

Dialog 4187 Plus

Analog Telephone for Ericsson MX-ONE™ Telephony System and Ericsson MD110

User Guide



EN/LZT 103 012 R1A

© Ericsson Enterprise AB 2006

Table of Contents

Welcome	4
Important User Information	6
Description	7
Free Seating	15
Incoming Calls	16
Outgoing Calls	21
Call List	35
Phonebook	37
During Calls	43
Call Forwarding	49
Absence Information	61
Messages	63
Group Features	69
Other Useful Features	71
Settings	78
Accessories	91
Installation	93
Troubleshooting	97
Glossary	98
Index	99

Welcome

Welcome to the user guide for the *Ericsson Dialog 4187 Plus*. This guide describes the available features of the telephone when it is connected to **Ericsson MX-ONE™ Telephony System** and **Ericsson MD110**.

The functions and features available with this telephone are designed for easy use in all different telephone handling situations.

Depending on the version and configuration of the exchange that your telephone is connected to, some of the functions and features that are described in this user guide may not be available. There may also be some differences in the way your telephone is programmed. Please consult your system administrator if you need further information.

Some markets use differing codes for some features. In this guide they are described using the most common code.

The latest version of the user guide can be downloaded from:
<http://www.ericsson.com/enterprise/library/manuals.shtml>

Note: *At start up, this phone requires a charging time of approx. 30 seconds before fully operational. See section "Charging procedure before use" on page 96.*

Copyright

All rights reserved. No parts of this publication may be reproduced, stored in retrieval systems, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior written permission of the publisher except in accordance with the following terms.

If this publication is made available on Ericsson media, Ericsson gives its consent to downloading and printing copies of the content provided in this file only for private use and not for redistribution. No parts of this publication may be subject to alteration, modification or commercial use. Ericsson will not be liable for any damages arising from use of an illegal modified or altered publication.

Warranty

ERICSSON MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS MATERIAL, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Ericsson shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance or use of this material.

Declaration of Conformity

Hereby, Ericsson Enterprise AB, S-131 89 Stockholm, declares that this telephone is in conformity with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC.

Details to be found at:
<http://www.ericsson.com/sdoc>



Important User Information

Safety instructions

Save these instructions.



Read these safety instructions before use!

Note: *When using your telephone or connected equipment, the following basic safety precautions should always be followed to reduce risk of fire, electrical shock and other personal injury.*

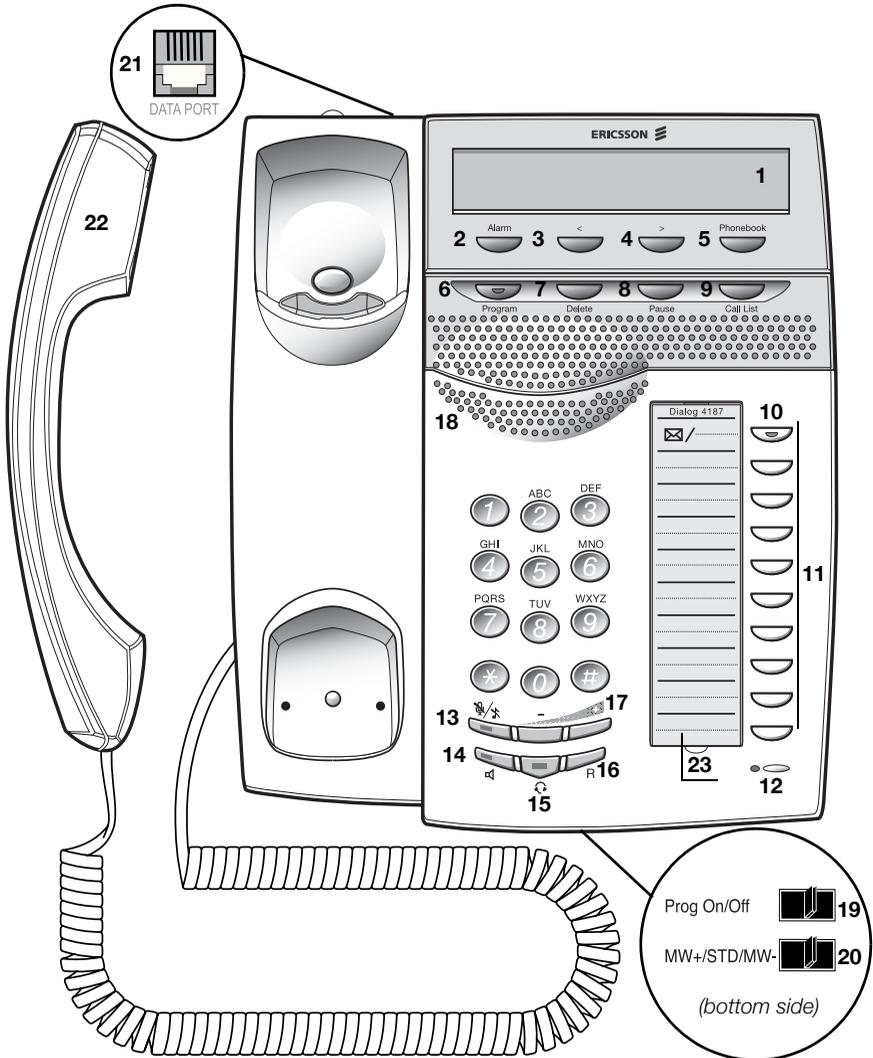
- Follow instructions in the equipment's user guide or other documentation.
- Always install equipment in a location and environment for which it is designed.
- For mains powered telephones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.
- For mains powered telephones: Avoid placing the telephone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.
- Headsets used with this equipment must comply with EN/IEC 60950-1 and for Australia AS/NZS 60950:2000.
- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.
- Do not use a telephone (other than cordless type) during an electrical storm.

Disposal of the product



Your product should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

Description



- 1 Display**
2x24 characters. Indicates call duration and date and time. See section "[Display information](#)" on page 11.
- 2 Alarm**
Set, confirm or view an alarm. See section "[Alarm Clock](#)" on page 71.
- 3 Scroll left**
Scroll left in the Call List, Phonebook and menus.
- 4 Scroll right**
Scroll right in the Call List, Phonebook and menus.
- 5 Phonebook**
Access your Phonebook. See section "[Phonebook](#)" on page 37.
- 6 Program**
 - a. Activate the programming mode. The key lamp flashes during programming.
 - b. Show the duration of the last incoming call. See section "[Call Timer](#)" on page 48.
- 7 Delete**
 - a. Delete the last entry. Also used as backspace.
 - b. Cancel an alarm. See section "[Alarm Clock](#)" on page 71.
- 8 Pause**
Insert a pause if you have to wait for dial tone. Also used to snooze an alarm. See sections "[Wait for dial tone](#)" on page 22, "[Pause length](#)" on page 86 and "[Alarm Clock](#)" on page 71.
- 9 Call List**
Both incoming and outgoing calls are shown. The Call List can contain a maximum of 50 records. See section "[Call List](#)" on page 35.
- 10 Message Waiting lamp**
A flashing light indicates a waiting message. See section "[Messages](#)" on page 63.

- 11 Programmable keys (function keys)**
Ten keys for storing frequently used numbers. You can store two numbers per key (first level and second level). See sections “[Dial by a function key](#)” on page 29 and “[Set the number of programmable keys](#)” on page 84.
- 12 Microphone**
Used for handsfree conversation.
- 13 Mute**
a. Switch microphone on or off. See section “[Mute](#)” on page 44.
b. Switch off the ring signal in idle mode or when ringing. See sections “[Silent ring](#)” on page 18 and “[Mute ring signal](#)” on page 18.
- 14 Loudspeaker on/off**
Switch loudspeaker on or off. See section “[During Calls](#)” on page 43.
- 15 Headset key**
Activate headset. See section “[Headset \(optional\)](#)” on page 91.
- 16 R-key**
Used for example to make an inquiry, to transfer a call or to establish a conference, see section “[During Calls](#)” on page 43.
- Note:** Sometimes it is required to change the flash time for the R-key, see section “[Flash time \(R-key\)](#)” on page 85.
- 17 Volume control**
Adjust the volume. See section “[Handset, headset and loudspeaker volume](#)” on page 78.
- 18 Loudspeaker**
- 19 Prog On/Off switch**
Enable or disable the program key. See section “[Enable/Disable function key programming](#)” on page 90.
- 20 Message Waiting switch**
Switch Message Waiting indication on or off. Also used to reverse the polarity in case of crossed line cables. See section “[Message Waiting indication](#)” on page 90.

21 Data port

Used to connect a modem, PC or other phone equipment.

22 Handset

Supplied with hearing aid feature as standard.

Please note: *The handset can attract and trap small metal objects in the earcap region.*

23 Designation card

Use the DCM (Designation Card Manager) to make and print your own designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from: <http://www.ericsson.com/enterprise/library/manuals.shtml>

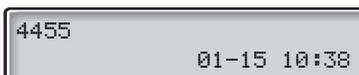
For more information, please contact your Ericsson Enterprise certified sales partner.

Display information

The display gives you visual feedback on all actions that you perform. The following pages show examples of information displays from different telephone states. The size of the display is 2x24 characters.

Idle phone (idle mode)

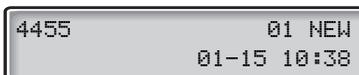
When your phone is idle, the upper line shows the telephone ID (if programmed), see section “[Telephone ID](#)” on page 83. In this case your extension number (4455) has been programmed as telephone ID. The lower line shows the date and the time.



Note: You can set different formats for the date and time, see section “[Date and Time](#)” on page 81.

Missed call:

When a call has been received but not answered (missed) the display shows.

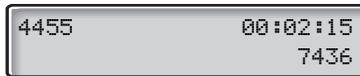


Incoming call

When an incoming call is ringing on your phone, the display shows the caller information in the upper right corner. The caller information can consist of either a name or number or both.



