

Humboldt State University



Telecommunications
&
Network Services
826-5000

203 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 digital telephones are used with the MD110 telephone switch and provide single-key access to many of the MD110 features.

The 203 instrument offers on-hook dialing, programmable function keys, adjustable ringer tone and volume, speaker phone, and the display feature which displays 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 7)

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 8)

With party on line

- Press **Com Hold**
- Hang up

Inquiry/Consultation Hold (Page 8)

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 9)

To transfer with party on the line

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

Conference Calls (Page 9)

With first party on the line

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

Call Waiting (Page 11)

To send to busy extension

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

Automatic Call-Back (On-campus Only) (Page 15)

Extension is busy or does not answer:

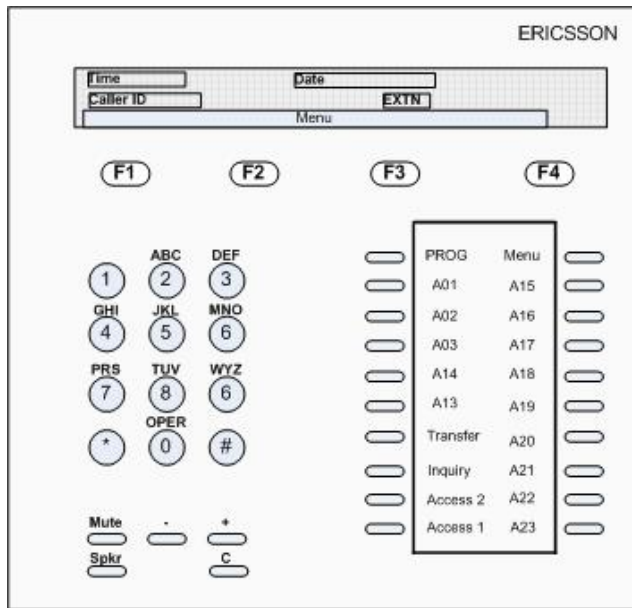
- Press **6**
- Listen for 3 beeps
- When extension becomes available your phone will fast ring for eight seconds
- Lift handset before ringing stops
- Called extension rings

Function Keys

The 203 digital telephone has 26 function keys. Thirteen of these keys have fixed functions, and the remaining 13 can be programmed for additional features.

FIXED KEYS

Access 1	Receives and places calls
Access 2	Receives and places calls
Inquiry	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
F1 – F4	Function keys for programming the phone features
Menu	Toggles menu on the bottom of the screen



Programmable keys are designated A1 through A23 and may be set to any one of the following:

- Accept Second Call (ODN2)
- Call Back (CAB) [can also use **6**]
- Call Divert (CAD)
- Call Pick Up [Common Hold] (CUP)
- Conference (CNF)
- External Number Redial (ENR)
- Telephone Number Store (TNS)
- Voice Mail Message Waiting (MEW)

Menu and Function Keys (F1 – F4)

Programmable Keys Descriptions

Menu Toggles the menu display on and off. The displayed menu is

ENTER AUTH CODE			
LOCK	ACC	AUTH	TIME
F1	F2	F3	F4

LOCK Press F1 to lock the phone's settings

ACC Press F2 to enter an Account code

AUTH Press F3 to exit the Authorization Code

TIMER Press F4 to start the timer function

F1 Prompts you to enter the auth code to lock the instrument

ENTER AUTH CODE			
CLEAR	DEL	ENTER	
F1	F2	F3	F4

CLEAR Press F1 to erase the digits entered for the auth code

DEL Press F2 to erase the digits entered for the auth code

ENTER Press F4 to exit the current menu

F2 Prompts you to enter the Account Code. This allows you to charge the call to another extension/department.

ENTER ACCOUNT CODE			
CLEAR	DEL	ENTER	
F1	F2	F3	F4

CLEAR Press F1 to erase all the digits entered for the account code

DEL Press F2 to erase the last digit entered for the account code

ENTER Press F4 to exit the current menu

Menu and Function Keys (F1 – F4)

F3 Enter the auth code. This feature allows you to use an auth code to override the phones current class of service.

ENTER AUTH CODE			
CLEAR	DEL	ENTER	
F1	F2	F3	F4

CLEAR Press F1 to erase all the digits entered for the auth code
DEL Press F2 to erase the last digit entered for the auth code
ENTER Press F4 to exit the current menu

F4 Toggle the display between the date display and the timer. The timer feature will display the time since the timer was started by pressing F1.

START	RST	DATE	EXIT
F1	F2	F3	F4

START Starts the timer. While running STOP is displayed in the F1 position. To stop the timer, press F1 again.
RST Press F2 to reset the timer to 0. Press F1 to start it again.
DATE Toggles display between the date and the timer function
EXIT Press F4 to exit the current menu

Features

PLACING CALLS

To place a call

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

To receive a call or calls on other lines

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

SPEAKER

The 203 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 the 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 + and - buttons.

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 the Divert to Voice Mail when Busy feature.

