

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

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

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered**
- **Try to avoid diverting calls to third parties before they have answered**
- **Cancel your calls by pressing the "Clear"-key**

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

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

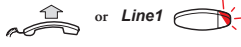
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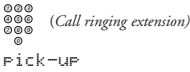
QUICK REFERENCE GUIDE

ANSWER CALLS

Answer:

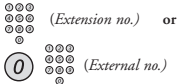


Answer on another extension:

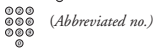


MAKE CALLS

Normal calls:



Common abbreviated number:



Dial by name:



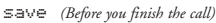
Individual abbreviated number:



Last external number redial:



Save external number:

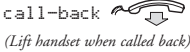


Redial:

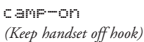


YOU GET BUSY TONE OR NO ANSWER

Automatic call-back:



Camp on:



Intrusion:



DURING CALLS

Switch to handsfree:



Switch to handset:



Group Listening:



Individual hold:

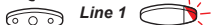


INQUIRY

Ongoing conversation:



Back to first party:



REFER BACK

Press flashing key to connect:



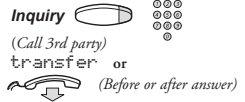
CONFERENCE

Ongoing conversation:



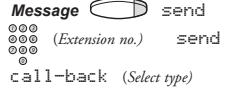
TRANSFER

Transfer a call:



MESSAGES

Direct message:



Receive messages:

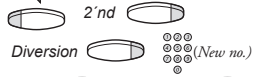


CALL FORWARDING

Fixed diversion:



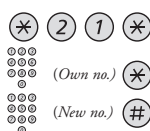
Individual diversion:



Cancel diversion:



Follow me, re-direct from answering extension:



Cancel from ans. extension:

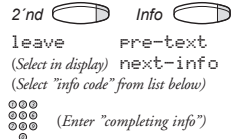


Bypass call forwarding:

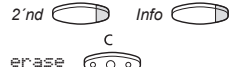


INFORMATION

Enter information (pre-text):



Erase information:



info code	completing info
1. hour (00-23)	minute (00-59)
2. month (01-12)	day (01-31)
3. back at, hour	minute
4. back at, hour	minute
5. back, month	day
6. back, month	day

IMPORTANT NUMBERS



<i>Number</i>	<i>Function</i>
.....	Account number 1
.....	Account number 2
.....	Automated attendant
.....	Background music number
.....	Common bell
.....	Common mailbox number
.....	Direct inward system access (DISA)
.....	Doorphone
.....	External line number 1
.....	External line number 2
.....	Group call pick-up
.....	Individual mailbox number
.....	Least cost routing
.....	Password
.....	Tie line number 1
.....	Tie line number 2


<i>Number</i>	<i>Function</i>
.....	Answer calls on another extension
.....	Automatic call-back
.....	Call waiting
.....	Camp-on
.....	Intrusion
.....	Radio paging


Common Abbreviated Numbers

[illegible]



ANSWER CALLS


Answer:  or **Line1** 


Answer on another extension:  (Call ringing extension)



Pick-up 




MAKE CALLS

Normal calls:  (Extension no.) or  (External no.)

Common abbreviated number:  (Abbreviated no.)

Dial by name: **Ericsson** 


Individual abbreviated number: **2'nd**  **Airport** 

Last external number redial:   

Save external number: **save** (Before you finish the call)

Redial: **redial**



YOU GET BUSY TONE OR NO ANSWER



Automatic call-back: **call-back**  (Lift handset when called back)



Camp on: **camp-on** (Keep handset off hook)


Intrusion: **intrusion**

DURING CALLS



Switch to handsfree:  



Switch to handset:  

Group Listening:  



Individual hold: **Line 1**  (Press flashing key to retake)



INQUIRY

Ongoing conversation: **Inquiry**   (Call 3rd party)



Back to first party:  **Line 1** 


REFER BACK

Press flashing key to connect: **Line 1**  or **Line 2** 



 or **Inquiry** 


CONFERENCE

Ongoing conversation: **Inquiry**   (Call 3rd party)




conf 


TRANSFER

Transfer a call: **Inquiry**   (Call 3rd party)



transfer or  (Before or after answer)





MESSAGES



Direct message: **Message**  **send**  (Extension no.) **send**  call-back (Select type)



Receive messages: **Message**  **check** (Select in display)









CALL FORWARDING













Fixed diversion: **2'nd**  **Diversion** 

Individual diversion:  **2'nd**  **Diversion**   (New no.)



2'nd  **Diversion** 


Cancel diversion: **2'nd**  **Diversion** 

Follow me, re-direct from answering extension:   **2**  **1**   (Own no.)  (New no.)  **#** 





Cancel from ans. extension:   **2**  **1**   (Own no.)   **6**  **0**   (Extension no.)  **#** 

INFORMATION

Enter information (pre-text): **2'nd**  **Info**  **leave** **pre-text** (Select in display) **next-info** (Select "info code" from list below)

 (Enter "completing info")

activate

Erase information: **2'nd**  **Info**  **C**  **erase** 

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

QUICK REFERENCE CARD

These cards are used for DISA and to check messages.

DISA and Message check:

Company number

DISA Number

Message system

Personal code

ERICSSON

DISA and Message check:

Company number

DISA Number

Message system

Personal code

ERICSSON

DISA and Message check:

Company number

DISA Number

Message system

Personal code

ERICSSON

DISA and Message check:

Company number

DISA Number

Message system

Personal code

ERICSSON

QUICK REFERENCE CARD

Special account numbers for business calls:

Project name	Account number
1	→
2	→
3	→
4	→

business phone
...it's your business

This is a part of EN/LZTBS 102 096 R2B

Special account numbers for business calls:

Project name	Account number
1	→
2	→
3	→
4	→

business phone
...it's your business

This is a part of EN/LZTBS 102 096 R2B

Special account numbers for business calls:

Project name	Account number
1	→
2	→
3	→
4	→

business phone
...it's your business

This is a part of EN/LZTBS 102 096 R2B

Special account numbers for business calls:

Project name	Account number
1	→
2	→
3	→
4	→

business phone
...it's your business

This is a part of EN/LZTBS 102 096 R2B

Communication is our business

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

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