Dialog 4187 Plus

BusinessPhone Communication Platform

User Guide

ERICSSON ≋

Table of Contents

Welcome

Welcome to the User Guide for the Dialog 4187 Plus in the BusinessPhone Communication Platform from Ericsson. The BusinessPhone Communication Platform consists of BusinessPhone 50, BusinessPhone 128i, and BusinessPhone 250.

The features described in this User Guide are related to version 8.0 or higher of the BusinessPhone Communication Platform. Some might not work in earlier versions of the system and/or might be protected by a license that has to be bought separately.

The User Guide describes the features of the BusinessPhone Communication Platform and the Dialog 4187 Plus with a default programming. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

The latest version of this User Guide can also be downloaded from: http://www.ericsson.com/enterprise/

Copyright

Warranty

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

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.

- The handset may attract and retain small metal objects in the earcap region.

Disposing of the product

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

Description
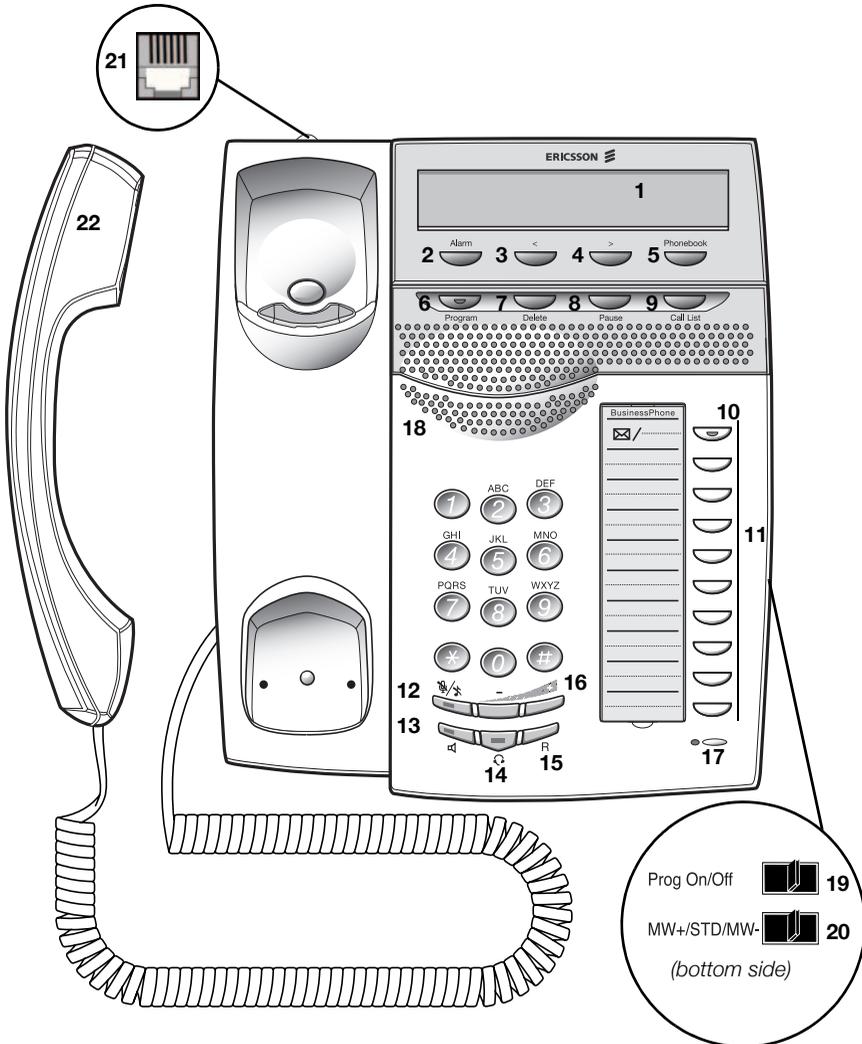
1   Display
2x24 characters. See section "Display Information" on page 11.

2   Alarm
To set or view an alarm. See section "Alarm" on page 57.

3   Scroll left
Scroll left in redial list, menus and Phonebook.

4   Scroll right
Scroll right in redial list, menus and Phonebook.

5   Phonebook
To access the integrated telephone directory. See section "Phonebook" on page 21.

6   Program
a.   To activate the programming mode.
b.   To show the duration of the last incoming call. See section "Call Timer" on page 34.

7   Delete
a.   To delete the last entry, and backspace function.
b.   To cancel an alarm. See section "Alarm" on page 57.

