business phone

...it's your business

User´s Guide

BUSINESSPHONE 250
BUSINESSPHONE 50

Basic Telephone

ERICSSON ⧄

BUSINESSPHONE 250 / BUSINESSPHONE 50
BASIC TELEPHONE, DIALOG 3210

USER'S GUIDE   EN/LZTBS 102 193 R2A

Copyright © 1998. Ericsson Austria AG. All rights reserved.

Welcome to the User´s Guide for the Basic 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.

The User´s Guide describes the facilities of the BusinessPhone system and
the Basic 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.

Dialog 3210
BusinessPhone 250 / BusinessPhone 50

Table of Contents

DESCRIPTION

(continued)

**DESCRIPTION
(continued)**

1   Message / Conference
a. To send and receive messages. See section "Internal messages".
b. To establish a telephone conference. See section "During calls".

2   Programmable key / 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".

3   Programmable keys
Storing numbers and program functions.
See section "Programming".

4   Inquiry
To make an inquiry to an internal or external party.
See section "During calls".

5   Line
Line key for in and outgoing calls.

6   Volume control
To adjust the volume. See section "Audible adjustments".

7   Mute
To switch the microphone on or off.
See section "During calls".

8   Loudspeaker on/off
To switch the loudspeaker on or off.
See section "During calls".

9   Clear
To disconnect calls.

10   Loudspeaker

11   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.

ANSWER CALLS

Lift the handset

On another extension

You can answer a call to a phone in another room:
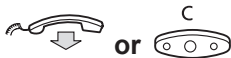
Lift the handset and call the ringing extension
You receive busy tone.

(6) **Press**

A second call is waiting

A muted ringing signal will inform you, during a conversation, that a second call is waiting on your phone.

To answer the second call:

or **Press to finish the ongoing call**
The new call will be signalled on your phone.

Lift the handset to receive the new 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.

or   C

To end the call
Note: You can make your calls faster, using common abbreviated numbers and by programming your own abbreviated numbers.

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.

✱ ✱ ✱   **Lift the handset and press to redial the last dialled external 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. Before you finish the call:

Save/Redial   **Press to save the dialled number (pre-programmed)**

Redial number

Save/Redial   **Press to redial the saved number (pre-programmed)**

AUTOMATIC CALL-BACK

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

⑤ **Press**
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

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).

④ **Press to camp on**
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).

⑧ **Press to intrude**
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 monitor calls, mute the microphones, make an inquiry, transfer the call, create a conference or put the call on hold to perform other tasks.

MONITORING

You have an ongoing conversation via the handset.

Press to switch the loudspeaker on
The loudspeaker monitors the call.
Note: When the loudspeaker is on, the microphone is automatically switched off in the handset. You can adjust the volume, see section "Audible adjustments".

From monitoring to handset

Press to switch the loudspeaker off
Continue your conversation via the handset.

MUTE

You can turn off the microphone of the handset. Then the caller will not be able to hear the conversation in your room.

Press to switch the microphone on or off
The lamp lights, if the microphone is turned off.

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

C

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 and want to refer back to the parked call. The lamp flashes at the parked call.

Line **Press to park the second call**

First call is connected.

Inquiry **Press to park the first call**

Second call is connected.

C

Press to end the ongoing call

TRANSFER

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

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

Message/ Conference **Press**
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.

INDIVIDUAL HOLD

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

Line **Press the line key**
The lamp flashes slowly.

Line **Press again to retake the parked call**
Note: This is also valid for the "inquiry"-key.

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 ⬯ **Press to pick up on own extension**

or

Pick up on another extension:

Call the extension that put the call on hold

⑥ **Press**

**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**

(✳) (2) (1) (#)   **Press to activate diversion**

C
⬯   **Press**

Cancel diversion

(#) (2) (1) (#)   **Dial to deactivate fixed diversion**

C
⬯   **Press**

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

(✱) (2) (1) (✱) **Dial**

⌗ **Enter the new diversion address**

(#) **Press to active the individual diversion**
Special dial tone.

