

Ericsson  
10 & 20 Button  
Digital Telephone  
User Guide



## Explanation of Button Functions

**Program:** Initiates and ends the programming of features.

**Function Buttons:** May be used to activate or cancel features, as user-programmed speed-dial numbers, or as appearance of other extensions. If function buttons have been pre-programmed to represent features or lines, they can only be changed by a request to ITS ServiceDesk/Telecommunication Services. Vacant function buttons may be programmed as indicated later in this guide.

**Clear:** Disconnects a call or, in programming mode, clears the display.

**Volume +:** Increases receiving volume level for hand set loudspeaker and ringing signal. The adjusted volume is stored for each mode.

**Volume -:** Decreases receiving volume level for handset, loudspeaker and ringing signal. The adjusted volume is stored for each mode.

**Display:** Gives information regarding calls, displays dialed numbers, and shows programming information. (Not all models have a display.)

### Access Lines

**Access 1:** Receives and places calls.

**Access 2:** Receives and places calls.

**Inquiry:** Places calls only.

**Accept 2<sup>nd</sup> Call:** When activated, allows a second incoming call to ring through on Access 2 if Access 1 is busy.

**Transfer:** Transfers calls to another extension.

**Mute:** When you press the Mute button, the connected party will not hear your conversation.

**Speaker:** Used for call progress monitoring and loudspeaker connection. 10 Button phones have a one-way receiving speaker only, the 20 Button phones have a two-way transmitting and receiving speaker.

† Some features listed in this guide are optional and may be subject to installation and/or monthly fees; they are marked with the symbol, †. To add, to change, or delete any of these features, submit a telephone service request to ITS Service Desk/ Telecom Services.

## **Placing Calls**

- Pick up handset and dial or
- Dial without picking up handset. (on phones with one-way speaker, pick up handset when called party answers.)
- For calls off-campus: dial 7 and then the number you wish to call.

## **Send Touch-tone Digits**

To send Touch-tone digits after dialing a number, e.g. calling card calls, pager access, and voice messaging systems:

- Press 9 after the called number answers.

## **Receiving Calls**

- Press flashing line button and pick up handset or
- Press flashing line button without picking up handset – call will be on loudspeaker (20 Button phone.)

## **To Receive calls on Access 2 line**

- Press Accept 2<sup>nd</sup> Call function button.

While activated, allows a second incoming call to ring through on Access 2 if Access 1 is busy.

- To cancel, press Accept 2<sup>nd</sup> Call again.

## **Using the Loudspeaker**

- To change from handset to loudspeaker, press Loudspeaker button and replace handset.
- To change from loudspeaker to handset, pick up handset.
- To adjust loudspeaker volume, when the loudspeaker is activated, use the Volume + and Volume – buttons to raise or lower the speaker volume.
- (Note: Older 10 Button phones have one way speakers)

## Call Hold

### **Exclusive Hold** (call can only be retrieved from your phone)

With party on line, press the line button holding the call.

- To retrieve the call, press the same button again.

### **Common Hold** (call can be retrieved from any phone)

With party on line, press 8 and hang up.

- To retrieve from the same phone, press line button holding the call.
- To retrieve from another phone with an appearance of the same line, press line button holding the call.
- To retrieve from another phone, dial extension where the call was parked, plus 8.

**Note:** If the extension where the call is parked has “Diversion Busy” feature activated, retrieving the call from another phone will not work.

### **Inquiry** (place call on hold to make second call)

With party on line, press available line button (first party is automatically on hold):

- Dial second party

To refer back to first party:

- Press the line button holding first party.

To alternate between calls:

- Press the line button holding the caller you wish to speak to (the other party is automatically on hold).

## Call Transfer

- With party on line, press available line button.
- Dial second party.
- After first ring, press Transfer button or
- Wait for answer, announce call, then press Transfer button.

**Note:** If second party is busy or does not answer, disconnect by pressing Clear button. Return to first party by pressing the line button holding the first call.

## Conference

- With first party on line, press an available line button.
- Dial second party (include access code if number is off-campus).
- After answer, press 3. Conference tone (one long beep) is heard and all three parties are connected. Note: if second party is busy or does not answer, disconnect by pressing the Clear button. Return to the first party by pressing the line button holding the first call. Repeat these steps to connect up to eight parties; a maximum of two may be off-campus numbers.

## Call Pick-up † (to answer another ringing extension)

Within your pre-programmed pick-up group:

- Press 11 to connect to the incoming call.

For directed call pick-up (to answer any ringing extension):

- Dial the ringing extension number; listen for the busy tone.
- Press 8 to connect to the incoming call.