8   Pause
Not used in conjunction with the BusinessPhone Communication Platform.

9   Call List
The last 50 dialled/received numbers are stored for redialling. See section "Call List" on page 18.

10   Message Waiting
A flashing light indicates a waiting message. See section "Mailbox System" on page 45.

11   Programmable keys
Ten keys (including the Message Waiting key) for storing frequently called numbers. You can store two numbers per key, see section "Dial-by-Name" on page 26.

12   Mute
a.   Switch microphone in handset, headset or handsfree microphone on or off. See section "During Calls" on page 27.
b.   Mute ringing tone in idle mode temporarily. See section "Mute" on page 28.

13   Loudspeaker key
For handsfree mode. See section "During Calls" on page 27.

14 **Headset key**
See section "Headset" on page 88.

15 **R-key**
To make an inquiry, to transfer a call or to establish a conference, see section "During Calls" on page 27.

> **Note:** *Sometimes it is necessary to change the flash time for the R-key, see section "Flash Time" on page 78.*

16 **Volume control**
To adjust the volume for the handset, headset and loudspeaker. See section "Handset, Loudspeaker and Headset Volume" on page 70.

17 **Microphone**

18 **Loudspeaker**

19 **Prog On/Off switch**
To enable or disable the program key. See section "Settings" on page 69.

20 **Message Waiting switch**
To switch the Message Waiting indication on or off. Also used to reverse the polarity in case of crossed line cables. See section "Settings" on page 69.

21 **Data port**
To connect a modem, PC or other telephone equipment.

22 **Handset with hearing aid function**

> **Please note:** *The handset may attract and retain small metal objects in the earcap region.*

Display Information

The display gives you visual feedback on all actions that you perform. When your phone is idle, the upper line shows your name and extension number (if programmed, see section "Telephone ID" on page 74). The lower line shows the date and the time.

```
SMITH 4711
                  12-05 11:55
```

During an outgoing call, the display shows the dialled number in the lower row on the right and when the call is established also the Call Timer in the upper row on the right:

```
SMITH 4711         00:01:53
                 00043181100
```

When an incoming call is ringing on your phone, the display shows the caller's number in the upper row on the right. The caller's number can be an internal or an external number if provided by the network provider. If no external number is provided the internal number of your trunkline is displayed.

```
                 22281005446
                  12-05 11:55
```

When answering the call, the display shows the caller's number on the lower row on the right and the Call Timer in the upper row on the right. If the caller's number is stored in the integrated Phonebook, the number will be replaced by the dedicated name.

```
SMITH 4711         00:01:23
                 22281005446
```

Your display also assists you during programming by showing the activated menu, for example:

```
HEADSET PRESET
```

Tones & Signals

Tones are audible in the handset.

Dial tone
(System ready to accept digits)

Special dial tone
(System ready to accept digits.
The special dial tone indicates an
active diversion, an active absence
information or waiting messages.)
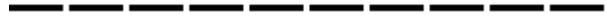
Ringing tone
(Ringing signal to called party)

- repeated after 4 s

Special ringing tone

- repeated after 4 s

Busy tone
(Called party is busy)

Number unobtainable tone
(Called number not accessible or vacant)

Call Waiting tone

Blocking tone
(Call cannot be executed due to
congestion or called party blocked)

Verification tone
(Verification that ordered function is
accessed)

Intrusion tone
(Sent to all parties during Intrusion)

Ringing signals are emitted from the phone.

Internal ringing signal

- repeated after 4 s

External ringing signal

- repeated after 4 s

Automatic Callback signal

Note: *The tones and ringing signals in this guide refer to the standard system but may vary between countries.*

Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons.

Please note the following:

- **Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.**

- **Avoid using a phone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.**

- **Do not use the phone to report a gas leak in the vicinity of the leak.**

- **Use only the power adapter supplied with the telephone.**

- **The handset may attract and retain small metal objects in the earcap region.**

Incoming Calls

A ringing signal indicates an incoming internal or external call.

Answer Calls

Lift the handset.

Handsfree

You can also answer calls handsfree.

Press without lifting the handset.
You are connected to the caller via the loudspeaker and microphone.

Press to terminate a handsfree call.

Headset

If a headset is connected to your phone:

Press without lifting the handset.
You are connected to the caller via the headset.

Press to terminate a headset call.

BusinessPhone – Ericsson Dialog 4187 Plus

To another extension (Call pick-up)

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.

6 **Press.**

> **Note:** *The number for answering calls to another extension may differ from country to country, see table "Alternative Programming for Camp-on, Automatic Callback, Call Pick-up, Intrusion" on page 69.*

Answer a second call

See section "Call Waiting" on page 32.