C
⊙ ⊙ ⊙ **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

(#) (2) (1) (#) **Dial**

C
⊙ ⊙ ⊙ **Press**

FOLLOW ME

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

Activate Follow me

(✱) (2) (1) (✱)   **Dial**

▦ (✱)   **Dial your number and press**

▦ (#)   **Dial the new number and press**
Special dial tone.

C ⬭   **Press to finish the procedure**

Cancel Follow me

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

(#) (2) (1) (✱)   **Dial**

▦ (#)   **Dial your number and press**
Dial tone.

C ⬭   **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.

⬆ handset   **Lift the handset**

(✱) (6) (0) (✱)   **Press**

▦   **Enter extension number**

(#)   **Press**
You will be connected to the specified extension, no matter if it has activated fixed diversion, individual diversion 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.

ENTER INFORMATION

To store text or voice information.

✳ ② ③ ✳   **Press to enter the information mode**
When the information is activated, the Message/Conference lamp shows a steady light. If a message arrives, the lamp starts flashing, see section "receive message".

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

Pre-defined texts

From the table below:

◯ **Enter "Code" and**

⌗ **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 enter the information**

C

(⊙ ⊙ ⊙) **Press to finish the procedure**
Internal callers receive the information on the display
(or as spoken information to callers without display phone).

Pre-defined texts
Example: *Vacation, back June 27*
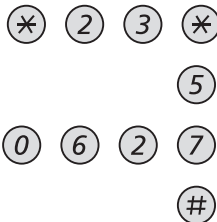
(✱) (2) (3) (✱)

(5)

(0) (6) (2) (7)

(#) If you do not know the time of return, just press #.
Information active. 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.

(continued)

**ENTER
INFORMATION
(continued)**

Voice information

✱ ② ③ ✱   **Press to enter information mode**

⑨   **Press and speak**

✱   **Press to play-back and listen to your recording**

⑨   **Press and speak to re-record**

\#   **Press to send**
Information active.

C

Press to finish the procedure
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.*

ERASE INFORMATION,
SAVE INFORMATION

(#) (2) (3) (#)   **Press to erase info**

or

(∗) (2) (3) (∗) (#)   **Press to deactivate and save for later use**
Information is passive.

C
⊂○ ○ ○⊃   **Press to finish the procedure**
The Message/Conference lamp extinguishes.

Use saved information   When the information is switched off:

(∗) (2) (3) (∗) (#)   **Press to activate saved info**
The Message/Conference lamp lights. Information is active.

C
⊂○ ○ ○⊃   **Press to finish the procedure**

INTERNAL MESSAGES
GENERAL

When you call an internal number and receive busy tone or get no answer, you can send a message to that extension.

Two possibilities exist:

1) Call-back message

2) Voice message (see also "Mailbox System")

Your incoming messages are indicated on your telephone by the rapidly flashing "Message/Conference"-key.

SEND MESSAGE

You can send a message when you call an extension and receive busy tone or get no answer.

Call-back

Send a "call me" message.

Message/Conference ⬭   **Press**

(#)   **Press to send**

Voice

Message/Conference ⬭   **Press**

(9)   **Press and speak a voice message**

(∗)   **Press to play-back and listen to your recording**

(9)   **Press and speak to re-record**

(#)   **Press to send**

RECEIVE MESSAGE   The message lamp flashes rapidly.

Message/
Conference

Press to receive a message
"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.

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

C

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.

✳ ② ① ✳   **Press**

◯ ◯ ◯ ◯   **Dial the number to the mailbox system**
Ask the system administrator for your defined mailbox number.

\#   **Press**

C   **Press to finish the procedure**
When the diversion to your mailbox is activated, the Diversion lamp shows steady light.

Deactivate

\# ② ① \#   **Press**

C   **Press to finish the procedure**

Retrieve messages - internally

When a new message is received, the message lamp flashes rapidly.

Lift the handset

Message/ Conference

Press to retrieve a message
Further procedure, see section "Internal messages - Receive message".