To pickup a call ringing on another line

- 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 pickup a call within the pickup group

- Press **7 7**

EXCLUSIVE HOLD

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

To place call on Exclusive 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 Exclusive 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 **Com Hold**
- Hang up

To retrieve a call on Common Hold

From your desk

- Pick up the handset
- Press flashing line to retrieve call

From another location

- Dial the extension where call placed on hold
- Listen for busy tone
- Press **8**

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 **Access 2**
- Dial second party

To alternate between parties

- Press **Access 2** OR **Access 1**

OR

- Initiate a conference call with all parties by pressing **Conf**

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 first party on the line

- Press **Access 2**
- Dial second party

After Answer

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

No Answer

- Press **Clear**

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.

To transfer with the party on the line

- Press **Access 2**
- Dial second party

After answer

- Announce Call
- Press **Transfer**
- Hang up

Before answer

- Press **Transfer**
- Hang up

If busy or no answer

- Press **Clear**
- Press **Access 1**
- Returned to caller

INDICATOR LAMPS

Each function key has an associated Lamp.

Lamp is

On
Off
Flash
Slow Flash
Fast Flash

Indicating

Line engaged or feature activated
Line available or feature is idle
Incoming Call
Call on hold
Line in use by another

Features

RING VOLUME

The ringer volume with the + and - buttons.

RING TONE

The ringer tone is changed using the **Prog** key and the digit keys **0-9**

To change ring tone

- Press **Prog**
- A digit from 0 to 9 to select the ring. A sample of the ring will be played
- Press **Prog**

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 Signal

- Single Ring
- Double Ring
- Interrupted Fast Ring

Indication

- On-campus call
- Off-campus call
- 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	Ring Options
<ul style="list-style-type: none"> • Press Prog • Press the line key to be changed (Lamp is on) • Enter ring option • Press line key • Press Prog 	<ul style="list-style-type: none"> 0 Silent (flashes only) 1 Normal Ring 2 Rings after delay 3 Two rings, continues to flash 4 Two rings after delay, continues to flash 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.

Features

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	
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.

To Send call waiting tone

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

To Answer Call Waiting

- Press the flashing key, **Access 2**

CALL DIVERSION

The Call Diversion feature re-routes a station's incoming calls to an alternate number. There are four types of call diversion; All Calls, No Answer, Busy and Follow Me. 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 Divert All Calls feature automatically reroutes all incoming calls to a preprogrammed answering point.

To Divert All Calls

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

To 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.

To Divert No Answer

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

To 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.

To Divert Busy

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

To 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 3 beeps and then the 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

Features

Cancel Follow Me from

Your Phone

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

Answer Point

- Lift handset at current answer point
- Press **# 2 ***
- Dial your extension
- Press **#**
- Listen for pulsating dial tone
- Hang up

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

SPEED REDIAL (Off-campus calls only)

This Speed Redial feature will redial the last off-campus number called.

To use speed dial

- Press *** * ***

EXTERNAL NUMBER REDIAL

Like the Speed Redial feature, The External Number Redial (ENR) feature will dial an off-campus number. The difference is that you will choose the number to save.

To save a number using External Number Redial

- Dial an off-campus number
- Press the ENR function key to save the number

To use the External Number Redial function key

- Press the ENR key to dial the number
- The number will be dialed automatically

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 (+ 9 if off-campus)
- Press TNS key
Lamp is off
- Press **Prog**
Lamp is off

To use a stored number

- Press the TNS key
- Number is automatically dialed

Features

INDIVIDUAL ABBREVIATED DIALING (optional feature programmed by System Administrator)

The Individual Abbreviated Dialing (IAD) feature allows users to program a speed dial code for frequently called numbers or features. 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.

To Program or Reprogram Numbers

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

All Abbreviated Numbers

- Lift the handset
- Press # 5 1 #
- Hang Up

Features

AUTOMATIC CALL BACK (On-campus calls only)

Automatic Call Back (ACB) feature allows a user calling a station that is busy, or does not answer, 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.

To request an automatic call back

- Dial the on-campus extension, hear busy signal or no answer
- 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

To cancel an automatic call back

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

4 3 1 2 1

Away from the phone

4 3 1 2 2

On the phone

Locate messages

3 1

Sent

Received

3 2 1

On Campus

3 2 2

Off Campus

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

Telephone Quick Reference

Automatic Call-back	(6)
Cancel	(#) (6) (#)
Call Diversion	
All Calls	(*) (2) (#)
Cancel	(#) (2) (#)
No Answer	(*) (2) (1) (#)
Cancel	(#) (2) (1) (#)
Busy	(*) (2) (2) (#)
Cancel	(#) (2) (2) (#)
Follow me	(*) (2) (*) Extension (#)
Cancel	(#) (2) (#)
Call Pick-up	
Group	(7) (7)
Directed	Extension number (8)
Call Waiting	
Send	(5)
Individual Abbreviated Dialing	(*) (*) (0-9)
Last Number Redial (off campus)	(*) (*) (*)