Silent Ringing

This function is useful if you do not want to be disturbed by the ringing of the telephone.

In idle mode:

Press to turn the ringing tone temporarily off.
The Mute key flashes in slow intervals, and the display shows:

```
SMITH 4711         RINGER OFF
                   12-05 11:55
```

If you receive an incoming call when the ringer is off, the display will toggle between RINGER OFF and INCOMING CALL.

Press any key to turn the ringing tone back on.

Outgoing Calls

Make Calls

To make internal and external calls:

Lift the handset:

Dial either a directory number to make an internal call.

Or:

0

Dial the digit(s) for external line access and the desired public number.

> **Note:** *Which digit to press for external line access depends on the configuration of the system.*

The display shows the dialled number in the lower row:

```
SMITH 4711            00:00:00
                   00043181100
```

Replace the handset to end the call.

> **Note:** *For faster calling, see sections "Common Abbreviated Numbers" on page 24 and "Dial-by-Name" on page 26.*

Handsfree

You can also make calls handsfree.

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.

Headset

If a headset is connected to your phone:

Press without lifting the handset.

Dial the number.
You are connected to the caller via the headset.

**Press to terminate a headset call.**

Call List

The Call List includes a complete history of recently made calls. It offers access to previously dialed/received, internal/external numbers.

The Call List provides following options:

*   Storing the last 50 dialed/received calls (first in - first out principle).
*   Calling or erasing the listed entries.
*   Scrolling through the list, starting with the last dialed/received call.
*   Indication of time and date of the calls.
*   Indication of the number of call attempts.

In case of any new missed calls in the list their number is shown on the display.

The example below shows two new missed calls

```
4711                02 New
            22-11 08:35
```

Press the Call List key.
The display shows the last dialled/received number.

Example 1: Incoming call

```
                             22281100
POS 1          N 02    21-11 19:45
```

POS 1	states that the number is stored at the first position.
22281100	states the caller's number
N 02	states two call attempts were received for this number. The maximum number of call attempts is 99.
21-11 19:45	states that the date and time of the last call attempt.

Example 2: Outgoing call

```
POS 2                   00:13:23
                          12345
```

POS 2	states that the number is stored at the second position.
00:13:23	states the call duration of the call
12345	states the dialled number

> **Note:** *Repeated outgoing calls to the same number are only stored once.*
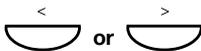
< or > Press to scroll through the Call list.
When the desired call list entry appears in the display you have the option to call or to delete the entry.

> **Note:** *Once a new missed call has been displayed, the telephone automatically marks it as read and the counter in the idle display will be reduced accordingly.*

Lift the handset to call the entry
The number is shown in the display while dialling and during the call.

> **Note:** *When a call list entry of type "incoming" (see Example 1 above) is called it automatically changes to the type "outgoing" (see Example 2 above).*

Delete

Press and hold for two seconds to delete the entry
When the erasing procedure is completed

> **Note:** *If the Delete button is pressed and hold for eight seconds the entire list will be deleted. When the erasing procedure is completed the telephone switches back to the idle display.*

Phonebook

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

The Phonebook lists all names in alphabetical order. You can freely add to, delete from, and edit names and numbers in the Phonebook. For programming, see section "Settings" on page 69.

Select an entry

Phonebook

Press.
The display shows the first Phonebook entry, with the name in the upper row and the number in the lower row:

```
                    BOBBY BROWN
              00046812346789
```

If you are looking for another entry:

< or >
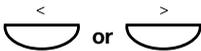
Press to search the Phonebook.

Or:

ABC DEF
1 2 3

Enter the first character of an entry by pressing a digit.
For entering a character, see section "Write Text" on page 86.

Make a call

When the display shows the desired entry:

Lift the handset.

Automatic Callback

You call an extension and receive busy tone or get no answer.
Automatic Callback can also be used if no external line is free.

5 **Press.**
Verification tone.

> **Note:** *The number for Automatic Callback may differ from country to country, see table "Alternative Programming for Camp-on, Automatic Callback, Call Pick-up, Intrusion" on page 69.*

Replace the handset.
You are called back if the extension finishes the ongoing call or the next time the extension finishes a new call. You have to answer within eight seconds, otherwise the Callback service is cancelled.

Lift the handset when you are called back.
The requested extension is called automatically.

Busy Extension

You call an extension and receive busy tone.

Camp-on

You can notify a busy extension of your call by sending a call waiting tone (if this function is allowed).

