

Humboldt State University



Telecommunications
&
Network Services
826-5000

Digital User Guide

Humboldt State University owns and operates its own telephone switch, often referred to as a PBX (Private Branch Exchange). The campus PBX is a Model MD110, manufactured by Ericsson.

The MD110 supports two kinds of signaling; digital and analog. Digital telephones are proprietary, and are designed to take full advantage of the rich feature set available with the MD110.

The Ericsson 531 and 561 digital telephones are used with the MD110 telephone switch and provide single-key access to many of the MD110 features

The 531 and 561 offer on-hook dialing, programmable function keys, and adjustable ringer tone and volume. The 561 (pictured on the front cover) provides the additional features of speaker phone and the display feature which displays the date, time, number dialed, as well as programming information.

Important note:

Digital and Analog telephones are NOT interchangeable.
Damage may result, either to the instrument or the PBX if these telephones are plugged into the wrong jack.

If unsure, please call extension 5000 for assistance.

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Important Numbers and Access Codes

EMERGENCY	9 1 1
Campus Operator	0
Off-Campus Calls	9 + the number
Voice Mail System	6 9 9 9
Telephone Problems	5 0 0 0
On-Line Directory	www.humboldt.edu/~telcom

Exclusive Hold (Page 4)

To place call on Exclusive Hold

- Press line key that received call
- OR**
- Press vacant line key
- Lamp will change from steady to slow flash

Common Hold (Page 5)

With party on line

- Press **Com Hold**
- Hang up

Inquiry/Consultation Hold (Page 5)

With party on the line

- Press **Access 2**
- Dial second party
- To alternate between parties If answered, press **Access 2** or **Access 1**

Transfer (Page 6)

To transfer with party on the line

- Press **Access 2**
- Dial second party
- Press **Transfer**
- Hang up

Conference Calls (Page 6)

With first party on the line

- Press **Access 2**
- Dial second party
- If answered, press **Conf** and wait for long beep, then connected
- If no answer, press **Clear**

Call Waiting (Page 8)

To send to busy extension

- Press **5**
- Busy tone changes to ring
- Wait for party to answer

Automatic Call-Back (On-campus Only) (Page 12)

Extension is busy or does not answer:

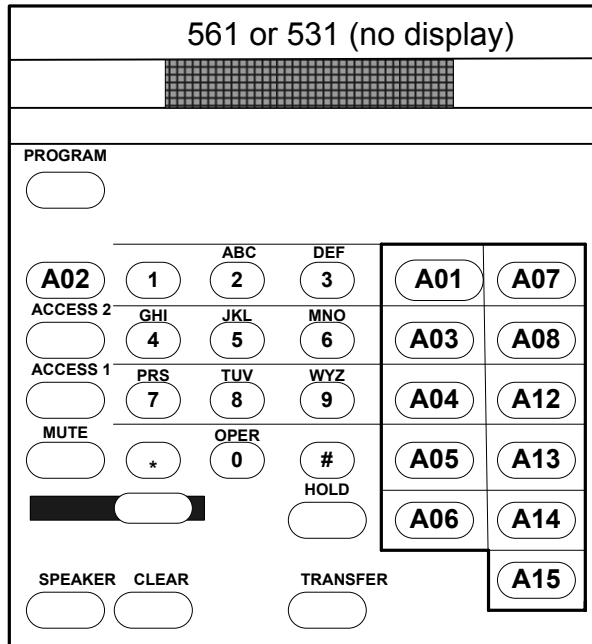
- Press **6**
- Listen for 3 beeps
- When extension becomes available your phone will fast ring for eight seconds
- Lift handset before ringing stops
- Called extension rings

Function Keys

The 531 and 561 digital telephones have 20 function keys. Eight of these keys have fixed functions, and the remaining 12 can be programmed for additional features.

FIXED KEYS

Access 1	Receives and places calls
Access 2	Receives and places calls
Access 3	Place calls on exclusive hold. Serves as third access to place calls
Transfer	Transfer Calls
Clear	Disconnect active call or operation
Speaker	Activates speaker
Mute	Mutes your voice to other end while other end still audible
Prog	Toggle programming mode



Programmable keys are designated A01 through A15 and may be set to any one of the following:

Accept Second Call (ODN2)	Page 13
Call Back (CAB) [can also use 6]	Page 12
Call Pick Up [Common Hold] (CUP)	Page 5
Conference (CNF)	Page 6
External Number Redial (ENR)	Page 10
Telephone Number Store (TNS)	Page 10
Voice Mail Message Waiting (MEW)	Page 13

Features

Placing Calls

- Lift handset and dial **OR**
- Dial without lifting handset (*Call set up is heard through speaker. See below*)
- Pickup handset to speak (531 required) **OR**
- Listen and speak hands-free through speaker and microphone.