## Last Number Redial (off-campus numbers only)

- Lift handset (or press available line button).
- Press \*\*\* to redial the last off-campus number dialed from your phone.

## Call Diversion (send calls to a pre-programmed answer point extension)

**All Calls** (all incoming calls will divert):

- Press \*2# (or press Call Divert function button). After dial tone, press Clear button.
- To cancel, press #2# (or press Call Divert function button). After dial tone, press Clear button.

**Busy** (calls divert only if your extension is busy):

- Press \*2 2 #. After dial tone, press Clear button.
- To cancel, press #2 2 #. Press Clear button.

**No Answer** (calls divert after ringing several times with no answer):

- Press \*2 1#. After dial tone, press Clear button.
- To cancel, press #2 1#. Press Clear button.

**Note:** Busy and No Answer diversion can be active at the same time.

**Follow-Me** (direct calls to a different extension):

- Press \*2\*, the extension you want your calls to divert to, plus #, then press Clear button.
- To cancel, press #2#, then press Clear button.

To **redirect** Follow-Me from the answering point after feature is activated:

- Press \*2\*, the original extension number, \*, the new extension you wish to redirect your calls to, plus #, then press Clear button.

To **cancel** Follow-Me from the answering point after feature is activated:

- Press #2\*, the original extension number, plus #, then press Clear button.

**Programming Function Buttons**

To **store** frequently called numbers:

- Press the Program button
- Press function button that will be used to store the number
- Enter number (include access code for off-campus numbers). Press function button again.
- Press Program button to complete entry.

To **dial** a stored number:

- Press the function button that represents the stored number.

**Note:** Vacant function buttons can also be used to store feature codes, such as Last Number Redial (\*\*), Call Pick-Up (11), or Send Touch-tone Digits (9), Follow-Me, Diversion, etc. To program, follow the same steps as above.

## Ring Signal Tone

You can program ten different ringing signal tones.

To **program**:

- Press Program button.
- Press a digit (0-9).
- The telephone emits a different tone for each of the ten digits.
- When you find the one you prefer, press the Program button.

## Ring Options

To **program**:

- Press Program button.
- Press line button to be programmed or changed.
- Enter one digit (0-6):
  - 0 = Silent (flashes only)
  - 1 = Normal ring
  - 2 = Rings after delay
  - 3 = Two rings at half volume (continues to flash)
  - 4 = Two rings at half volume after delay (continues to flash)
  - 5 = Automatic loudspeaker connection (Auto Answer function button must be activated for uses)
  - 6 = Automatic loudspeaker connection (no function button required)
- Press **line button** being programmed.
- Press Program button to complete entry.

To **Check the Ring Option** of a Line:

- Press Program button.
- Press **line button**; option number appears in display.
- Press Program button to clear display.

## Distinctive Tones

- **Confirmation Tone** (three short beeps): Feature accepted and confirmed.
- **Conference Tone** (long beep): Confirms conference connection.
- **Special Dial Tone** (pulsating dial tone): Extension has diversion invoked (All Calls or Follow-Me).
- **Intercept Tone** (alternating high/low tone): Feature blocked or dialing error.
- **Reorder Tone** (fast busy): Call blocked – Try again.

## Distinctive Rings

- **Internal** (on-campus): Single ring
- **External** (off-campus): Double ring
- **Automatic Callback**: Fast ringing for eight seconds

## **Volume Control**

The Volume control buttons are labeled + and -, and are located on the lower front of the telephone.

### **Ringling Volume:**

- While the phone is idle or ringing, use the + and – buttons to adjust volume up or down.

### **Handset Volume:**

- With the handset off the hook, use the + and – buttons to adjust volume up or down.

### **Loudspeaker Volume:**

- When loudspeaker is activated, use the + and – buttons to adjust volume up or down.

**Note:** on instruments with a display, volume level is graphically displayed when volume is being adjusted.

## **Accessing your Mailbox from your Telephone**

- Lift handset and access dial tone from your own line.
- Press Message Waiting Button (or dial 66245) and wait for instructions
- Enter your password
- You will hear your mailbox status telling you how many new messages you have, and the total number of messages.

## **Accessing your Mailbox from External Telephone**

- Call **756-6245** or call (805) 756-6245 if out of the calling area.
- Wait for Main Greeting. You may get the “Thank you for calling Cal Poly” greeting.
- Press \* # buttons.
- Enter your mailbox number. (Your 5-digit campus extension.)
- Enter your password.
- You will hear your mailbox status telling you how many new messages you have, and the total number of messages.