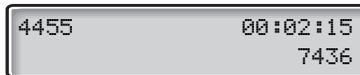
When the call is answered, the caller information is presented in the lower right corner and the Call Timer in the upper right corner.



Note: For earlier versions of the telephone system the caller information will not be shown.

Outgoing call

During an outgoing call, the display shows the dialed number in the lower right corner. The Call Timer in the upper right corner is also displayed.



During programming

The display helps you during programming and shows the activated menu, for example:

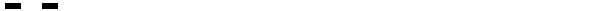


Tones and signals

The following different tones and signals are sent from the telephone system to your phone.

Tone characteristics

The tones shown in this section are the most used tones worldwide. Many markets use a differing tone for one or more situations.

Dial tone	
Special dial tone	
Ring tone or queue tone	 every 4 seconds
Busy tone	
Congestion tone	
Number unobtainable tone	
Call waiting tone	
Intrusion tone	
Conference tone	 every 15 seconds (to all parties)
Verification tone	
Warning tone, expensive route	

Ring signals

Three different ring signals inform you about the type of the incoming call. The signals shown in this section are the most used signals worldwide. Many markets use signals that are adapted for the local standards. If you get a signal that is not described or you cannot identify, ask your system administrator.

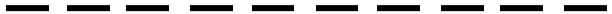
Internal ring signal



External ring signal



Recall signal
(Callback reminder)



Free Seating

The Free Seating feature is used for persons who have an office extension number but no phone set of their own. For example, flexible office workers, persons mostly working outside the office, etc. As a Free Seating user and working from the office, you logon to any free phone set that will be temporarily assigned with your extension number and your system authorities.

To log on



Lift the handset.

*** 1 1 ***

Dial.



Enter the authorization code and press.



Enter your phone number and press.



Replace the handset to finish the procedure.

The display shows your phone number.

Note: An earlier version of the Free Seating feature uses another procedure: To log on, dial * 1 0 * extension No. #.

To log off



Lift the handset.

1 1

Dial.



Replace the handset to finish the procedure.

Note: An earlier version of the Free Seating feature uses another procedure: To log off, dial # 1 0 #.

Incoming Calls

Answer calls

A ring signal indicates an incoming internal or external call. You can see the duration of incoming calls, see section “[Call Timer](#)” on page 48.

Note: *To answer calls via the headset, see section “[Headset \(optional\)](#)” on page 91.*

To answer an incoming call:



Lift the handset.



Handsfree

Press without lifting the 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 another extension from any phone in your office.



Lift the handset and call the ringing extension.

You receive busy tone.

8

Press.

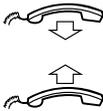
Note: *France, press **4**; Sweden, press **6***

Answer a second call

A call waiting tone will inform you, during a conversation, that a second call is waiting. You have two options.

Option 1:

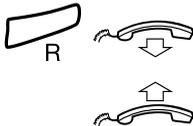
Finish the ongoing call:

**Replace the handset.**

The new call will be signalled on your phone.

Lift the handset to receive the new call.*Option 2:*

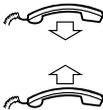
Ask the party you are speaking with to wait:

**Press and replace the handset.**

The waiting call will be signalled on your phone.

Lift the handset to receive the new call.

After finishing the new call:

**Replace the handset.**

Your first call will be signalled on your phone.

Lift the handset to receive the first call again.

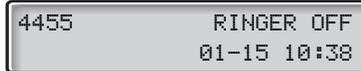


Mute ring signal

If the phone rings at an inconvenient moment:

Press to suppress the ringing.

The ring signal will become silent. The Loudspeaker key and RINGER OFF, in the display, are flashing.



Note: When a headset is connected, both the Loudspeaker key and the Headset key are flashing.

The display will toggle between RINGER OFF and INCOMING CALL. When the calling party hangs up, the Mute key lamp flashes and the display steadily shows RINGER OFF, i.e. the phone is set for Silent ring (see below).

Press any key to turn the ring signal on again.

Silent ring

If you do not want to be disturbed by the ring signal but still want to be able to answer an incoming call, you can switch off the ring signal.



Press to switch off the ring signal.

The display shows RINGER OFF, and the Mute key lamp flashes to indicate silent ringing. The ring signal will automatically be switched on the next time you lift the handset or press any key.

Do not disturb, DND

When you activate DND, calls to your extension are not shown. Outgoing calls can be made as usual.

***27#**

Dial to activate.

Special dial tone.

or.

#27#

Dial to deactivate.



Replace the handset to finish activation/deactivation.

Parallel Ringing

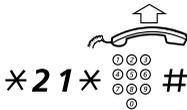
The Parallel Ringing feature makes it possible for an incoming call to ring several phones simultaneously and for the call to be answered on any of the phones. The main advantage of this feature is that you do not risk losing any calls.

The feature requires all the phones involved to be defined in a *Parallel Ringing list*, which must be configured and initiated by your system administrator. Because only calls to a main extension will be distributed among the phones in the list, this main extension also needs to be defined.

A call to a specific extension will not be distributed to other phones in the list, and will only ring that specific extension's phone.

Parallel Ringing can be temporarily disabled by the phone user using the feature "Internal Follow-me". See also section "[Internal Follow-me](#)" on page 52.

To disable Parallel Ringing temporarily



Lift the handset.

Dial, enter the extension number and press.

If you want to disable Parallel Ringing for all phones defined in the list, follow the procedure for disabling the feature from the phone with the main extension number and enter the number of the answering position.

If you want to disable Parallel Ringing for one specific phone in the list only, follow the procedure for disabling the feature from this phone and enter its extension number.

Note: U.K., dial *2*Number#.



Replace the handset.



2 1



To restore Parallel Ringing

Lift the handset.

Dial.

Note: *U.K., dial # 2 #.*

Replace the handset.

Notes:

If you want to restore Parallel Ringing for all phones defined in the list, follow the procedure for restoring the feature from the phone with the main extension number and enter the number of the answering position.

If you want to restore Parallel Ringing for one specific phone in the list only, follow the procedure for restoring the feature from this phone and enter its extension number.

Outgoing Calls

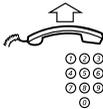
Make calls

Notes:

To make calls via the headset, see section “[Headset \(optional\)](#)” on page 91.

You can see the duration of outgoing calls, see section “[Call Timer](#)” on page 48.

How to make internal and external calls.



Lift the handset and dial either:

An extension number to make an internal call,

or



the digit or digits to get an external line and the external number.

Note: The digit or digits used for external call access, depend on the configuration of the system.



Replace the handset to end the call.

Notes:

You can make your calls more quickly, using Common Speed Dialing numbers and by programming your own Speed Dialing numbers, see section “[Speed Dialing](#)” on page 27.

If you receive a queue tone when dialing the digit or digits to get an external line (if the feature Least Cost Routing is used in the system), keep waiting. Once a line becomes free, you will receive a dial tone. If a warning tone is heard, the selected line is marked “Expensive”.



Handsfree

With the handset on hook.

Press without lifting the handset.



Dial the number.

You are connected to the caller via the loudspeaker and microphone.



Press to terminate a handsfree call.



Wait for dial tone

Sometimes it is necessary to wait for a new dial tone after dialing the prefix digit when making an external call. In such situations, you must store the pause for a new dial tone into the number:

Press.

Note: You can program the length of a pause, see section "Pause length" on page 86.

Number presentation restriction

If you do not want your name and number to be displayed to the person you are calling, you can use the following procedure.

Notes:

This feature is only available in newer versions of the telephone system, and it might be blocked for use on your extension (preprogrammed by your system administrator).

The number presentation restriction is only valid for the ongoing call, i.e. the procedure has to be repeated the next time you want to use it.



*** 4 2 #**

Lift the handset.

Dial and wait for a new dial tone.



Dial the number.

Your name and number is not indicated on the called person's display.

Individual External Line

To make a call on a specific external line:



*** 0 ***

Lift the handset.

Dial.



Dial the individual external line number and press.



Dial the digit or digits to get an external line and the external number.

Last External Number Redial

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

Note: To redial a number that incorporates a pause for a new dial tone, you must indicate to the telephone where in the number it must pause and wait for the new dial tone. To do this, press the Pause key at the proper place in the number. See section "[Wait for dial tone](#)" on page 22.



*** * ***

Lift the handset.

Press to redial the last dialed external number.

Note: Finland and Sweden, dial *** * 0**

When you receive a busy tone

If you call an extension and receive a busy tone or get no answer or all external lines are busy you can use these methods:

Callback

If a called extension is busy or there is no answer:

6

Press.

It can take several seconds before the procedure is executed.

Note: *France, Finland and Sweden, press 5*



Replace the handset to finish the procedure.

You are called back (recall ring signal) when the ongoing call is finished or the next time a new call is finished. You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back.

The system calls the extension.

Note: *Callbacks can be activated on several extensions at the same time.*

If all external lines are busy (after dialing the digit or digits to get a line):

6

Press.

Note: *France, Finland and Sweden, press 5*



Dial the external number and press.



Replace the handset to finish the procedure.

When an external line becomes free, you will be called back (recall ring signal). You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back.

The system calls the external number.

Note: *Only one Callback can be activated on a busy external line.*



Cancel any single Callback

Lift the handset.

Dial and enter the extension number.

Note: To cancel a single Callback on a specific external line, dial the digit or digits to get a line instead of the extension number.



Press and replace the handset.



Cancel all Callbacks

Lift the handset.

Dial.



Replace the handset.

Activate Call Waiting

If you urgently wish to contact a busy extension or external line, you can notify the extension by a call waiting signal.

5

Press.

Note: France and Finland, press **6**; Sweden, press **4**

Keep the handset off hook. When the called extension or the external line becomes free, it will be called automatically.