Receiving Calls/Calls on other lines

- Lift Handset **OR** Press flashing key
(*Call is heard through speaker. Speak to microphone.*)

SPEAKER

The 561 is equipped with a speaker and microphone to permit hands-free conversations. The lamp to the left of the speaker key indicates hands-free mode. To change from handset to hands-free listening, press speaker key and replace handset into cradle. To change from hands-free to handset operation, pick up handset from cradle. Adjust speaker volume with the sliding control above speaker key. The 531 speaker can be used for listening, but not for speaking.

DIRECTED CALL PICK UP

Any call ringing into a campus extension may be picked up from another telephone. This feature works only on extensions which have not initiated Divert to Voice Mail when Busy feature.

- Dial the number of the ringing extension
- Listen for the busy tone
- Press **8**

GROUP CALL PICK UP

Multiple extensions may be put into a common pick-up group. Calls to an extension within the group may pick up a call ringing into another extension within the group. To do so;

Press **7 7**

EXCLUSIVE HOLD

Calls may be placed on hold and cannot be retrieved from another telephone.

Place on Hold

- Press line key that received call
OR
- Press vacant line key (Access 1, Access 2 or Hold)
- Lamp will change from steady on to a slow flash

Features

Retrieve Call on Hold

- Press line Key
- Slow flash goes steady

COMMON HOLD

The Common Hold feature permits a user to place a party on hold. A call placed on common hold may be picked up from another extension with the same line appearance.


With the party on the line

- Press 
- Hang up

Retrieving a call on Hold From your desk

- Pick up the handset
- Press flashing line

Retrieving a call on Hold Another Location


- Dial the extension where call placed on hold
- Listen for busy tone
- Press 

Note: If you have diverted your calls to go to voice mail when you are on the telephone, this feature will not work as directed here.




INQUIRY/CONSULTATION HOLD

The Inquiry feature allows a user to place a call on exclusive hold that cannot be picked up by another extension. While on hold, the user can alternate between the original call and a second call.

With the party on the line

- Press 
- Dial second party

To alternate between parties


- Press  **OR**  **OR** initiate a conference call with all parties by pressing 

Features


CONFERENCE

The Conference feature allows a user to initiate a conference call with up to eight parties. After establishing a conference call, conference members may drop out or be added at any time.

With the party on the line

- Press 
- Dial second party

After Answer

- Press 
- Listen for long beep
- All parties connected
- Repeat steps to connect up to 8 parties


No Answer

- Press 


TRANSFER

Transfer allows a station user to extend an active call that has been placed on hold to a third extension. Calls may be “blind” transferred by pressing transfer before the third extension is answered or the call may be “announced” by waiting for the third extension to answer.

With the party on the line

- Press 
- Dial second party


After answer

- Announce Call
- Press 
- Hang up

Before answer

- Press 
- Hang up

Busy, No answer

- Press 
- Press 
- Returned to caller

INDICATOR LAMPS

Each function key has an associated Lamp.

Lamp is	Indicating
On	Line engaged or feature activated
Off	Line available or feature is idle
Flash	Incoming Call
Slow Flash	Call on hold
Fast Flash	Line in use by another

RING VOLUME

The ringer volume can be adjusted to four levels by a sliding switch located on the right side of the instrument.

RING TONE

The ringer tone can be adjusted by a four position slide switch on the right side of the instrument. This is useful to distinguish an instrument from others nearby.

DISTINCTIVE RINGS

Distinctive ringing provides a unique ringing cadence which permits station users to distinguish between different types of incoming calls. Three types of ringing signals are provided.

Ring	Indication
Single Ring	On-campus call
Double Ring	Off-campus call
Interrupted Fast Ring	Call back

RING OPTIONS

Ring options can be programmed by the user to flash lamps and delay or suspend ringing as required.