Retrieve messages - externally

To retrieve your messages from an external position:

Lift the handset

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

Callers are able to leave messages in the common mailbox.

Activate

Divert your extension to the mailbox system.

(✳) (2) (1) (✳) **Press**

◯ ◯ ◯ ◯ **Dial the common mailbox number**
Please ask the system administrator for your defined mailbox number.

(#) **Press**

C
⊂◦◦◦⊃ **Press to finish the procedure**
When the diversion to your mailbox is activated, the Diversion lamp shows steady light.

Deactivate

(#) (2) (1) (#) **Press**

C
⊂◦◦◦⊃ **Press to finish the procedure**

Retrieve messages - internally

During the procedure you will be asked for your extension number and your personal code. Which personal code is programmed and how to change it, see section"Security".

↰ **Lift the handset**

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:

Lift the handset

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".

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.

10 "individual abbreviated numbers" (your personal most frequently used external numbers) can be stored and used on the keys "∗∗0" to "∗∗9".

**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.

Lift the handset

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

DIAL-BY-NAME

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys. If you have programmed a number on a programmable key, you just have to press this key to call the desired person.

Lift the handset

Michael P. **Press to make a call (pre-programmed)**

Program dial-by-name   How to program an internal directory number on a
                               programmable key.

⊛　0　0　⊛   **Enter programming mode**

▭   **Press a programmable key**

1　0   **Press**

▭   **Press the programmable key again**

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

▭   **Press the programmable key again**

C
⊙○○   **Press to finish the procedure**

**INDIVIDUAL
ABBREVIATED
NUMBERS**   You can program and activate your most frequently used
                               external numbers on the keys "∗∗0" to "∗∗9".

⌂　⊛　⊛   **Lift the handset and press**

○   **Dial the abbreviated number**
                A number between 0 and 9.

(continued)

**INDIVIDUAL
ABBREVIATED
NUMBERS
(continued)**

**Program individual
abbreviated number**

How to program external numbers on the keys 0 to 9.

(∗) (5) (1) (∗) **Enter programming mode**

( ) (∗) **Select an abbreviated number between 0 and 9
and press**

⊞ (#) **Dial the external number and press**

The number can consist of up to 24 digits. Press ∗ if you
have to wait for dial tone.

C
⊙ ○ ○ **Press to finish programming**

**Cancel one
specific individual
abbreviated number**

(#) (5) (1) (∗) **Press**

( ) **Enter an abbreviated number between 0 and 9**

(#) **Press**

**Cancel all
individual abbreviated
numbers**

(#) (5) (1) (#) **Press**

Conformation tone.

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.

LOUDSPEAKER
PAGING

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

Lift the handset

Lift the handset

Paging **Press (pre-programmed)**
All extensions in a group are called.

Paging **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.

Lift the handset

Paging **Press (pre-programmed)**
An internal call is established with the paging party.

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).

Lift the handset

External line   **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.

Lift the handset

External line   **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

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

Lift the handset

Michael **Press to answer the calls directly (pre-programmed)**
A flashing lamp beside the key indicates an incoming call.

Call a group-member

Lift the handset

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:

Lift the handset

**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.

Lift the handset

Dial the group call pick up code

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.

Lift the handset
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.

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).

$*$ 3 2 $*$ **Press**

$#$ **Dial reminder time and press**
(00-23) hour + (00-59) minute. Delete the at last entered digit with the "minus" -key.

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

C
Press to finish programming
When the reminder time is reached, your phone rings with recall signal.

Cancel reminder

$#$ 3 2 $#$ **Press to cancel all settings**

C
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
<u>before</u> the call**

                       Lift the handset

$(*)$ (9) $(*)$ **Dial**

         $(\#)$ **Enter account number and press**
Internal dial tone. Make the external call.

**Enter account number
<u>during</u> the call**

If your telephone has a pre-programmed account number-
key, you can also enter an account number during a 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.

C
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.

Lift the handset

Intercom to Secretary **Press to establish an intercom call (pre-programmed)**

C
Press to cancel the intercom call

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.