Notes:

The Call Waiting feature might be blocked for use on your extension (preprogrammed by your system administrator).

If Call Waiting is not allowed you will continue to receive a busy tone.

Intrusion on a busy extension

You can intrude on an ongoing call on a busy extension.

4 Press.

Note: *France and Sweden, press 8*

Before the Intrusion is executed, a warning tone is sent to the parties in the ongoing call. A three party call is established and a warning tone is heard.

Notes:

The warning tone might be disabled for your system.

The Intrusion feature might be blocked for use on your extension (preprogrammed by your system administrator).

If Intrusion is not allowed, you will continue to receive a busy tone.

Intrusion on a busy external line

You can intrude on an ongoing call on a busy external line.

*** 4 4 *** 

Dial and enter the individual external line number.



Press and dial the digit or digits to get an external line.
Busy tone.

4 Press.

Note: *France and Sweden, press 8*

Before the Intrusion is executed, a warning tone is sent to the parties in the ongoing call. A three party call is established and a warning tone is heard.

Notes:

The warning tone might be disabled for your system.

The Intrusion feature might be blocked for use on your extension (preprogrammed by your system administrator).

If Intrusion is not allowed you will continue to receive a busy tone.

Bypass

If this feature is allowed from your extension, you can bypass an; *activated Diversion*, *activated Follow-me* or *activated Absence information* on a specific extension.



Lift the handset.

*** 6 0 *** 

Dial and enter the extension number.

#

Press and wait for answer.

Speed Dialing

Common Speed Dialing numbers

By using common Speed Dialing numbers, you can make calls simply by pressing a few keys. The common Speed Dialing numbers consist of 1–5 digits and are stored in the telephone system (by your system administrator).



Lift the handset and dial the common Speed Dialing number.

Individual Speed Dialing numbers

You can program up to ten frequently used phone numbers on the digit keys 0–9 and use them as individual Speed Dialing numbers (if this feature is allowed).

Note: *In Finland, up to nine numbers, keys 1–9.*

To use:



Lift the handset.

**** (0 – 9)**

Dial and press the relevant digit.

Note: *Finland, dial ** (1 – 9); Sweden, dial (0 – 9) #.*



*** 5 1 * (0 - 9)**

To program or change individual Speed Dialing numbers:

Lift the handset.

Dial and press the selected digit.

Note: *Finland, dial * 5 1 * (1 - 9).*



Press and dial the phone number.

The digit or digits to get an external line, must be added before external phone numbers.



Press and replace the handset.

Note: *The programmed number may consist of a maximum of 20 digits plus *, which indicates the second dial tone from the public network.*



5 1 * (0 - 9)

To erase one programmed number:

Lift the handset.

Dial and press the selected digit.

Note: *Finland, dial # 5 1 * (1 - 9)*



Press and replace the handset.

To erase all programmed numbers:



5 1

Lift the handset.

Dial.



Replace the handset.

Dial by a function key

You can program and activate directory numbers (extensions and Common Speed Dialing numbers) on the programmable keys.

It is possible to store up to 20 numbers (two numbers/key) and the number can consist of maximum 24 digits. See section [“Set the number of programmable keys”](#) on page 84.



Lift the handset.

Wait for dial tone.

Head Office



Press to make a call (preprogrammed).

Note: To dial a number that is stored on the second level, press the preprogrammed key twice.

Program

Notes:

Make sure that the programming slide switch is set to the “Prog On” position. See section [“Enable/Disable function key programming”](#) on page 90.

The Message Waiting key is treated as a normal programmable key.



Program

Program a directory number on the programmable keys:

Press.

The key lamp is flashing during programming.



Press a programmable key.

Note: To store a number on the second level, press the programmable key twice.

If a number is already stored, it is displayed (example):

```
DIAL-BY-NAME KEY
0-00460812345678
```



Dial the number.

You can use any directory number, e.g. a Common Abbreviated Number or a colleague’s extension number. You can also store a pause (multiple pauses possible), the R-key feature or any procedure that contains * or #.

A previously stored number is automatically erased. If you want to erase a number, press the Delete key repeatedly and save without a telephone number.

To store a number that incorporates a pause for a new dial tone, see section “[Wait for dial tone](#)” on page 22.



Press to save and exit.

Notes:

You can remove the transparent cover in order to write the names beside the keys.

Use the DCM (Designation Card Manager) to make and print your own designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from:

<http://www.ericsson.com/enterprise/library/manuals.shtml>

For more information, please contact your Ericsson Enterprise certified sales partner.

Checking stored numbers

To see a programmed directory number on a programmable key:



Press.



Press a programmable key.

Note: *If your phone is set up for 20 numbers; One press will display the number on the first level, a double press will display the number on the second level.*



Press to save and exit.

Authority

Data privacy

Data privacy allows you to make a call without any disturbances, i.e. Intrusion. This feature is automatically cancelled when the call is finished.



To order:

Lift the handset.

***41#** 

Dial and enter the number.

Authorization code, common

If you are authorized to use a common authorization code (1 to 7 digits) you can temporarily change any phone used within the telephone system to the authority level connected to this code. You can use the code for one call only or you can open the phone to some calls and lock it when leaving the phone.



*** 7 2 ***

To use for a single call:

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



Dial the digit or digits to get an external line and the external number.



7 3 *

To open an extension for several calls:

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



*** 7 3 ***

To lock an extension:

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.

Authorization code, individual

If you are authorized to use an individual authorization code (1 to 7 digits, affiliated to your own extension) you can lock your own extension to a common authority level, e.g. when out of the office. You can also temporarily change any other phone used within the telephone system to the same authority level as you have on your own phone. The individual code can be changed from your own extension.

To lock your phone:



*** 7 6 ***

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.

To make calls with your authority level when your phone is locked:



*** 7 5 ***

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



Dial the digit or digits to get an external line and the external number.

To open your phone:



7 6 *

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



75

To assign your own authority level to another phone:

Lift the handset.

Dial.



Enter authorization code and press.

Verification tone.



Dial your own extension number and press.

Verification tone.



Dial the digit or digits to get an external line and the external number.



74

To change your individual authorization code:

Lift the handset.

Dial.



Enter old authorization code and press.



Enter new authorization code and press.

Verification tone.

Call List

The Call List stores all incoming and outgoing calls. A received call which has been called back is considered as an outgoing call.

The Call List can store a maximum of 50 positions (name and number). The Call Timer record for each position is also stored. Stored positions can consist of maximum 24 digits.

Note: *A number will only occur once in the Call List, that is the last time it was dialed or received.*

Incoming and outgoing calls are displayed differently (see below).

Incoming call:

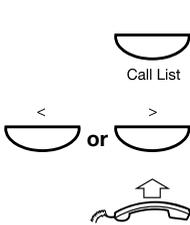
		7436
P01	N02	01-15 10:38

- 7436 is the calling number (name and number are displayed alternately).
- P01 means that the number is stored at the first position.
- N02 where N means that the call is new and not viewed and 02 means that the same caller called twice.
- 01-15 10:38 is the date and time of the call.

Outgoing call:

P02	00:02:15
	7436

- P02 means that the number is stored at the second position.
- 00:02:15 is the duration of the call.
- 7436 is the called number.



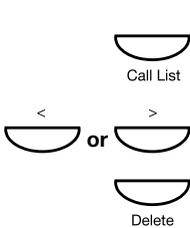
To call a stored number

Press.

The display shows the last stored number.

Use the arrow keys to scroll the list for another number.

Lift the handset to call the number.



To delete stored numbers from the Call List

Press.

The display shows the last stored number.

Use the arrow keys to scroll the list for another number.

Press and hold for two seconds to delete the stored number.

Note: *To delete the entire Call List, press the Delete key and hold it for eight seconds.*

Phonebook

Your phone is equipped with a Phonebook where you can store up to 50 entries (names and numbers). You can consult and change the Phonebook via the Phonebook key.

The Phonebook lists all names in alphabetical order. You can freely add, delete, and edit names and numbers in the Phonebook.

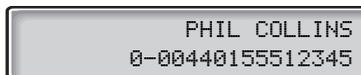
Make a call via the Phonebook

Phonebook



Press.

The display shows the first Phonebook entry (example):



Press the key which has the first letter of the name you are looking for.

How to write text, see section [“Write text and numbers”](#) on page 38.

If you are looking for another entry:



Press to search the Phonebook.

When the display shows the desired entry:



Lift the handset or press to make the call.

Note: *If a headset is connected to your phone, you can also press the Headset key.*

Write text and numbers

The following describes how to write text and numbers, which is useful when you edit the names and numbers in the Phonebook.

Example (to write SMITH):

The marked character is selected after a time out or when another key is pressed. When you have entered programming mode:

7 7 7 7

Press for S.

6

Press for M.

4 4 4

Press for I.

8

Press for T.

4 4

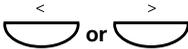
Press for H.



Press when the name is complete.

Control keys

While entering a name or a number you can use the following keys for control and navigation:



Press to move the cursor one step to the right or left.

1

Press to enter a space.



Press to enter a pause in a number.

See section "[Wait for dial tone](#)" on page 22.



Press to correct a wrong entry.

Note: *Deletes the entire entry if held longer.*

Special characters

Use the keypad to enter letters and characters. Press a key once for the first letter or character, twice for the second, three times for the third, etc. The most common letters are printed above each key on the phone. All the available letters and characters are shown in the following table:

Phone key	Number of times to press the key							
	1	2	3	4	5	6	7	8
1	Space	-	.	1				
2	A	B	C	À	Ä	Æ	Ç	2
3	D	E	F	È	É	3		
4	G	H	I	4				
5	J	K	L	5				
6	M	N	O	Ñ	Ö	Ø	Ò	6
7	P	Q	R	S	ß	7		
8	T	U	V	Ü	Û	8		
9	W	X	Y	Z	9			
0	0							
*	*							
#	#							

Example special characters:

8 To enter Ü press 8 (four times).

1 time result T
 2 times result U
 3 times result V
 4 times result Ü

Add a name and a number to the Phonebook

In idle mode:



Press.