To Change Ring Options	Options
1- Press Prog	0 Silent (flashes only)
2- Press the line key to be changed	1 Normal Ring
3- Enter ring option [see right]	2 Rings after delay
4- Press line key	3 Two rings Continues to flash
5- Lamp is off	4 Two rings after delay continues to flash
6-Press Prog	5 Conditional Automatic Answer Call answered after a warning tone Requires Auto Answer function key
	6 Unconditional Automatic Answer Call answered after a warning tone if access line is free.

DISTINCTIVE SYSTEM TONES

Distinctive tones inform the user of call progress and feature activation.

Sound	Tone Indication	Tone Name
Single long beep	Member joined conference call	Conference
Single short beep	Member left conference call	Conference
Three short beeps	Feature accepted and confirmed	Confirmation
Pulsating dial tone	Message waiting OR	Message Waiting
	Phone has been diverted	Diverted
Single beep	On-campus call waiting	Call Waiting
Double beep	Off-campus call waiting	

CALL WAITING

Call Waiting alerts a station engaged on a call that another call is attempting to ring in. Campus extensions can choose to send a call waiting tone to another campus extension. Call waiting tone is automatic from off campus calls.

Send call waiting tone

- Hear busy signal
- Press **5**
- Busy tone changes to ring if Call Waiting is accepted
- Wait for party to answer

Answer Call Waiting

- Depress flashing key (Access 2)

Note: After accepting a second call, transfer of first call is not possible. You must first disconnect one of the calls in order to transfer the other call.

CALL DIVERSION

The Call Diversion feature re-routes a station's incoming calls to an alternate number. There are three types of Call Diversion; All Calls, No Answer and Busy. Preprogrammed answering points may be voice mail or to another campus extension. Pre-programming of the answer point is done by the system administrator.

The Diversion All Calls feature automatically reroutes all incoming calls to a preprogrammed answering point. Press the Call Divert button if available **OR**

Divert All Calls

- Lift Handset
- Press *** 2 #**
- Listen for pulsating tone
- Hang up

Undivert All Calls

- Lift Handset
- Press **# 2 #**
- Listen for dial tone
- Hang up

Features

The **Diversion No Answer** feature re-routes all incoming calls not answered within a given interval (four to five rings) to the preprogrammed answering point. After the first diversion, subsequent calls are diverted in two rings until a call is again placed or answered from the extension.

Divert No Answer

- Lift Handset
- Press *** 2 1 #**
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert No Answer

- Lift Handset
- Press **# 2 1 #**
Listen for dial tone
- Hang up

The **Diversion Busy** feature diverts incoming calls placed to a busy station to a preprogrammed answering point, e.g. voice mail. *Note: If this option is in place a caller to your extension may not use automatic call back, nor will you be able to pick up calls on your instrument from another telephone.*

Divert Busy

- Lift Handset
- Press *** 2 2 #**
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert Busy

- Lift Handset
- Press **# 2 2 #**
Listen for dial tone
- Hang up

FOLLOW ME

The **Follow Me** feature allows a user to forward all calls to another campus extension. It is possible to redirect and/or cancel the Follow Me from the other extension without returning to your station.

Activate Follow Me

- Lift Handset
- Press *** 2 ***
- Dial extension where calls to follow to
- Press **#**
- Listen for pulsating dial tone
- Hang up

Redirect Follow Me

- Lift Handset at current answer point
- Press *** 2 ***
- Dial your extension
- Press *****
- Dial the new answer point number
- Press **#**
Listen for dial tone
- Hang up

Cancel Follow Me from

Answer Point

- Lift Handset
- Press **# 2 ***
- Dial your extension
- Press **#**
- Listen for pulsating dial tone
- Hang up

Your Phone

- Lift Handset at current answer point
- Press **# 2 #**
Listen for dial tone
- Hang up

Note: Stuttered dial tone will remind the user that calls are diverted.

Features

SPEED REDIAL (Off-campus calls only)

If you would like to redial the last off-campus number called,

- Press *** * ***

EXTERNAL NUMBER REDIAL

By depressing this function key while placing an off-campus call, (even if busy or not answered) the current dialed number is stored and will remain until overwritten by a new entry.

Depressing this key when dialing will recall the stored number and dial automatically

TELEPHONE NUMBER STORE (TNS)

TNS keys may be programmed to store key sequences up to 20 keystrokes.