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

⊛ ② ⑧ ＃ **Press to log on the slave telephone**

For incoming calls:
• Both telephones are treated as <u>1 single extension</u>.

For outgoing calls:
• Both telephones are treated as <u>2 separate extensions</u>.

To deactivate the tandem configuration

Slave log on/off ⬭ **Press (pre-programmed)**

or

＃ ② ⑧ ＃ **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 <u>2 separate extensions</u>.

(continued)

**TANDEM
CONFIGURATION
(continued)**

**Transferring a call
between the members
of a tandem unit**

Inquiry **Press and dial own directory number**

Transfer **Press (pre-programmed)**

or

Go on-hook

**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.

**Lift the handset and dial the public number of
your company**

followed by the DISA number
Please 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.

**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.

Lift the handset

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

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**

Lift the handset
You will be in speech connection with the calling party.

**Opening of the
doorlock**

After you have answered the doorphone, you can open the door making an inquiry to the door-opener's directory number.

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.

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

(✱) (7) (2) (#) **Dial to block your extension**
Verification tone.

c
(⊙ ⊙ ⊙) **Press to finish the procedure**

Un-block extension

(#) (7) (2) (✱) **Dial**

◯ ◯ ◯ ◯ (#) **Dial your personal code and press to re-open**
Verification tone. Your extension is open for use.

c
(⊙ ⊙ ⊙) **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.

(#) (✱) (7) (2) (✱) **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.

c
(⊙ ⊙ ⊙) **Press to finish the procedure**

BYPASS BLOCKED EXTENSION

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

Bypass own extension

Lift the handset

✳ ⑦ ② ✳   **Dial**

○ ○ ○ ○ #   **Dial your personal code and press**
Dial tone. You can make one call from your extension.

Bypass another extension

This makes it possible to make a call on another, blocked extension, by using your authority code.

Lift the handset

✳ ⑦ ② ✳   **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

Lift the handset

0 **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.

Lift the handset

Dial the LCR code
Please ask your system administrator for the LCR code.

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

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

**OPTIONAL
EQUIPMENT
GENERAL**

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

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

Press the flashing line key to answer

C
⬭

Press to terminate a headset call

Make calls

⠿

Dial the number

C
⬭

Press to terminate the call

Headset to handset

Lift the handset

Handset to headset

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 facilities, you may program them on the programmable keys on the telephone. When you want to use the function, just press the key.

Note: Programming of dial-by-name keys and individual abbreviated numbers are described in section "Abbreviated numbers" and how to program a new diversion address is described in section "Call forwarding".

PROGRAM A
FUNCTION KEY

How to program a function on a programmable key:

(✱) (0) (0) (✱)   **Enter programming mode**

Press the desired programmable key

Select function code
See section "Function codes and required data".

Press the programmable key again

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

Press the programmable key again

Continue with section "select ringing character"

or

C

Press to finish programming
After approximately 10 seconds, the function key is active.

Select ringing character

◯ **Select ringing character (0-4)**
See section "Function codes and required data".

⬭ **Press the programmable key again**

C
⬭ **Press to finish programming**
After approximately 10 seconds, the function key is active.

Example : Program supervision of extension 204 on a programmable key, with ringing function 1.

✳ ⓪ ⓪ ✳ **Enter programming mode**

⬭ **Press the desired programmable key**

① ③ **Select function code**

⬭ **Press the programmable key again**

② ⓪ ④ **Enter extension number**

⬭ **Press the programmable key again**

① **Press**

⬭ **Press the programmable key again**

C
⬭ **Press to finish programming**

**FUNCTION CODES
AND REQUIRED DATA**

Function	Function code	Associated number	Ringing 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	–	–
Conference	27	–	–
* Account number	30	–	–
External voice mail	34	–	–
Hold	35	–	–
Transfer	36	–	–
Save/Redial	37	–	–
Log on/off slave	43	–	–

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).

* Function needs to be programmed by system administrator.

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

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 message waiting.	An incoming call or
⬭	Light with short breaks	Ongoing call.