Press.

The display shows:



Press.

The display is cleared, showing no digits or characters.



Enter the number.

The number may have up to 24 digits.



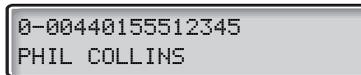
Press.



Enter a name.

The name entry may have up to 24 characters. How to write text, see section "[Write text and numbers](#)" on page 38.

After the number and name have been entered, the display shows the complete entry (example):



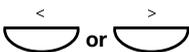
Press to save.



Press to exit programming mode,

or

press to continue programming in the Phonebook.



Change a name and a number in the Phonebook

In idle mode:



Press.



Press.



Press one time.

The display shows:

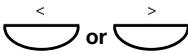


Note: You can toggle between NEW ENTRY, EDIT OR DELETE ENTRIES and EXIT by using the Scroll keys.



Press.

The display shows the first record (alphabetical order).



Press to select an entry.



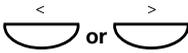
Press to edit the entry.



Press to move the cursor to the edit position.



Edit the number and press.



Press to move the cursor to the edit position.



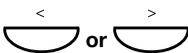
Edit the name and press to save.

How to write text, see section [“Write text and numbers”](#) on page 38.



Press to exit programming mode,

or



press to continue programming in the Phonebook.

Delete a name and a number from the Phonebook

In idle mode:



Program

Press.



Phonebook

Press.



Press one time.

The display shows:



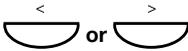
Note: You can toggle between **NEW ENTRY**, **EDIT OR DELETE ENTRIES** and **EXIT** by using the *Scroll keys*.



Program

Press.

The display shows the first record (alphabetical order).



Press to select an entry.



Delete

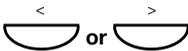
Press to delete the entry.



Program

Press to exit programming mode,

or



press to continue programming in the Phonebook.

During Calls

Group listening (loudspeaking)

This feature lets other people in your room listen to your phone conversation. You speak in the handset while the other party's voice is heard on the loudspeaker.

During an ongoing conversation:



Press to switch between loudspeaker and handset.

When the key lamp is lit, the other party's voice can be heard on the loudspeaker.

Note: You can adjust the volume, see section "[Settings](#)" on page 78.

To finish a group listening call:



Press and replace the handset.

Group listening is cancelled and the call is ended.

From loudspeaking to handsfree



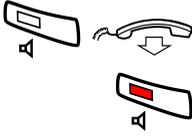
Replace the handset.

Handsfree conversation.

From handsfree to loudspeaking



Lift the handset and press.



Handsfree

Press and replace the handset.
Handsfree conversation.

Press to end the call.

From handsfree to handset



Lift the handset.
Conversation via the handset.

Mute

You have an ongoing conversation.

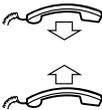


Press to switch the microphone on or off.
All microphones (handset, headset and handsfree) are deactivated.
When the lamp lights, the caller will not be able to hear the conversation near to your phone.

Call Waiting

If you hear the call waiting tone during an ongoing conversation, another person is trying to contact you.

To terminate the ongoing call and answer the waiting call:



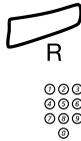
Replace the handset to finish the ongoing call.
The waiting call is signalled on your phone.

Lift the handset to answer the new call.

Note: *The Call Waiting feature might be blocked for use on your extension (preprogrammed by your system administrator).*

Inquiry

You have an ongoing conversation and you would like to make an Inquiry to an internal or external party.



Press.

Dial tone. The first call is put on hold.

Call the third party.

When the other party answers, you can switch between the calls (Refer back), Transfer the call, create a Conference or end one of the calls.

2

Press to return to the first call.

Note: Sweden, press **R**

Refer Back

2

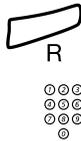
Press to Refer back to the other party.

The party you talk to is put on hold, the other party is connected.

Note: Sweden, press **R**

Transfer

You want to transfer an ongoing call.



Press.

Dial tone.

Call the third party.

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

Replace the handset.

The ongoing call is transferred.

Note: If you have put more than one call on hold, the last call that was put on hold will be transferred. If the dialed extension is busy or Transfer is not allowed, your phone will ring again.



Conference

With this procedure you can include up to seven parties in a conference. Only the conference leader can admit participants. During the conference, a tone will be heard every 15 seconds.

Note: *The conference tone might be disabled for your system.*

You have an ongoing conversation and want to establish a phone conference. You will become the conference leader.



3

Press.

Call the third party.

Wait for answer.

Press to establish a conference.

Repeat the procedure to include other persons to the conference.



Replace the handset to leave the conference.

Note: *A tone is heard each time a participant enters or leaves the conference. When the conference leader leaves the conference, the conference will continue with the other included parties. The conversation is changed back to a normal two party connection when there are only two parties left.*

Hold

You can temporarily put the ongoing call on hold. Calls put on hold can be resumed on your own or on another phone.



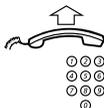
Press and replace the handset.

To resume the call on your own extension:



Lift the handset.

To resume the call on another extension:



Lift the handset.

Call the extension where the call was put on hold.

8

Press.

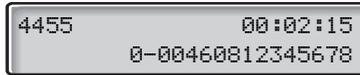
Note: *France, press 4; Sweden, press 6*

Call Timer

Your phone displays the duration of incoming and outgoing calls. You can turn the Call Timer on or off, see section [“Enable/Disable the Call Timer”](#) on page 87.

Outgoing calls

When you make an outgoing call, the Call Timer starts after 10 seconds, showing the duration of your call in the upper right corner, for example:



When the call is finished the duration is displayed for 15 seconds.

Note: *If you enter additional digits after the initial 10 seconds, the timer will not restart.*

Additionally, the dialed number is stored in the Call List, see section [“Call List”](#) on page 35.

Incoming calls

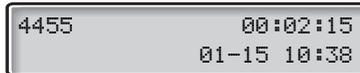
When you answer an incoming call, the Call Timer will start after the connection has been established.

If you want to see the duration of your last call:



Press (idle mode).

The call duration is shown in the upper right corner, for example:



The display will return to idle mode after a few seconds.

Call Forwarding

Diversion

If you do not want to be disturbed or will be out of the office, you can have all calls to your extension diverted to a preprogrammed answering position. During Diversion you will hear a special dial tone. You can still make calls as usual.

Diversion can be made direct, on no answer, on busy or to another information service facility.

Order Direct Diversion from your own extension

The call can be diverted to an individual position or up to three pre-determined common answering positions (depending on the type of the incoming call). Preprogrammed by your system administrator.



***21#**

Lift the handset.

Dial.

Note: U.K., dial *2#



Replace the handset.

Note: Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section [“Internal Follow-me”](#) on page 52.



2 1

Cancel Direct Diversion from your own extension

Lift the handset.

Dial.

Note: U.K., dial **# 2 #**



Replace the handset.

Note: Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section "[Internal Follow-me](#)" on page 52.



*** 2 1 1 #**

Diversion when there is no answer

Lift the handset.

Dial to order.

Note: Finland and Norway, dial *** 6 1 #**



Replace the handset.

The incoming call is diverted after 3 signals.

To cancel:



2 1 1

Lift the handset.

Dial to cancel.

Note: Finland and Norway, dial **# 6 1 #**



Replace the handset.



***212#**

Diversion when caller receives a busy tone

Lift the handset.

Dial to order.

Note: *Finland and Norway, dial *67#*



Replace the handset.

To cancel:



#212#

Lift the handset.

Dial to cancel.

Note: *Finland and Norway, dial #67#*



Replace the handset.

Internal Follow-me

All calls to your extension are diverted to another extension of your choice (within the private network). During Follow-me you will hear a special dial tone. You can still make calls as usual.



*** 2 1 ***

Order from your own extension

Lift the handset.

Dial and enter the answering position number.

Note: U.K., dial * 2 * No.



#

Press and replace the handset.



2 1

Cancel from your own extension

Lift the handset.

Dial.

Note: U.K., dial # 2 #



Replace the handset.

Redirect from answering position

If you are in another room, you can still answer your calls by forwarding them to the extension where you are.



*** 2 1 ***

Lift the handset.

Dial and enter your own extension number.

Note: U.K., dial * 2 * No.



Press and enter the Diversion number.



#

Press and replace the handset.

Calls are diverted to the answering position.

Note: Internal Follow-me must be ordered from your own extension before you can redirect from answering position.



Cancel from answering position

Lift the handset.

Dial and enter your own extension number.

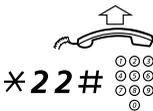
Note: U.K., dial # 2 * No.



Press and replace the handset.

External Follow-me

If external Follow-me is allowed, you can have all calls to your extension diverted to an external number of your choice. A special dial tone will be heard. You can still make calls as usual.



Order

Lift the handset.

Dial and enter the digit or digits to get an external line and enter the external number.



Press and replace the handset.



Cancel

Lift the handset.

2 2

Dial.



Replace the handset.

Personal Number

With this feature you can be reached on your normal office phone number even if you are out of the office, at home, etc.

Depending on the functionality of your telephone system, you can have either one individual single search profile or you can choose between five individual search profiles.

A search profile can be designed to fit the situation, i.e. in the office, traveling, at home, etc. Both internal or external phone numbers can be used in a profile.

Your search profile is programmed or modified by your system administrator. See section [“To design and order your search profiles”](#) on page 57.

When the feature is activated, incoming calls are transferred to your selected phones or to back-up services in the order you choose. If an answering position in the profile is busy, the call can be transferred to another predefined position in the profile, i.e. Voice Mail or a colleague.