4 **Press to camp-on.**
Keep the handset off hook. When the called extension replaces the handset, it will be called automatically.

> **Notes:**
> *If you receive the busy tone again, the desired extension does not allow Camp-on.*
>
> *The number for Camp-on may differ from country to country, see table "Alternative Programming for Camp-on, Automatic Callback, Call Pick-up, Intrusion" on page 69.*

Intrusion

You can intrude on an ongoing call on a busy extension (if this function is allowed).

8 **Press to intrude.**
Intrusion tone is heard and a three-party call is established. When the called extension replaces the handset and you keep off hook, the called extension will be recalled automatically.

> **Notes:**
> *If you still hear the busy tone, your extension does not have the authority to intrude or the desired extension is protected against Intrusion.*
>
> *The number for Intrusion may differ from country to country, see table "Alternative Programming for Camp-on, Automatic Callback, Call Pick-up, Intrusion" on page 69.*

Diverted Extension

See chapter "Bypass Call Forwarding" on page 40.

Abbreviated Numbers

By using Abbreviated Numbers, you can make calls simply by pressing a few keys. Frequently used external numbers are stored as Common Abbreviated Numbers in the exchange.

Your personal most frequently used external numbers can be stored and used on the programmable keys on the telephone or on the keys **0** to **9**.

Common Abbreviated Numbers

External numbers are stored centrally in your BusinessPhone Communication Platform. Common Abbreviated Numbers can be dialled from every extension that has the authority to do so.
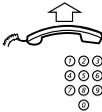
Lift the handset.

Dial the Common Abbreviated Number.
Please refer to your telephone directory.

Individual Abbreviated Numbers

You can program and activate your most frequently used external numbers via the keypad.

> **Note:** *To program individual abbreviated numbers, your extension has to be authorized by the system administrator.*
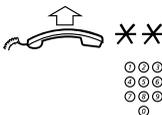
Lift the handset and press.

Dial the Abbreviated Number.
A number between 0 and 9.

Program Individual Abbreviated Numbers

To program external numbers on the digit keys **0** to **9**.

Lift the handset.

✶ **5 1** ✶   **Enter programming mode.**

✶   **Select an Abbreviated Number between 0 and 9 and press.**

0   **Dial the digit(s) for external line access and dial the public number.**
The number can consist of up to 24 digits.

> **Notes:** *Which digit to press for external line access depends on the configuration of the system.*
>
> *If your public network requires waiting for a second dial tone, press ✶.*

**Press.**
Verification tone.

Replace the handset to finish the procedure.

Cancel one specific Individual Abbreviated Number

Lift the handset.

 # 5 1 ✶   **Press.**

**Enter an Abbreviated Number between 0 and 9 and press.**
Verification tone.

Cancel all Individual Abbreviated Numbers

Lift the handset.

 # 5 1 #   **Press.**
Verification tone.

Replace the handset to finish the procedure.

Dial-by-Name

If you frequently use certain functions or call certain numbers, you may program them on the programmable keys of your telephone. You can store up to 20 numbers. Each number can consist of a maximum of 24 digits. For programming them, see chapter "Number of Dial-by-Name Keys" on page 75.

Lift the handset.

Head Office **Press to make a call (pre-programmed).**

> **Note:** *Pressing once will activate the number on the upper layer, pressing twice will activate the number on the lower layer.*

During Calls

The BusinessPhone Communication Platform allows you to handle calls in many different ways. You can switch between handset and handsfree, mute the microphone, make an inquiry, transfer the call, and establish a conference.

Group Listening

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

Press to switch the loudspeaker on.
When the key lamp is lit, the other party's voice is heard on the loudspeaker.

> **Note:** *You can adjust the volume, see section "Settings" on page 69.*

Press and replace the handset to end the call.

From Group Listening to handset

Press.

Handsfree Speaking

From handset to handsfree

You have an ongoing conversation via the handset.
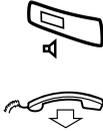
Press to switch the loudspeaker on.
You are now in the Group Listening mode.

Replace the handset.
Handsfree conversation.

> **Note:** *You can adjust the volume, see section "Handset, Loudspeaker and Headset Volume" on page 70.*

Press to end the call.

From handsfree to handset

You have an ongoing handsfree conversation.
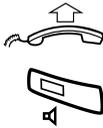
Lift the handset.
Conversation via the handset.

Press to switch handsfree speaking on or off.
During handsfree speaking, you are connected to the caller via the loudspeaker and microphone.

Mute

You have an ongoing conversation.