## Listening to Messages

- Access your mailbox
- If there are new messages, the system will start playing your first new message immediately: otherwise, the User Main Menu will be played

To listen to your saved messages Press 8

- While listening to messages
  - Skip forward in this message Press 6
  - Repeat/rewind this message Press 7
  - Pause Press #
- After listening to a message
  - Reply to this message Press 1
  - Copy (redirect this message) Press 2 twice
  - Erase this message Press 3
  - Skip to next message Press 4
  - Keep this message Press 5
  - To play message date/time stamp Press 8
  - Exit Press 9

## Record your Mailbox Name (This is what is heard by anyone who receives your voicemail message)

- Access your mailbox
- To change your mailbox options Press 6
- To review or change your mailbox name Press 2
- After listening to the active mailbox name (if recorded), you may:
  - Record a new mailbox name Press 1
  - Save new mailbox name Press 9

## Change your Password

- Access your mailbox
- To change your mailbox options Press 6
- To review or change your password Press 3
- After listening to the active mailbox name (if recorded), you may:
  - Record a new password. Your password should be 1 to 5 digits long but cannot start with zero. Press 1
  - Save this password. Press 9

## Forward Messages to Another Mailbox

**Note:** This feature applies to advanced and premium mailboxes only.

- Access your mailbox
- To change your mailbox options Press 6
- To review your mailbox message forwarding Press 4
- After listening to the active forwarding status, you may:
  - Change message forwarding Press 1
    - Enter the mailbox number you wish to forward your messages to.
  - Cancel Message forwarding Press 3
  - Exit Press 9

## Sending Messages

- Access your mailbox
- At the User Main Menu Press 1
- Record the message to be delivered
- When finished recording Press #
- Enter mailbox number or distribution list
- The system offers the following three functions:
  - Edit your message Press 1
    - Delete and re-record Press 1
    - Add to the message Press 2
    - Play the message Press 7
    - Continue with Send procedure Press 9
  - Message delivery options Press 2
    - Urgent Press 1
    - Private Press 2
    - Return Receipt Press 3
    - Future Delivery Press 4
    - Complete Send Procedure Press 9
  - Cancel the message destination Press 3
- To exit Press 9

## Record your Personal Greeting

- Access your mailbox
- To change your mailbox options Press 6
- To review or change your greeting Press 1
- After listening to the active mailbox greeting, you may:
  - Choose another greeting Press 1
    - Enter greeting number 1 through 4  
**Note:** Greeting number 4 is used for “Busy Greeting.” If recorded, greeting plays automatically for callers when your line is in use.
    - Exit Press 5
  - Record a new greeting Press 2
    - Record a new active greeting Press 1
    - Exit Press 2
  - Save new greeting Press 9

## Distribution Lists

**Note:** This applies to advanced and premium mailboxes only.

- Access your mailbox
- To change your mailbox options Press 6
- To review or change your distribution list Press 6
  - Enter the number of distribution list you wish to change
    - Add mailbox to this distribution list Press 1
    - Delete mailbox from distribution list Press 3
    - Play list of mailboxes in distribution list Press 7
    - Exit Press 9
  - Exit Press 9
  - If creating a large distribution list (10 or more), please ensure to send your message during non-business hours (7:00 A.M. – 6:00 P.M.) to avoid the high possibility of adversely affecting the voicemail system. Please check with ITS Service Desk/Telecom Services prior to sending a large distribution list.

## Quick Reference Guide

FEATURE	ACTIVATION	DEACTIVATION	PAGE
<b>Authorization Code</b>	* 6 * Auth. No. #		
<b>Call Pick-up</b>	(Must be programmed) Installation & Monthly fee applies		<b>4</b>
Group	11		
Directed	extension plus 8		
<b>Call Diversion</b>			<b>5</b>
All Calls	* 2 # or Call Divert	# 2 # or Call Divert	
No Answer-(only)	* 2 1 #	# 2 1 #	
Busy-(only)	* 2 2 #	# 2 2 #	
<b>Call Hold</b>			
Exclusive	press Access button		
Common	8		
<b>Conference</b>	3		<b>4</b>
<b>External Call Forwarding</b>	* 2 * extension # (Must be programmed) Installation & Monthly fee applies	# 2 3 #	
<b>Follow-Me</b>			<b>5</b>
Activate	* 2 * extension #	# 2 #	
Change	* 2 * own ext. * new ext. #	# 2 * own ext. #	
<b>Individual Abbreviated Dial</b>	(Must be programmed) Installation & Monthly fee applies		<b>6</b>
To program	* 5 1 * (0-9) * number #		
To Dial	** (0-9)		
<b>Last Number Redial</b>	*** For off-campus only		<b>5</b>
<b>Send Touch-tone Digits</b>	9		<b>1</b>