You can handle the profiles from your own office phone. How to do this is described in this section (an operator can also assist you).

You can also use any of the Personal Assistant applications, if available. Contact your system administrator for more information.

When out of the office, the feature Direct Inward System Access (DISA) can be used, if available in your system. How to use DISA is described in this section.



To activate or change to another profile from your office phone

Lift the handset.

*** 1 0 ***

Dial.

(1 - 5)

Press the search profile digit.



Press and replace the handset.

Note: When another party is included in the activated profile, a colleague or an operator, etc., always remember to inform them about your absence. If Voice Mail is included in the activated profile, always update your greeting with absence information.



To cancel from your office phone

Lift the handset.

1 0

Dial.



Replace the handset.

To activate or change to another profile from an external phone

The external phone must be of push button type provided with pound key (#) and star key (*) or a mobile phone adapted for dial tone pulses (DTMF).



*** 7 5 ***

Call the DISA feature at your office.

Dial tone.

Dial.



*** #**

Enter the Authorization Code and press.



#

Dial your own extension number and press.

Dial tone.

*** 1 0 ***

Dial.



*** #**

Dial your own extension number and press.

(1 - 5)

Press the search profile digit.



Press and replace the handset.

Note: When another party is included in the activated profile, a colleague or an operator, etc., always remember to inform about your absence. If Voice Mail is included in the activated profile, always update your greeting with Absence Information.

To cancel from an external phone

The external phone must be of push button type provided with pound key (#) and star key (*) or a mobile phone adapted for dial tone pulses (DTMF).

**Call the DISA feature at your office.**

Dial tone.

*** 7 5 ***

Dial.



Dial the Authorization Code and press.



#

Dial your own extension number and press.

Dial tone.

1 0 *

Dial.



#

Dial your own extension number and press.



Replace the handset.

To design and order your search profiles

The search profiles are installed or changed by your system administrator. In order to set up your profiles, copy the setting form, fill in your new or changed profiles and give it to your system administrator.

Note: *If a profile handling application is connected to your system, you can edit profiles via your Intranet. See separate instructions for the application.*

Important notes when designing your search profiles:

- Avoid ring times longer than 45 seconds for your profiles. Usually the caller hangs up after 3-6 ring signals.
- Consider the time you need to react and answer on each answering position in your profile.
You might need up to 15 seconds to react and answer a call on a desk or cordless phone and 20–25 seconds for a mobile phone.
- There must be an answering position at the end of every profile (Voice Mail or operator/secretary).
If not, calls might end up unanswered.
- Consider what should happen while you are busy on a phone. The available options are:
 - *Diversion to Voice Mail*
 - *Diversion to the operator*
- If an answering machine, a fax or other answering device is used as an early answering position, it might interrupt the searching.
Disconnect the answering device, or design the ring times so they do not affect the searching.
- If your system admits just one single personal profile, design the profile only with your 2–3 most frequently used positions.
If you add more numbers, there is a risk that the caller hangs up before a latter position is called.
- If your system admits 1–5 personal profiles, design the different profiles to fit your most frequently used positions.
Make sure you use as few answering positions as possible for each profile. Profile examples:
 - *In office*
 - *At home*
 - *Traveling*
 - *Absent/not reachable*

Example:

How to fill in your setting form for search profiles:

Profile 1

In office

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1	Desk	1234	10
2	Cordless	5234	15
3	Voice Mail		

* Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, etc.

Profile 2

At home

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1	External	222222	20
2	Mobile	0706666666	25
3	Voice Mail		

Setting form for search profiles

Name:

Department:

Telephone No:

Account:

Profile 1

.....

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

* Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, etc.

Profile 2

.....

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 3

.....

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 4

.....

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 5

.....

Search order	Type of telephone or Answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Absence Information

The absence information is used to inform callers why you are absent and when you will return. If you are authorized, you can also enter absence information for another extension from your own extension.

Order

Example: Back on September 15 (=0915).



*** 2 3 ***

(0 – 9)

Lift the handset.

Dial.

Enter the absence code.

Note: *The absence codes consist of one digit which depends on the system connected to the telephone system. Contact your system administrator regarding the available absence codes.*

*** 0 9 1 5**

Press and enter the date (MMDD) or time (HHMM) of your return.

Notes:

If no return time or date is needed, this step can be skipped.

The order in which the date is stated is system dependent.



#

Press and replace the handset.



2 3



Cancel

Lift the handset.

Dial.

Replace the handset.

The programmed information is erased.



*** 2 3 0 ***



(0 - 9)

*** 0 9 1 5**



Order for another extension

Lift the handset.

Dial.

Dial the extension number and press.

Enter the absence code.

Press and enter the date or time of the other person's return.

Press and replace the handset.



2 3 0 *



Cancel for another extension

Lift the handset.

Dial.

Dial the extension number and press.

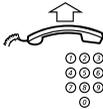
Note: *If the special dial tone is received, the authorization code for the other extension is required. Add the code and press # before replacing the handset.*

Replace the handset.

Messages

Manual Message Waiting (MMW)

If the called extension does not answer, you can send a Message Waiting signal to that extension (if this feature is allowed). When there is a message waiting for you, the message lamp is flashing, and you will hear a special dial tone after lifting the handset.



Answer

Lift the handset.

Dial the number to your message retrieval center (e.g. operator) and ask for your message.

***Note:** If the number to your message retrieval center has been programmed on the key with the Message Waiting lamp, you can also press that key.*



Cancel MMW at your own extension

Lift the handset.

3 1

Dial.

Replace the handset.



*** 3 1 ***



Order MMW to another extension

Lift the handset.

Dial.

Dial the extension number.

Press and replace the handset.



3 1 *



Cancel MMW to another extension

Lift the handset.

Dial.

Dial the extension number.

Press and replace the handset.

Voice Mail (optional)

The Voice Mail application allows you to leave a voice message to the caller when you are unable to answer calls, e.g. when out of office, in a meeting, etc. The caller can then leave a message in your mailbox. When back in your office, you can enter your mailbox and listen to the messages received. Received messages are indicated with a flashing Message Waiting key.

You can choose to divert all incoming calls to your mailbox, or calls when there is no answer, or calls when your phone is busy.

If you use the Personal Number feature, it is recommended to program Voice Mail as the last answering position for all search profiles.

When you enter your mailbox, you will hear recorded instructions on how to handle listening, recording, storing and deleting messages, and how to change your security code.

Note: *How to handle your mailbox, depends on the type of Voice Mail system. The following describes the, in MD110, integrated type. For other types, please refer to separate user instructions. Contact your system administrator if you do not know which type of Voice Mail system you have.*

To activate and deactivate your mailbox

For all incoming calls:

See “[Diversion](#)” on page 49 (procedure with code 21). Use the number to the Voice Mail system as the “answering position number”.

When incoming calls get no answer:

See “[Diversion](#)” on page 49 when there is no answer (procedure with code 211).

When incoming calls get a busy tone:

See “[Diversion](#)” on page 49 when caller receives a busy tone (procedure with code 212).

To access your mailbox

From your office phone:



Lift the handset.



Dial the number to the Voice Mail system.

***Note:** If the number to the Voice Mail system has been programmed on the key with the Message Waiting lamp, you can also press that key to enter the mailbox.*

If you are asked to enter your security code:



Enter your security code.

Code at delivery = your extension number.

Follow the recorded instructions.

From another phone:



Lift the handset.



Dial the number to the Voice Mail system.

If you are asked to enter your security code (if the phone you are using has a mailbox of its own):

#

Press.



Dial your mailbox number.

(normally your office extension number)



Enter your security code (if required).

Follow the recorded instructions.



To access someone else's mailbox

Lift the handset.

Dial the number to the Voice Mail system.

Note: If the number to the Voice Mail system has been programmed on the key with the Message Waiting lamp, you can also press that key to enter the mailbox.

If you are asked to enter your security code (if the phone you are using has a mailbox of its own):

#



Press.

Dial the mailbox number.

(normally the office extension number of the other person)



Enter the security code of the other person (if required).

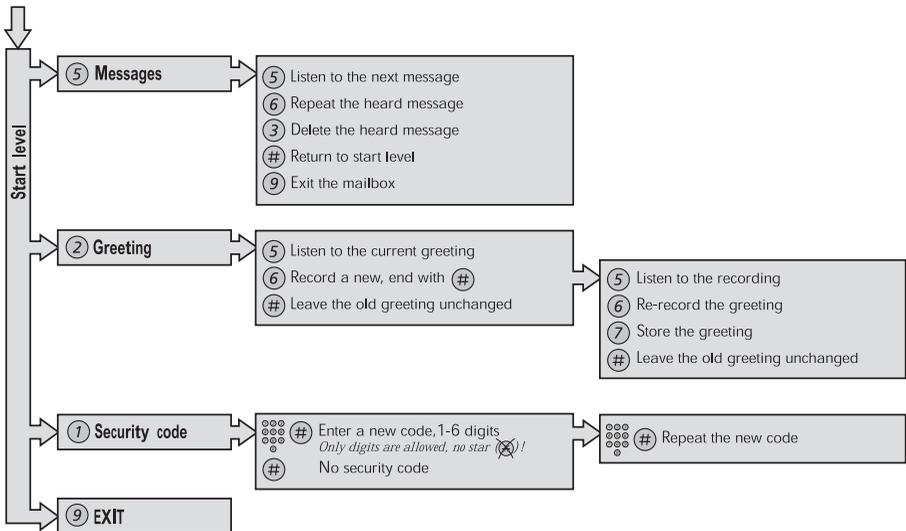
Follow the recorded instructions.

To handle the mailbox

Recorded information on the line tells you the number of new and stored messages. If you have too many messages stored, you will first be asked to delete saved messages.