Press to switch the microphone on or off.
All microphones – handset, headset and the handsfree microphone – are deactivated. When the lamp is lit, the caller will not be able to hear the conversation in your room.

Inquiry

During an ongoing conversation you want to make an inquiry to an internal or external party.

Press.
The first call is put on hold.

Call the third party.
When the third party answers, you can switch between the calls, create a conference and end one of the calls.

Refer back

You can switch between connected parties:

Switch between calls.

Press to terminate.
The ongoing call is terminated. The other call is connected.

Transfer

You have an ongoing internal or external conversation and you want to transfer the ongoing call.

Press.

Call the third party.
You can transfer the call before answer or wait for answer.

> **Note:** *Please read the notes and warnings in section "Useful Hints" on page 90.*

Replace the handset.
The call is transferred.

Transfer to a busy extension

You can even transfer calls to busy extensions. The other party will hear a Call Waiting tone, and the call will be extended as soon as the ongoing call is terminated (if Camp-on is allowed).

Callback

You are called back if you have transferred an external call and the other extension has not answered the call within a certain time. Your telephone will ring again.

Conference

You have an ongoing conversation and you want to establish a telephone conference.

Press.

Call the third party.

3 **Press to establish a three party conference.**
Now you have established a three party conference. To indicate the conference, all conference members will hear a periodical conference tone.

Repeat the procedure to include other persons in the conference.
In this way, you can include up to six parties in a conversation. How many of them can be external callers depends on the programming of the system.

Replace the handset to leave the conference.

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

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 your conversation partner 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.

Send Message

To send a message to an extension when you receive busy tone or get no answer.

Callback message

To send a Call Me message.

9 # **Press to send.**

  Replace the handset to finish the procedure.

Voice message

To send a Voice message.

9 9 **Press and speak.**

✳ **Press to play-back and listen to your recording.**

9 **Press and speak to re-record.**

**Press to send.**

  Replace the handset to finish the procedure.

Call Timer

Your phone displays the duration of incoming and outgoing calls.
For turning the Call Timer on or off, see section "Enable/Disable the
Call Duration Timer" on page 79.

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
row, for example:

```
SMITH 4711              00:01:53
                      00043181100
```

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

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

Additionally, the dialled number is stored in the Last Number list,
see section "Call List" on page 18.

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 (idle phone):

Program

Press to view the call duration.
The call duration is shown in the upper right row, for example:

```
SMITH 4711              00:01:53
                      22281005446
```

Call Forwarding

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position. The alternate answering position can either be a pre-programmed one (a common one for: Fixed Diversion, Diversion when there is no answer and Diversion when your extension is busy) or an individual one.

If you urgently need to talk to someone who has forwarded his calls, the system is also equipped with a bypass function.

Depending on the type of diversion, you are also able to record your Personal Greeting for your mailbox , see section "Change your Personal Greeting" on page 49.

> **Note:** *You can still make calls as usual.*

Diversion when there is no answer

If you are not available to answer incoming calls (internal or external), your system administrator can program your extension to automatically divert calls to a pre-programmed diversion address after a certain amount of time (default time: 15 seconds).

Diversion when your extension is busy

If your extension is busy and you receive an incoming call (internal or external), your system administrator can program your extension to automatically divert the call to a pre-programmed diversion address.

Fixed Diversion

This function directs your calls to a pre-programmed answering position (e.g. mailbox system or secretary).

Activate Fixed Diversion

✱ 2 1 #

Lift the handset and dial to activate diversion.
Verification tone. You can make outgoing calls as usual. A special dial tone reminds you that a Call Forwarding is active.

Replace the handset to finish the procedure.

Cancel diversion

 # 2 1 #

Lift the handset and dial to cancel diversion.
Verification tone.

Replace the handset to finish the procedure.
New incoming calls will be signalled on your phone again.

Individual Diversion

This feature allows you to divert your calls to internal and external positions, e.g. to any directory number, a colleague's extension, an external number or a Common Abbreviated Number (e.g. your mobile phone).

Program and activate Internal Diversion

Divert your calls to an internal answering position.

Lift the handset.

✳ **2 1** ✳   **Dial.**

Enter the internal diversion address.

Press to activate the Individual Diversion.
Verification tone. You can make outgoing calls as usual. A special dial tone reminds you that Call Forwarding is active.

> **Note:** *An Individual Internal Diversion cannot be activated if an Individual External Diversion is already activated.*

Replace the handset to finish the procedure.

Cancel Internal Diversion

Lift the handset.

2 1 #   **Dial.**
Verification tone.

Replace the handset to finish the procedure.