AUDIBLE ADJUSTMENTS GENERAL

In order to satisfy your personal needs, the BusinessPhone 250 /50 BusinessPhone 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 back ground 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).

Enter programming mode
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.

Press

or

Press
You will hear the selected type.

Press to finish the procedure

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

Ringing volume

(2) (✳) (0) — (9)   **Press**
You will hear the selected volume
(0...lowest volume, 9...highest). You only have to press the
last digit to select another ringing volume.

C
⊂◯◯◯⊃   **Press to finish the procedure**

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

Ringing character

(3) (✳) (0) — (9)   **Press**
You will hear the selected character. You only have to press
the last digit to select another ringing character.

C
⊂◯◯◯⊃   **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   -repeated after 4 s
(Ringing signal to called party)

Special ringing tone   -repeated after 4 s
(Ringing signal to line 2)

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   -repeated after 15 s
(Sent to all participants in a conference)

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.

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 (10 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 (upto 3 digits).
FUNCTION CODE	A two 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 two kinds: *1. Pre-programmed text information. 2. 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".

## (continued)

GLOSSARY
(continued)

ISDN
Integrated Services Digital Network. Provides your system with supplementary services from the public net.

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 two kinds of message: *1."Call me" message. 2. Voice message.* See section "Internal messages".

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.
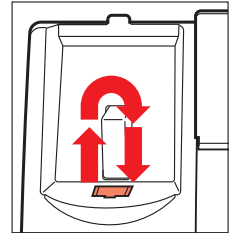
INSTALL STAND
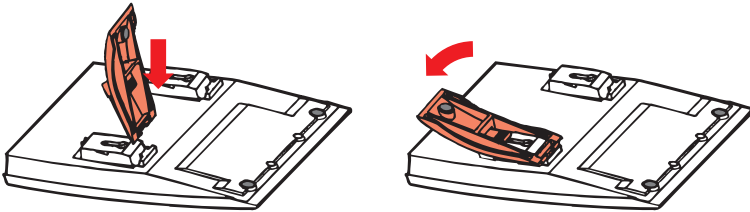
INSTALL CABLES
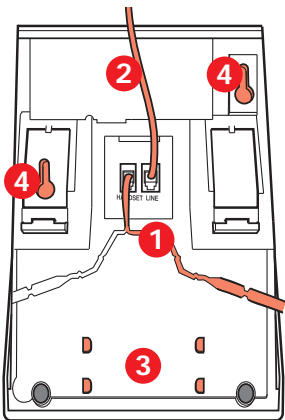
1 Cable to handset
2 Cable to exchange
3 Space for personal number
   directory (optional)
4 Wallmounting screw holes

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

Adjustable angle

Press to decrease angle

Pull to increase angle
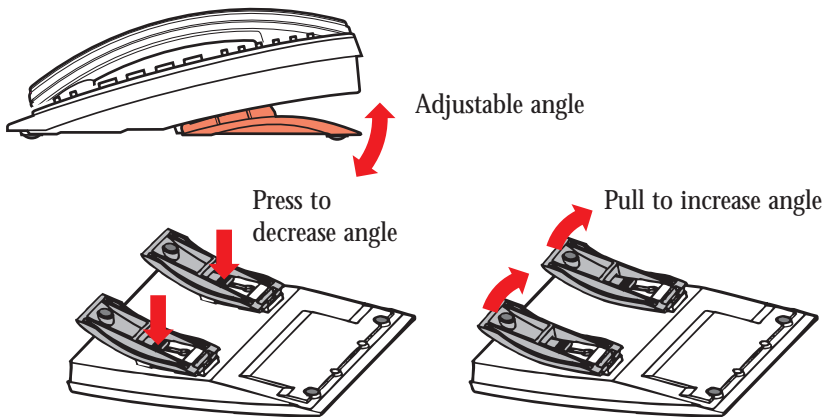
CLEANING THE TELEPHONE

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.