Recorded instructions ask you to press different digits in order to listen to callers' messages, record your own greetings, change your password or exit your mailbox, etc.

The following diagram gives an overview of the mailbox system and the digits to be used.



Group Features

Group Call-pick-up

People working in a team can have their phones programmed by their system administrator to form Call-pick-up groups.

In a Call-pick-up group, any member can answer any individual call to group members.

**8**

Lift the handset.

Press to answer.

Notes:

One Call-pick-up group can serve as an alternative to another group. Calls to the alternative group can only be answered when there are no calls to your own group.

*Finland and Sweden, press **0***

Common bell group

Calls are signalled on a common bell.

**8**

Lift the handset.

Press to answer.

Note: *Finland and Sweden, press **0***

Group Hunting

As a member of a group of extensions that is called by a common number, you can temporarily leave the group.



Lift the handset.

Dial and enter your own extension number.

*Note: U.K., dial * 2 * No.*



Press and replace the handset.



To re-enter the group

Lift the handset.

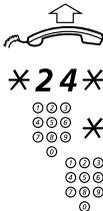
Dial.

Note: U.K., dial # 2 #



Replace the handset.

If you are authorized, you can divert all calls to a group, to another extension or to another group:



Lift the handset.

Dial.

Dial the number of the group to be diverted and press.

Dial the extension number of the new answering position.



Press and replace the handset.

To cancel the Diversion:



Lift the handset.

Dial.

Dial the number of the group that has been diverted.



Press and replace the handset.

Other Useful Features

Alarm Clock

If you want the phone to remind you, of a meeting for example, you can use the integrated Alarm Clock feature.

Program an alarm

In idle mode:



Press.

Press.

The display shows the current setting (example):

```
4455
ALARM SET  01-15 10:38
```

The date and time format of the alarm depends on the date and time settings. For more information, see section “[Date and Time](#)” on page 81.

Note: *If no alarm has been set, the default date- and time is displayed (01-01 12:00).*



Enter the month, day, hour, and minutes for the alarm.

You can only change the number at the cursor position. When you have entered a number (0-9) the cursor goes to the next position automatically.

Note: *To program a daily alarm, set the date to 00-00.*



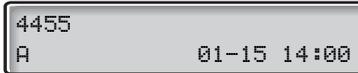
In case of a typing error:

Use the Scroll keys to move the cursor and re-enter digit.



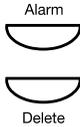
Press to save and exit.

To indicate that an alarm has been set, an “A” appears in the lower line on the left:



Delete a programmed alarm

In idle mode:

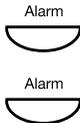


Press.

Press.

The alarm is cancelled and the phone returns to idle mode.

Check alarm status



Press.

The display shows the date and time for the current alarm setting.

Press again to finish the procedure.

The phone returns to idle mode.

Confirm alarm

When an alarm occurs, you will hear a special alarm signal and the lower row in the display will flash.

**Press to snooze the alarm.**

The alarm is repeated 2 times at 5 minute intervals.

or.

**Press to turn the alarm off.**

You can also press any key except the Pause key.

Notes:

If an alarm occurs during programming, the programming is terminated, the phone returns to idle mode and all changes are discarded.

If an alarm occurs when your phone rings, the alarm signal will have priority.

If no key is pressed to confirm an alarm, the snooze feature is automatically activated.

A daily alarm is re-activated directly after it has been confirmed (or snoozed three times).

Account code

This feature is used to charge a call to an account number or to prevent unauthorised calls from your phone. The account code can have 1 to 15 digits.



Lift the handset.

Dial.

Note: *Finland and Norway, dial * 7 1 **



Dial the account code and press.

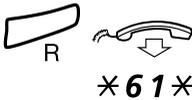
Dial tone.



Dial the digit or digits to get an external line and the external number.

Ongoing external call

When used to charge a call it is also possible to connect an ongoing external call to an account code. During the call:



Press and replace the handset to put the call on hold.

Dial.

Note: *Finland and Norway, dial * 7 1 **



Dial the account code and press.

Dial tone.

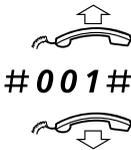


Lift the handset to resume the call put on hold.

General Deactivation

The following features can be simultaneously cancelled:

- Callback (all Callbacks are cancelled).
- Diversion/Internal and External Follow-me.
- Manual Message Waiting/Message Diversion.
- Do not disturb.



Order

Lift the handset.

Dial.

Replace the handset.

Night Service

When the telephone system is in Night Service mode, all your incoming calls to the operator are transferred to a selected extension or group of extensions. The telephone system has three different Night Service modes:

Common Night Service

All incoming calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Individual Night Service

Selected external calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Universal Night Service

All incoming calls to the operator are transferred to a universal signalling device, e.g. the common bell. Answer the call as described in section "[Common bell group](#)" on page 69.

Hot line

Ask your system administrator if you require this feature.

Delayed Hot line

When the handset of the delayed Hot line phone is lifted, a Call Duration is started. If no digit is pressed before time out, a call is automatically generated to a specific extension or external line. If a digit is pressed before Time out, the phone works as an ordinary phone.

Direct Hot line

The same feature as described above, but with no delay. Only Hot line calls can be placed from this line. To be used e.g. as alarm phone, door phone etc.

Emergency mode

In the event of an emergency, the operator can set the telephone system into Emergency mode, during which only preprogrammed extensions are permitted to make calls.

DISA = Direct Inward System Access

If you are assigned to use this feature and you are working externally, you can call your office and get access to an external line in order to make business calls. The business call will be charged your office extension number or an account number. You will be charged just for the call to the office.

The external phone must be of push button type provided with pound key (#) and star key (*) or a mobile phone adapted for dial tone pulses (DTMF).

After a completed DISA call you must hang up before a new DISA call can be made.

There are different procedures depending on the type of Authorization Code, or when an Account Code is used.

With common Authorization Code

⊙⊙⊙
⊙⊙⊙
⊙⊙⊙
⊙

Call the DISA feature at your office.

Dial tone.

* 7 2 *

Dial.

⊙⊙⊙ #
⊙⊙⊙
⊙

Dial the Authorization Code and press.

Dial tone.

⊙⊙⊙
⊙⊙⊙
⊙⊙⊙
⊙

Dial the external number.

With individual Authorization Code

⊙⊙⊙
⊙⊙⊙
⊙⊙⊙
⊙

Call the DISA feature at your office.

Dial tone.

* 7 5 *

Dial.

⊙⊙⊙ *
⊙⊙⊙
⊙

Dial the Authorization Code and press.

⊙⊙⊙ #
⊙⊙⊙
⊙

Dial your own extension number and press.

Dial tone.

⊙⊙⊙
⊙⊙⊙
⊙⊙⊙
⊙

Dial the external number.

Settings

The Dialog 4187 phone is equipped with a couple of setting options, you can for instance set and adjust a personal volume and ring signal.

Handset, headset and loudspeaker volume

There are three separate volume settings, one for the handset, one for the headset and one for the loudspeaker. Use the Volume keys to adjust the volume of the handset, headset or loudspeaker during a call.

- Adjust the handset listening volume when the handset is off hook.
- Adjust the headset listening volume when the headset is activated.
- Adjust the loudspeaker volume when dial tone is heard via the loudspeaker.



Press to change the volume.

There are 8 steps from minimum to maximum level.

Programming the ring signal

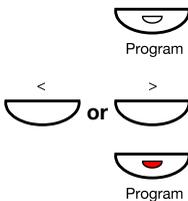
By programming, you can adjust the ring character and ring volume. To change the ring character and volume, you have to enter the programming mode.

Programming the ring volume

You can choose between four settings for the ring volume: *auto*, *low*, *medium* and *high*.

Note: The default setting is **AUTO**. The **AUTO** ringing starts in a low volume, the third and fourth ring signal are in a medium volume and the fifth and following signals are in a high volume.

In idle mode:



Press.

Select the RINGER VOLUME menu.

Press.

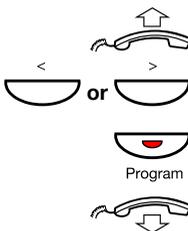
The display shows the current setting and a request to lift the handset (in order to hear the sound).

```
RINGER VOLUME
FOR AUDIO LIFT HANDSET A
```

The A in the lower right corner shows the current ringer volume setting, the available settings are:

A=Auto, L=Low, M=Medium and H=High

Lift the handset.



Select AUTO, LOW, MEDIUM or HIGH.

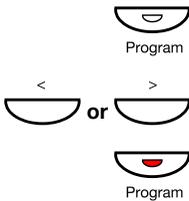
The phone rings with the selected volume.

Press to save and exit.

Replace the handset.

Programming the ring character

You can choose between 10 different ring characters.



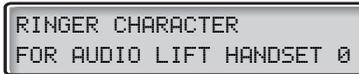
In idle mode:

Press.

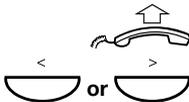
Select the RINGER CHARACTER menu.

Press.

The display shows the current setting and a request to lift the handset (in order to hear the sound).



Note: *The default setting is 0.*



Lift the handset.

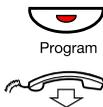
Select a ring character,

The phone rings with the selected ring character.

or

enter a digit (0-9).

The phone rings with the selected ring character.



Press to save and exit.

Replace the handset.

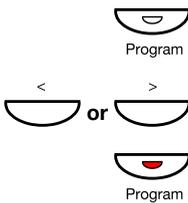
Date and Time

Your telephone has a built in clock, which is displayed when the handset is on-hook (idle mode). The flashing colon between hour and minute indicates that the clock is running. The date and time is automatically set from the telephone system every time you receive an incoming call.

Programming date and time

If for some reason the date and time is not automatically set, the time and date can be set manually in the telephone.

In idle mode:



Press.

Select the CLOCK menu.

Press.