Program and activate a new External Diversion address

To set a new Individual External Diversion address:

> **Note:** *In order to prevent misuse, Individual External Diversion can be blocked for your extension, see section "Security" on page 66.*

Lift the handset.

✳22✳   **Dial.**

0   **Dial the digit(s) for external line access and enter the new External Diversion address.**
A maximum of 24 digits.

> **Note:** *Which digit to press for external line access depends on the configuration of the system.*

**Press to activate the Individual Diversion.**
Verification tone.

Replace the handset to finish the procedure.

> **Notes:**
> *Before you leave, call your extension to check if the External Diversion has been set up correctly.*
>
> *Individual External Diversion can also be used via the DISA function, see section "Other Useful Features" on page 57.*

Cancel External Diversion

Lift the handset.

#22#   **Dial.**

> **Note:** *The programmed diversion address is not removed from memory, the diversion is just inactive.*

Replace the handset to finish the procedure.

Re-activate External Diversion

Divert your calls to an external diversion address.

Lift the handset.

✳22✳#   **Dial to activate the programmed External Diversion.**
Verification tone. You can make outgoing calls as usual. A special
dial tone reminds you that Call Forwarding is active.

Replace the handset to finish the procedure.

Follow-me

If you are in another room, you can still answer your calls by
forwarding them to where you are. To activate Follow-me, Individual
Internal Diversion must be active on your telephone.

Activate Follow-me

> **Note:** *This procedure has to be executed from the
> telephone the calls are diverted to (your defined diversion
> address).*

Lift the handset.

✳21✳   **Dial.**

✳   **Dial your own extension number and press.**

**Dial the new diversion address and press.**
Verification tone.

Replace the handset to finish the procedure.

Cancel Follow-me

Follow-me and Individual Diversion can also be cancelled from the answering position.

Lift the handset.

�○ 2 1 ☀

Dial.

Dial your own extension number.

Press.
Verification tone.

Replace the handset to finish the procedure.

Bypass Call Forwarding

Bypass Call Forwarding allows you to call a specific extension even if Call Forwarding is activated on this extension.

> **Note:** *To use this function, your extension has to be authorized by the system administrator.*

Lift the handset.

☀ 6 0 ☀

Dial.

Enter extension number.

Press.
You will be connected to the specified extension, regardless of which type of Call Forwarding the called extension has activated.

Absence Information

If you are not in the office for a certain period of time (e.g. meeting, vacation, lunch, illness), this feature allows you to inform your callers why you are absent. External callers will be routed to the operator who also has access to your absence info.

> **Note:** *When you have activated a diversion to the mailbox with a Personal Greeting, callers will receive this greeting even if you have activated the Absence Information, see section "Change your Personal Greeting" on page 49.*

You can inform your callers with:

- **Pre-defined texts**
  Enter the reason for your absence and the date and time of your return.

- **Voice information**
  Record a voice message and mention the reason of your absence.

Enter Information

To store text or voice information.

Lift the handset.

✳*23*✳ **Dial to enter the information mode.**

Select Pre-defined Text or Voice Information.

Pre-defined texts

Enter Info Code.

Enter Completing Info from the table below.

	Info Code	Completing Info
Time of return	1	[hour (00-23) minute (00-59)]
Date of return	2	[month (01-12) day (01-31)]
Lunch	3	back at, [hour minute]
Meeting	4	back at, [hour minute]
Vacation	5	back, [month day]
Illness	6	back, [month day]

**Press to enter the information.**
Internal callers receive the information on the display (or as spoken information to callers without a display phone). External callers will be routed to the operator who also has access to your absence info.

Replace the handset to finish the procedure.

Pre-defined text example: Vacation, back June 27

Lift the handset.

✱23✱   **Dial.**

5   **Enter Info Code.**

0 6 2 7   **Enter month and day.**

**Press.**
Information active.

Replace the handset to finish the procedure.

Voice information

Lift the handset.

✱23✱   **Press to enter information mode.**

9   **Press and speak.**

✱   **Press to play-back and listen to your recording.**

9   **Press and speak to re-record.**

**Press to activate.**

Replace the handset to finish the procedure.

Internal callers will hear the information via the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absence info.

> **Note:** *You can dial your own extension number if you want to check your information.*

Change Information

Save information

Lift the handset.

✳*23*✳*#* **Dial to deactivate and save for later use.**
Information is passive.

Replace the handset to finish the procedure.

Use saved information

When the information is switched off:

Lift the handset.

✳*23*✳*#* **Dial to activate saved information.**
Information is active.

Replace the handset to finish the procedure.