To Store Number

- Press **Prog**
- Press vacant TNS key
Lamp is on
- Enter the number (include 9 if off-campus)
- Press TNS key
Lamp is off
- Press **Prog**
Lamp is off

To use a stored number

- Press TNS key
Number is automatically dialed

To clear a Stored Number

- Press **Prog**
- Press TNS key you wish to clear
Lamp is on
- Press the Clear Key
- Press TNS key again
Lamp is off
- Press **Prog**
Lamp is off

Features

INDIVIDUAL ABBREVIATED DIALING (optional feature)

The Individual Abbreviated Dialing (IAD) feature allows users to program abbreviated dialing numbers for frequently called numbers. When an IAD code is dialed, the system automatically dials the preprogrammed number. Stations can have up to ten individual abbreviated numbers of up to 20 digits in length. IAD numbers can represent on-campus and/or off-campus numbers, as well as feature codes.

To Program or Reprogram Numbers

- Lift Handset
- Press * 5 1 *
- Enter one Digit(0-9) to represent dialed number
- Press *
- Enter number (include access code 9 if off-campus)
- Press #
- Hang up

To Dial Abbreviated Number

- Lift Handset
- Press * * 0-9
- The system will dial automatically

To Cancel/Reprogram Abbreviated Number

- Lift Handset
- Press # 5 1 * 0-9 #
- Hang Up or Follow program numbers (see above)

To Cancel/Reprogram All Abbreviated Numbers

- Lift Handset
- Press # 5 1 #
- Hang Up

Features

AUTOMATIC CALL BACK (On-campus calls only)

Automatic Call Back feature allows a user calling a campus extension that is busy to request a callback when the station becomes free. (The user may make and/or receive calls while the Automatic Call Back feature is in effect.) When the station marked for call back becomes available, the system will ring the user's extension with eight seconds of fast ringing. Lifting the handset will place a call to the extension marked for Automatic Call Back. (The user must pick up the handset before the ringing stops, or the call back will be canceled.) Several Automatic Call Backs can be activated at the same time. An Automatic Call Back cannot be initiated to an off-campus number.

Dial the on-campus extension, hear busy signal

- Press 6
- Listen for three beeps
- Hang Up
- When marked extension becomes available, there will be eight seconds of fast ringing. Lift the handset, the extension on call back will ring

Canceling Automatic Call Back

Should the user decide that they no longer need the automatic call back feature activated and do not want to be disturbed by the eight seconds of ringing, the Call Back request may be canceled.

One Extension

- Lift handset
- Press # 6 *
- Dial extension number
- Press #

All Extensions

- Lift handset
- Press # 6 #

Additional Features

ACCEPT SECOND CALL (ODN2)

When engaged on a call, other incoming campus calls will ring through on the alternate access line if available and if ODN2 is set.

ADDITIONAL DIRECTORY NUMBER (ADN)

Additional extension numbers may be programmed into a function key. Calls may be placed and received from these extensions.

HOTLINE

This feature allows you to establish an immediate non-dialed connection between two stations. Each station requires a Hotline key dedicated to the other.

INTERCOM (ICL)

A function key may be programmed to allow individuals to be members of an intercom group. Calls may be made to an intercom member by pressing the intercom function key and dialing the last two digits of the intercom member's extension.

MULTIPLE DIRECTORY NUMBER (MDN)

Function keys may be programmed to have a line appearance of another campus extension. Calls may be placed or received from these extensions.

MULTIPLE DIRECTORY SPEED DIAL (MNS)

This feature is similar to the Multiple Directory Number, however, it will speed dial the line it is associated to.

VOICE MAIL MESSAGE WAITING (MEW)

A key programmed with this feature will light when a voice mail message is waiting. In this state and when the key is depressed, the system will dial the voice messaging server.

Voice Mail Quick Tips

Automatic Date & Time	4 2 1 4
Bypass System Greeting	#
Date & time (for a single message)	0 5
Erase, Re-record Greetings	*
Away from the phone	4 3 1 2 1
On the phone	4 3 1 2 2
Locate messages	
Sent	3 1
Received	
On Campus	3 2 1
Off Campus	3 2 2
Password, Changing	4 2 1 1
Pause during playback	2
Press the wrong key?	*
Quick message delete	3 3 7
Quicken message playback	6
Reply to message	8 Record # #
Skip to next message	#
Skip to saved message	# #
Slow message playback	4
Volume during playback	9