The display shows the current setting, for example:



Enter the month, day, hour, and minutes.

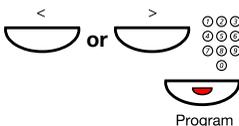
You can only change the number at the cursor position. When you have entered a number (0-9) the cursor goes to the next position automatically.

Notes:

You always have to enter two digits at each cursor position. For example, if you would like to program 1st of February 2004, 9 o'clock and five minutes, you have to enter: 02 (month), 01 (day), 09 (hour), and 05 (minutes).

If you enter a date that is not relevant (e.g. date 32), a flashing letter indicates the mistake. You must enter a correct value to be able to continue.

In case of a typing error:



Use the Scroll keys to move the cursor and re-enter digit.

Press to save and exit.

Programming the time and date format

In idle mode:



Press.



Select the CLOCK DISPLAY menu.

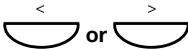


Press.

The display shows the current setting, for example:



Note: *The default setting is 12-31 24:00.*



Select a time and date format.

Five different time and date formats are available:

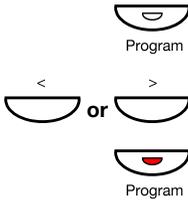
- MM-DD 24-hour mode (e.g. 12-31 24:00)
- MM-DD 12-hour mode (e.g. 12-31 12:00)
- DD-MM 24-hour mode (e.g. 31-12 24:00)
- DD-MM 12-hour mode (e.g. 31-12 12:00)
- Off - no time and date information is shown in the display



Press to save and exit.

Telephone ID

You can program your phone with your extension number or your name. This information is called Telephone ID and will appear in the display's upper line (left side).



In idle mode:

Press.

Select the TELEPHONE ID menu.

Press.

The display shows the current setting, for example extension number 4455:



Note: *By default there is no name or number. Only the flashing cursor is shown.*



Enter your telephone ID.

This can be your extension number, your name or any other relevant information (maximum 12 digits or characters). A previously stored number or name is automatically erased when you enter a new character.

To edit a previously stored telephone ID, see section [“Write text and numbers”](#) on page 38.



If you want to delete the entire telephone ID:

Press until no characters are left.



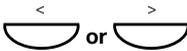
Press to save and exit.

Set the number of programmable keys

Your phone can store 10 or 20 numbers on the programmable keys. If you set up your phone for 10 numbers, each programmable key stores only one number (first level). If you choose the 20 number option, you can program each key with two numbers (first and second level).

To program directory numbers on the programmable keys, see section “[Dial by a function key](#)” on page 29.

In idle mode:



Press.

Select the 10 OR 20 MEM POSITIONS menu.

Press.

The display shows the current setting, for example:



Note: *The default setting is 10.*



Press to toggle between 10 or 20 programmable keys.

Notes:

If you change the setting from 10 keys to 20 keys, all previously programmed numbers are accessible by pressing the key one time (first level).

If you change the key setting from 20 keys to 10 keys, the second level numbers (accessed by double press) are not deleted.



Press to save and exit.

Flash time (R-key)

Do not change the flash time without consulting your system administrator first. An incorrect flash time can disable the R-key feature.

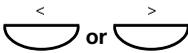
Note: *The default flash time (timed break) is 100 ms, but some systems require a different flash time for the R-key. A flash time between 0 and 999 ms can be set.*

Changing flash time

In idle mode:



Press.



Select the FLASH menu.

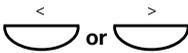


Press.

The display shows the current setting, for example:



Note: *The default setting is 100 ms. Valid entries are all flash times between 0 and 999.*



Press to select the required value,

Steps of 10 ms.

or



enter the required value.

This way, you can set the flash time in precise steps of 1 ms.



Press to save and exit.

Pause length

The default pause length of the “wait-for-dial-tone pause” is 1700 ms, but you may need another pause length when calling another system. A pause length between 0 and 9999 ms can be set.

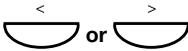
Note: Do not change the pause length without consulting your system administrator first. An incorrect pause length can disable the pause feature.

Changing pause length

In idle mode:



Press.

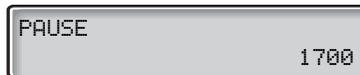


Select the PAUSE menu.

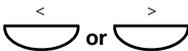


Press.

The display shows the current setting, for example:



Note: The default setting is 1700 ms. Valid entries are all numbers between 0 and 9999.



Press to select the required value,

Steps of 100 ms.

or



enter the required value.

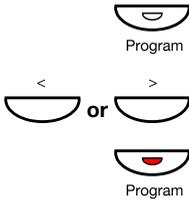
This way, you can set the pause length in precise steps of 1 ms.



Press to save and exit.

Enable/Disable the Call Timer

You can turn the Call Timer in the display on or off. For more information about the Call Timer, see section “[Call Timer](#)” on page 48.



In idle mode:

Press.

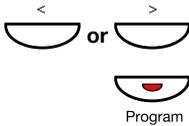
Select the CALL DURATION TIMER menu.

Press.

The display shows the current setting, for example:



Note: *The default setting is ON.*



Press to toggle between ON and OFF.

Press to save and exit.

Headset Preset

By default, Headset Preset is automatically activated when you connect a headset to the headset outlet on the telephone. When the headset is disconnected, the feature will be automatically deactivated.

Calls that are made via a function key are automatically connected to the headset, there is no need to press the Headset key.

If you do not want to use Headset Preset when you use a headset on your telephone, you must manually deactivate the feature.

Activate/Deactivate Headset Preset

In idle mode:



Press.



Select the HEADSET PRESET menu.



Press.

The display shows the current setting, for example:



Note: *The default setting is ON.*



Press to toggle between ON and OFF.



Press to save and exit.

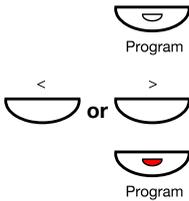
Headset Ringing

Note: To use this feature, an optional headset must be connected to your phone.

If this feature is activated, you will hear the first two incoming ring signals as beeps in the headset. The 3rd and the following ring signals are sent to the ringer as well.

Activate/Deactivate Headset Ringing

In idle mode:



Press.

Select the HEADSET RINGING menu.

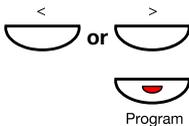
Press.

The display shows the current setting, for example:



Note: The default setting is ON.

Press to toggle between ON and OFF.



Press to save and exit.

Hearing aid compatibility

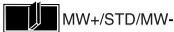
The telephone has a built-in inductive coupler for the hard-of-hearing. To use the telecoil in a hearing aid while telephoning, switch the hearing aid into its T position.

Message Waiting indication

Your incoming messages can be indicated by a flashing Message key. It is possible that the line leads to the phone could be twisted after installation (the Message Waiting LED will be on when there is no Message Waiting signal and will go off when there is a Message Waiting signal). To solve this problem there are three possible settings for the Message Waiting indication:

- **STD** This setting should be used when no Message Waiting indication is required. This is also the default setting upon delivery.
- **MW+**. Use this position when Message Waiting indication is required and the line cabling is straight.
- **MW-**. Use this position when Message Waiting indication is required and the line cabling is twisted.

On the bottom side of your phone:



Slide the switch to the required position.

Enable/Disable function key programming

It is possible to enable or disable programming of the function keys using a switch. When the switch is set in the **Off** position, programming is not possible (i.e. the memory content is locked).

On the bottom side of your phone:



Slide the switch to the required position.

Accessories

Headset (optional)

To install the headset, see section “[Installation](#)” on page 93. You can adjust the volume of the headset, see section “[Handset, headset and loudspeaker volume](#)” on page 78.

To learn more about the headset functionality, see also sections “[Headset Preset](#)” on page 88 and “[Headset Ringing](#)” on page 89.

Note: *Installed headsets must comply with the safety instructions, see section “[Safety instructions](#)” on page 6.*

The following headset features are available:

Answer calls

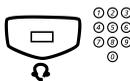


Press to answer.

The Headset key lamp is turned on.



Press to terminate the headset call.



Make calls

Press and dial the number.

The Headset key lamp is turned on.

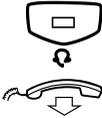


Press to terminate the call.



From headset to handset

Lift the handset.



From handset to headset

Press.
The Headset key lamp is turned on.

Replace the handset.



From headset to handsfree

Press.



From handsfree to headset

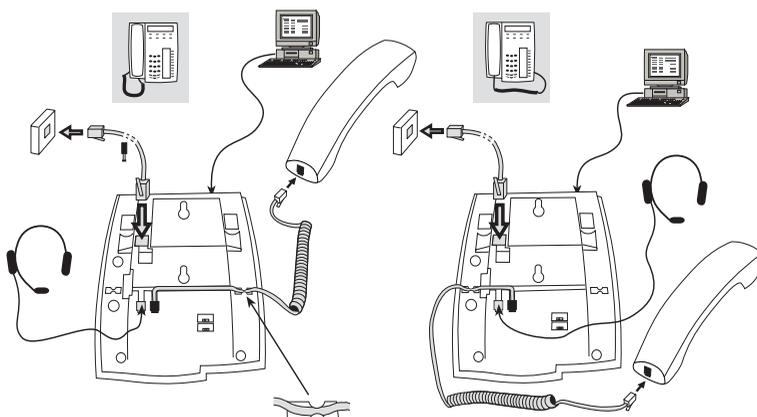
Press.
The Headset key lamp is turned on.

Installation

Install cables

Handset cable to the left

Handset cable to the right



You can put the cable to the handset into the notch underneath the telephone. Install the cables into the correct outlets, i.e.:

- Cable to the telephone system is plugged into “LINE”
- Handset cable is plugged into “HANDSET”
- Headset cable is plugged into “HEADSET”
- Modem or PC is plugged into “DATA PORT”

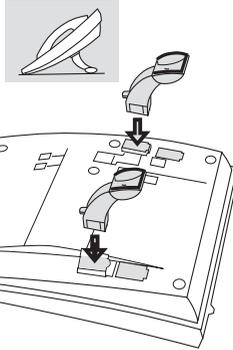
Note: For headset servicing and replacement, contact your local service centre or retailer shop.