Erase information

#23# **Lift the handset and dial to erase information.**

Replace the handset to finish the procedure.

Mailbox System

While you are away from the office, callers can leave messages in your mailbox. You are also able to configure your mailbox with your personal greeting, see section "Change your Personal Greeting" on page 49.

The first time you enter the mailbox system (only possible from own extension), you might be requested to change your password if it is default (0000). See section "Change Password" on page 52 or follow the voice announcements.

> **Note:** *To use the mailbox system, your extension has to be authorized by the system administrator.*

Activate the Mailbox

Divert your extension to the mailbox system.

✶ 2 1 ✶　　**Lift the handset and dial.**

Dial the number of the mailbox system.
Ask the system administrator for the defined mailbox system number.

#　　**Press to activate the diversion.**
Verification tone.

Replace the handset to finish the procedure.

Note: *For daily use, it is recommended to ask your system administrator to define the mailbox system as your pre-programmed diversion address. Once this is defined, you only have to dial *21# to activate your mailbox.*

The system administrator can also define whether or not the mailbox should be activated if you do not answer your phone after a certain time or if your extension is busy.

Deactivate the Mailbox

Lift the handset.

#21#

Dial and press.
Verification tone.

Replace the handset to finish the procedure.
New incoming calls will be signalled on your phone again.

Note: *The mailbox is still active if it is defined as pre-programmed diversion address for the feature Diversion when there is no answer and Diversion when your extension is busy. For more information, see sections "Diversion when there is no answer" on page 35 and "Diversion when your extension is busy" on page 35.*

Access the Mailbox

The following mailbox functions can be accessed from your own extension, any other internal extension or from an external position (e.g. mobile phone)

- Listen to available messages

- Change your personal greeting

- Send messages

- Set up Outcall (External) Notification (configuration dependent)

- Change your password

Access the mailbox from your own extension

Lift the handset.

✷ *59*# **Dial.**
Listen and follow the voice announcements in the main menu.

> **Note:** *Depending on the configuration, you might be asked for your password before you can enter your mailbox.*
>
> *For faster access, it is recommended to program the function code on the programmable key of the Message Waiting lamp.*

Replace the handset to finish the procedure.

Access the mailbox from any other extension

Dial the directory number of the mailbox system.
Listen and follow the voice announcements in the main menu.

Access the mailbox from an external position (e.g. mobile phone)

Dial the public number of your company.

Dial the directory number of the mailbox system.
Listen and follow the voice announcements in the main menu.

Listen to your Messages

A received message is indicated by a flashing Message Waiting lamp and a special dial tone. Received messages are divided into the following three categories:

• New messages (not heard)

• Heard messages

• Stored messages

> **Note:** *Messages are deleted from the system after a certain time. Please ask your system administrator regarding this.*

Access the mailbox.
(See chapter "Access the Mailbox" on page 47.)
Listen and follow the voice announcements in the main menu.

1 **Select to listen to available messages.**

> **Note:** *If there are no messages in your mailbox, the option to listen to your messages will not be available.*

Select one of the three message categories (new, heard, stored).
Listen to your messages and follow the voice announcements in the dedicated menu.

• play message again

• forward a message

• get date and time info

• pause during play

• play previous message

• store message

• play next message

• erase message

> **Note:** *Voice messages will be heard. "Call me" messages will call the sender (these messages cannot be stored).*

Replace the handset to finish the procedure.

Forward a voice message

A copy of your received voice messages (in the individual mailbox) can be forwarded to other mailbox numbers (individual or common). When you forward a voice message (heard or stored) to an individual mailbox, the mailbox number is the same as the extension number.

> **Note:** *The forwarded message is a copy, i.e. it can be deleted without deleting the original message.*
>
> *There are no distribution list numbers available. Forwarding the same message to more than one mailbox must be done in single operations.*

Change your Personal Greeting

Depending on the type of call diversion to the mailbox, you can leave three different personal greetings for the caller. You can activate a diversion when a caller receives busy tone, when there is no answer, or you can activate a fixed or individual diversion for all your calls.

Access the mailbox.
(See chapter "" on page 47.)
Listen and follow the voice announcements in the main menu.

2 **Select to change your Personal Greeting.**

Select the desired diversion type.
Listen and follow the dedicated voice announcements.

When you activate the diversion, the recorded greeting is played to the next caller.

Replace the handset to finish the procedure.

> **Note:** *When you have activated a diversion with a Personal Greeting, callers will receive this greeting instead of your activated absence information.*

Send Messages via your Mailbox

With this function, the mailbox system allows you to record and send messages from your mailbox to any other internal mailbox without calling the respective mailbox owner.

