RAL Operations
Support Services Division

Telecommunications

TELEPHONE HANDSET USER GUIDE

This section describes the features of the Ericsson digital handsets. The instructions shown in Italics also apply to analogue handsets.

The Ericsson range of digital handsets and there main features are –

3210 Standard issue. Hands free dialling (no microphone). 6 program keys.

3211 Hands free dialling and speech. 10 program keys.

3212 As 3211, plus 2 line information display.

3213 Standard for boss/secretary. As 3211, plus 3 line information display and up to 30 program keys

4000 Series Ericsson Handsets

4220 Standard Issue. Replaces 3210. Hands free dialling (no microphone). 6 program keys. (replaces 3210)

4222 Hands free dialling and speech. 10 program keys. Headset socket. 2 line display (replaces 3212)

4223 .As 4222 plus 4 soft keys. Full display. (replaces 3213)

Both the 4222 and the 4223 can have additional program keys added by purchasing a side unit.

The program keys have functions assigned by the Telephone Help Desk at RAL or Carol Livesey, DL if you require function addition or changes.

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Making a call

Lift handset and dial **or**
Dial number directly without lifting handset. Your phone will automatically go into hands-free mode.
See "Abbreviated Dialling " for how to make calls using pre-stored numbers.

Abbreviated Dialling – Making a call

"Individual Abbreviated Numbers"	**digit under which no. is stored
Common Abbreviated numbers	See telephone web page or site directory
Dial by name	press button under which number is stored
Last external redial	***

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Abbreviated Dialling - Storing on keypad   *51*(0-9)* No.#

Dial *51* 0-9 on keypad * no to be stored #
To erase dial: #51*(0-9)#
To erase all: #51#

Abbreviated Dialling – Free buttons

Press: Program a free button enter number to be stored press button again press Program.
To erase, press program button to be cleared Press C then Program

Abbreviated Dialling – Common

A list of common abbreviated numbers is found linked to the site telephone web page. Those belonging to mobile phones are also listed in the site directory.

Volume Control

Press + or- key to increase /decrease
Tone ringer volume
Handset volume with handset lifted
Hands-free/loudspeaker volume when phone is being used in this mode.

Tone Ringer Character   Program (0-9) Program

Press Program then (0-9) on keypad then Program. A different ring tone is stored under each digit on the keypad.

Answering Calls

Lift handset or to go to hands-free mode:
Press Access button which is flashing (normally access 1) **or**
Press loudspeaker symbol

During Calls

You can switch from loudspeaker to handset during a call
To switch to handset if in hands-free mode - simply lift the handset
To switch to hands-free - press loudspeaker button and replace handset

Mute (secrecy button)

To stop your caller from hearing you press mute button. You will still be able to hear your caller. Do not attempt to muffle side-conversation by covering the mouthpiece it will not work.

Inquiry Call   Inquiry Access

During ongoing conversation, press Inquiry key. This puts the caller on hold. Dial number required
To return to first party press C to clear call to enquiry number and press access button where first party is on hold (normally access 1) **or**
Shuttle between the two, alternatively selecting the Inquiry and Access buttons.

Transferring a Call   Inquiry number Transfer

Press inquiry button to announce the call and if the called extension wishes to take the call, press transfer button

Holding a Call

Press the access button on which the call is in progress. This puts the caller on hold and neither of you will be able to hear the other. See Mute also

Conference Call   Inquiry 3

During ongoing conversation make Inquiry call, invite called party to join conference and dial "3". All three parties will then be connected. The person who initiates the conference is the Conference Leader and only he/she can bring in new members by repeating the above process.

Conference Call
Up to eight members (internal or external) can take part.
To leave a conference, hang up.

Conference Call (in-coming calls)   Free on Line 2 Access 2 & 3

You can join together in-coming calls to make a conference call with up to eight members as above. The significant difference is that the conference leader accepts calls onto their handset, rather than making a series of out going calls. To use this function you must have the facility called Free on Line 2 set up on your hand set.

To make a conference call in this way arrange for the delegates to ring your extension. Prior to the calls activate Free on Line 2 with the set function key. Answer the first call. The second call will then ring on the button labelled Access 2. Answering the call by pressing Access 2, the first call will be put on hold. Pressing 3 will join the parties in a three way conference.

This process may be repeated up to 8 participants. Toggle the Free on Line 2 key to prevent additional callers ringing during the conference. Parties hang up to leave the conference.

Call Back   6

If extension (internal number only) you called is busy or not answering, dial 6. The System will call you back when the extension is free. This function only stays on the system for 2 hours.

Call Back Cancelling   #37*ext.no.# or #37#

To cancel an individual call back dial #37*ext number #
To cancel all callbacks dial #37#

Diversion   *2*ext.no.# and
                                         *2*own ext.# and
                                  *2*own ext.*answering ext.#

Also known as "**Follow Me**", which is what is displayed in your telephone if a diversion is set

To divert all calls to another extension dial *2*ext no. #
To cancel divert #2#
To divert calls to an unknown extension, prepare your phone by dialing
*2*own ext. no.#
On arriving at the ext. where you wish to take calls, dial
*2*own ext. no.*answering ext. no. #
To cancel from answering ext., dial #2*own ext. no.#

External Diversion   *22#external no.#

To divert to an external number (mobile, home number etc) dial
*22#external number #
To cancel external divert dial #22#
The ability to do this is dependent on Class of Service contact Site Administration if you require this facility

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Free on line 2

The function is used if you wish to be able to receive an incoming call while engaged on another call.
Contact Site Administration to have this facility programmed.
To activate press Free on Line 2
To cancel press the button again
An incoming call on line 2 will be announced with one ring
To take the call, tell the existing party what you are doing this and press Access 2 (flashing). To end the call, press "C" and then Access 1 to return to the call on hold. You can shuttle between the calls by alternatively pressing Access 1 and Access 2.

Manager / Security-Monitor function

A Secretary's phone can be set up to monitor calls on one or more managers' phones. Both Manager and Secretary will be able to see when the other is engaged, each will have intercom type dialling and the ability to pick up and transfer each other's calls using short cuts. This facility is centrally controlled. If an extension is busy it will display a steady light on the monitor key, if a call is coming through to the monitored extension the monitor key will display a flashing light. A call can be taken using the monitor key by pressing the flashing button.

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Call pick up   *8#

If you are a member of a centrally configured pick up group you can answer a call ringing on someone else's extension (also in group) by dialling
*8#
To pick up a call from a known extension, which is not in your group, dial the ringing extension and then 8.

Number Log   N.Log Dial
N.Log Delete

The telephone number of a missed call is stored.
To call a missed number press N.Log button Dial button.

To delete off the number log press N.Log button Delete button

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Call By Name   Dir Surname Dial

To find an internal number in the directory press Dir type the Surname of the person you are looking for, press Dial

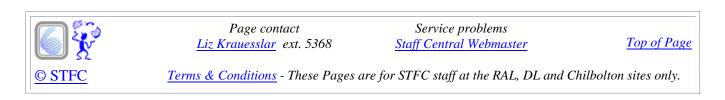# Personal Profiles   *10*profile number#

Calls can be diverted on busy, or on no answer after a specified number of seconds, using Personal Profiles. An extension can have up to 5 Personal Profiles and the user selects which one should be active. Each profile can have up to 5 internal or external destinations, which it will try in a defined sequence. If one of the destinations is to be voicemail it must be the last selected. The voicemail box used can only be the one linked to the original extension dialled.
*10*Profile number (in most cases No.1)#
To cancel divert to personal numbering profile :#10#

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