To change cables:

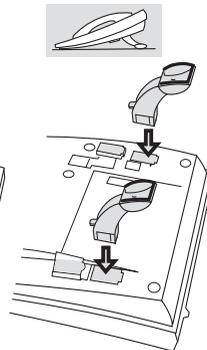
Use a screwdriver to unlock the stop, and remove the cable.

Install stands and adapt telephone

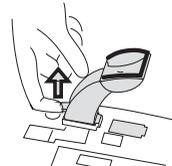
Position high



Position low



Press to fasten stand



Release to remove stand

Install card

Use the Designation Card Manager to make and print your own designation cards. DCM is included on the Enterprise Telephone Toolbox CD or it can be downloaded from:

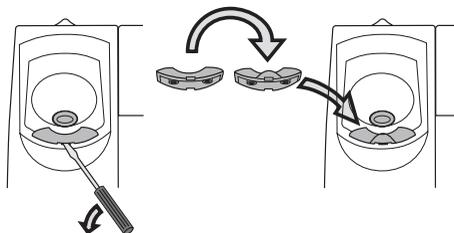
<http://www.ericsson.com/enterprise/library/manuals.shtml>

For more information, please contact your Ericsson Enterprise certified sales partner.

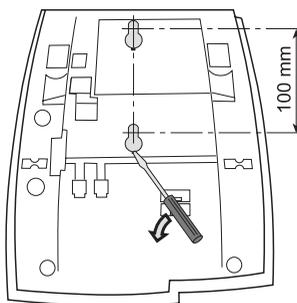


Wall mounting

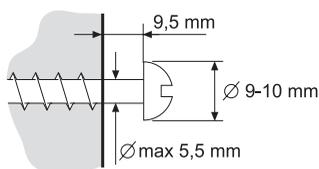
The phone can be wall mounted without using a special console. Useful for instance in conference rooms or public areas.



- 1 Use a screwdriver to remove the handset hook.**
- 2 Turn the hook upside down and insert.**



- 3 Use a screwdriver to remove the two plastic covers.**
- 4 Drill wall holes according to measurements given here.**



- 5 Place screws according to measurements and mount the phone.**

Charging procedure before use

At installation or if the telephone has been disconnected, it requires a charging time of approx. 30 seconds before fully operational. During charging the display is empty. When the telephone is ready to use, the display is turned on.

Note: *Charging should take place with the handset on hook.*

CallerID Detection

During installation of the telephone, the CallerID detectors for both DTMF (Dual-tone multifrequency) and FSK (Frequency-shift keying) are activated until the first CallerID is received. If Message Waiting signals are received by the telephone during this time, this will cause the display to dim. This effect will stop after the first call has been received.

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.
-

Cleaning the telephone

Use a slightly moistened (not wet) soft cloth or an anti-static cloth and wipe off the telephone carefully. Do not use rough cloth, 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.

Troubleshooting

This section contains information on how to solve operational problems.

Go through the following list if you encounter any problems. If this checklist does not cover the problem, contact your system administrator. If others have similar problems, there may be a system error.

Fault	Action or comment
General operational problems	<p>Go through this fault check list:</p> <ol style="list-style-type: none"> 1. Make sure your telephone is connected to an analog line. 2. Read the Installation chapter. <p>Make sure that you have done everything correctly and that everything is properly connected.</p> <ol style="list-style-type: none"> 3. Disconnect all extra equipment. <p>If your telephone is working properly when done, the problem lies in the extra equipment.</p> <ol style="list-style-type: none"> 4. Connect a functioning telephone instead of the faulty one. <p>If that telephone is working properly, the problem is probably in your telephone, contact your system administrator.</p> <ol style="list-style-type: none"> 5. Check for operational problems. <p>If operational problems are found, the problem is in the telephone network, contact the local telephone service or the local telephone company.</p>
Display dims	See section " CallerId Detection " on page 96.

Glossary

<i>CallerId</i>	Function for delivering the identity of a caller (calling number and/or calling number or reason for no info) to your phone at the call setup. Can also contain time and date of the call.
<i>Idle mode</i>	The state your phone is in when nothing is activated; not calling, not ringing, not diverted etc.
<i>Least Cost Routing</i>	A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance).
<i>Speed Dialing number</i>	Abbreviated number or short number, used for making frequently used numbers faster to dial.
<i>Telephone system</i>	Exchange. Switch.
<i>Third party</i>	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external.

Index

A

Absence Information 61
 Accessories 91
 Headset 91
 Account code 74
 Add a name and a number to the
 Phonebook 40
 Alarm Clock 71
 Answer calls 16
 Authority 31
 Authorization code, common 32
 Authorization code, individual 33

B

Bypass 27

C

Call Forwarding 49
 Diversion 49
 External Follow-me 53
 Internal Follow-me 52
 Personal Number 54
 Call list 35
 Call Timer 48
 Call Waiting 25, 44
 Callback 24
 CallerId Detection 96
 Change a name and a number in the
 Phonebook 41
 Charging procedure before use 96
 Cleaning the telephone 96
 Common bell group 69
 Common Speed Dialing numbers 27
 Conference 46
 Copyright 5

D

Data privacy 31
 Date and Time 81
 Declaration of Conformity 5
 Delete a name and a number from the
 Phonebook 42
 Description 7
 Dial by a function key 29
 DISA = Direct Inward System Access 77
 Display information 11
 Disposal of the product 6
 Diversion 49
 Do not disturb, DND 18
 During Calls 43
 Call Waiting 44
 Conference 46
 Hold 47
 Inquiry 45
 Mute 44
 Refer Back 45
 During calls
 Call Timer 48
 Group listening (loudspeaking) 43
 Handsfree 44
 Handsfree to loudspeaking 43
 Loudspeaking to handsfree 43
 Transfer 45

E

Emergency mode 76
 Enable/Disable the Call Timer 87
 External Follow-me 53

F

Flash time (R-key) 85
 Free Seating 15

G

- General Deactivation 75
- Glossary 98
- Group Call-pick-up 69
- Group Features 68
- Group Hunting 70
- Group listening (loudspeaking) 43

H

- Handset, headset and loudspeaker volume 78
- Handsfree 44
- Headset 91
- Headset Preset 88
- Headset Ringing 89
- Hearing aid compatibility 89
- Hold 47
- Hot line 76

I

- Important user information 6
- Incoming Calls 16
 - Answer calls 16
 - Silent ring 18
- Incoming calls
 - Handsfree 16, 22
 - Parallel Ringing 19
- Individual External Line 23
- Individual Speed Dialing numbers 27
- Inquiry 45
- Install cables 93
- Install card 94
- Install stands and adapt telephone 94
- Installation 93
 - CallerID Detection 96
 - Charging procedure before use 96
 - Cleaning the telephone 96
 - Install cables 93
 - Install card 94
 - Install stands and adapt telephone 94
 - Placing the telephone 96
 - Wall mounting 95
- Internal Follow-me 52
- Intrusion 26

L

- Last External Number Redial 23

M

- Mailbox 68

- Make a call via the Phonebook 37
- Make calls 21
- Manual Message Waiting (MMW) 63
- Message Waiting indication 90
- Messages 63
 - Manual Message Waiting (MMW) 63
 - Voice Mail 65
- Mute 44

N

- Night Service 75
- Number presentation restriction 22

O

- Other Useful Features 71
- Outgoing Calls 21
 - Call list 35
 - Dial by a function key 29
 - Last External Number Redial 23
 - Make calls 21
 - Wait for dial tone 22
- Outgoing calls
 - Authority 31
 - Bypass 27
 - Call Waiting 25
 - Callback 24
 - Individual External Line 23
 - Intrusion 26
 - Number presentation restriction 22
 - Speed Dialing 27
 - When you receive a busy tone 24

P

- Parallel Ringing 19
- Pause length 86
- Personal Number 54
- Phonebook 37
 - Add a name and a number 40
 - Change a name and a number 41
 - Delete a name and a number 42
 - Make call 37
 - Special characters 39
 - Write text and numbers 38
- Placing the telephone 96
- Programming the ring signal 79

R

- Refer Back 45
- Ring signals 14

S

- Safety instructions 6
- Set the number of programmable keys 84
- Setting form for search profiles 60
- Settings 78
 - Date and Time 81
 - Enable/Disable the Call Timer 87
 - Flash time (R-key) 85
 - Handset, headset and loudspeaker volume 78
 - Headset Preset 88
 - Headset Ringing 89
 - Hearing aid compatibility 89
 - Message Waiting indication 90
 - Pause length 86
 - Programming the ring signal 79
 - Set the number of programmable keys 84
 - Telephone ID 83
- Short numbers 27
- Silent ring 18

- Speed Dialing 27

T

- Telephone ID 83
- Tones and signals 13
- Transfer 45
- Troubleshooting 97

V

- Voice Mail 65

W

- Wait for dial tone 22
- Wall mounting 95
- Warranty 5
- Welcome 4
- When you receive a busy tone 24
- Write text and numbers 38

Ericsson is shaping the future of Mobile and Broadband Internet communications through its continuous technology leadership. Providing innovative solutions in more than 140 countries, Ericsson is helping to create the most powerful communication companies in the world.

Ericsson Enterprise AB
All rights reserved.
For questions regarding the product,
please contact your Ericsson Enterprise Certified Sales Partner.
Also visit us on <http://www.ericsson.com/enterprise>

© Ericsson Enterprise AB 2006
EN/LZT 103 012 R1A

Subject to alteration without prior notice.