**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.

ANSWER CALLS

Answer:

Answer on another extension:

(Call ringing extension) ⑥

MAKE CALLS

Normal calls: *(Extension no.)*

or

⓪ *(External no.)*

Common abbreviated number: *(Abbreviated no.)*

Dial by name: *Ericsson*
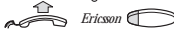
Individual abbreviated number: ✳ ✳ ◯ *(Abbreviated no. 0-9)*
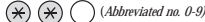
Last external number redial: ✳ ✳ ✳

YOU GET BUSY TONE OR NO ANSWER

Automatic call-back: ⑤

(Lift handset when called back)

Camp on: ④ *(Keep handset off hook)*
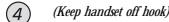
Intrusion: ⑧

DURING CALLS

Monitoring:

Individual hold: **Line** *(Flashing key to retake)*

INQUIRY

Ongoing conversation: **Inquiry**

(Call 3rd party)

Back to first party: C **Line**
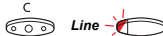
REFER BACK

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

Inquiry

CONFERENCE

Ongoing conversation: **Inquiry**

(Call 3rd party)

Message/Conference

TRANSFER

Transfer a call: **Inquiry**

(Call 3rd party)

(Before or after answer)

MESSAGES

"Call me": ***Message/Conference*** ⌗

Voice: ***Message/Conference*** ⑨ *Speak*

Play-back: ✳

Re-record: ⑨ *Speak*

Send: ⌗

Receive messages: ***Message/Conference***
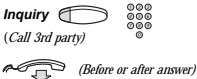
CALL FORWARDING

Fixed diversion: ✳ ② ① ⌗ C

Individual diversion: ✳ ② ① ✳

(New no.) ⌗ C

Cancel diversion: ⌗ ② ① ⌗ C

Follow me, re-direct from answering extension: ✳ ② ① ✳

(Own no.) ✳

(New no.) ⌗ C

Cancel from answ. extension: ⌗ ② ① ✳

(Own no.) ⌗ C
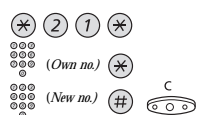
Bypass call forwarding: ✳ ⑥ ⓪ ✳

(Extension no.) ⌗

INFORMATION

Enter information (pre-text): ✳ ② ③ ✳ ◯

(Select "info code" from list below)

(Enter "completing info")

⌗ C

Erase information: ⌗ ② ③ ⌗

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

IMPORTANT NUMBERS

Number	*Function*
....	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 ....

POST DIALLING DIGITS

Number	*Function*
....	Answer calls on another extension ....
....	Automatic call-back ....
....	Call waiting ....
....	Camp-on ....
....	Intrusion ....
....	Radio paging ....

ABBREVIATED NUMBERS

Common Abbreviated Numbers

....	....
....	....
....	....
....	....

Individual Abbreviated numbers

✱ ✱ ⓪	....
✱ ✱ ①	....
✱ ✱ ②	....
✱ ✱ ③	....
✱ ✱ ④	....
✱ ✱ ⑤	....
✱ ✱ ⑥	....
✱ ✱ ⑦	....
✱ ✱ ⑧	....
✱ ✱ ⑨	....

Communication is our business

Ericsson´s 100,000 employees are active in more than 130 countries. Their combined expertise in fixed and mobile networks, mobile phones and infocom systems makes Ericsson a world-leading supplier in tele-communications.

Ericsson´s Information on Demand Database can be addressed at:
http://www.ericsson.com

Austria
Ericsson Austria AG
Business Group BusinessPhone
Pottendorfer Strasse 25-27
A-1121 Vienna, Austria
Telephone: +43-1-81 100-0
Telefax: +43-1-81 100-699

Australia
Ericsson Australia Pty Ltd.
Ericsson Business Systems
126-142 Trenerry Crescent
Abbotsford Vic 3067, Australia
Telephone, sales: +61-13-1374
Service: +61-1800-033-216
Telefax: +61-9284-5776
http://www.ericsson.com.au/AU/

England
Ericsson Limited Business Systems,
Midleton Gate,
Guildford Business Park,
Guildford,
Telephone: +44-(0)1483-407297
Telefax: +44-(0)1483-407299

Printed on chlorine free paper