> **Note:** *There are no distribution list numbers available. Sending the same message to more than one mailbox must be done in single operations.*

Access the mailbox.
(See chapter "Access the Mailbox" on page 47.)
Listen and follow the voice announcements in the main menu.

3 **Select to record and send messages.**
Listen and follow the dedicated voice announcements.

Messages can be heard or re-recorded before they are sent to a mailbox.

> **Note:** *A message can also be sent during a call, see section "Send Message" on page 33.*

Outcall (External) Notification

With this function, the message system can notify you when new voice messages arrive. You can specify an external number where you will be called at a pre-programmed time or as soon as a new message arrives.

> **Note:** *This feature may be restricted or not available. Ask the system administrator for the availability and more information.*

You can be notified in two different ways (depending on the programming of the system):

- Notification with mailbox access:
  You acknowledge the notification via your password (has to differ from the default value 0000). See section "Change Password" on page 52 to select a new password. You have full access to the mailbox system.

- Notification without mailbox access:
  You get a short voice announcement informing you that someone has left a message for you. You acknowledge the notification by pressing any key. You have to call back the mailbox system to retrieve the message.

> **Note:** *If you do not acknowledge the notification within the pre-programmed time, the connection is cancelled and repeated later (ask the system administrator for the programmed number of notification attempts).*

Access the mailbox.
(See chapter "Access the Mailbox" on page 47.)
Listen and follow the voice announcements in the main menu.

4 **Select to set up outcall notification.**
Listen and follow the dedicated voice announcements.

You can program the external notification number, the notification time and activate/deactivate the function. The external number (including the digit(s) for external line access) can consist of up to 24 digits. The time is entered in 24h-format, e.g. 2030 for half past eight with values automatically set to even quarters, i.e. 2013 will be 2015.

> **Note:** *The notification number and time must be programmed before you activate the notification.*

Replace the handset to finish the procedure.

Change Password

Change the password via your mailbox

Access the mailbox.
(See chapter "Access the Mailbox" on page 47.)
Listen and follow the voice announcements in the main menu.

5   **Select to change the password.**
Listen and follow the dedicated voice announcements.

Replace the handset to finish the procedure.

Change the password via the telephone

Lift the handset.

#✳72✳   **Dial to select a new password.**

Dial your present password.
The default password is 0000.

✳   **Press.**

Dial your new password.

Press.
Verification tone.

Replace the handset to finish the procedure.

Dictaphone Function

If you want to record and retrieve personal voice messages, you can use the Dictaphone function. A Dictaphone message is treated as a normal message. For information on how to retrieve Dictaphone messages, see section "Listen to your Messages" on page 48.

Record message

To start the recording:

Lift the handset.

$\ast 58\#$ **Dial and record your message.**
The maximum recording time is four minutes and 15 seconds.

Select options below:

$\ast$ **Press to play-back.**

9 **Press and speak to re-record.**

$\#$ **Press to stop the recording and save the message.**

Replace the handset to finish the procedure.

Group Features

When you are working together in a team, the following Group Features can be very useful.

Group Hunting

Your telephone can be included in one or several hunt groups. In a hunt group all members are represented with one common directory number. 16 hunt groups can be programmed, each containing 1 to 20 members. A member can be either an extension number, an operator console or a fictive number. Please ask your system administrator if you require this function.

Incoming calls to the hunt group are directed to free extensions in the group. The hunt order within the group can be changed to suit your needs. If all members of the hunt group are busy, an incoming call is being queued. If no one answers this call before the programmed time, the call is forwarded to the programmed answering position (e.g. operator).

> **Note:** *If all members in a hunt group are busy, the Callback or Intrusion function is not available.*

Log in

Before you can answer group hunting calls, you must log in.

To log in to one specific hunt group:

✶ 2 8 ✶ **Lift the handset and dial.**

Dial the hunt group number.
Please ask your system administrator for the configured number.

\# **Press.**
Verification tone.

Replace the handset to finish the procedure.

To log in to all hunt groups:

✶ 2 8 ✶ **Lift the handset and dial.**

✶ \# **Press.**
Verification tone.

Replace the handset to finish the procedure.

Answer calls

Answer Group Hunting calls in the normal way.

Log out

To log out from one specific hunt group:

\# 2 8 ✶ **Lift the handset and dial.**

Dial the hunt group number.
Please ask your system administrator for the configured number.

\# **Press.**
Verification tone.

Replace the handset to finish the procedure.
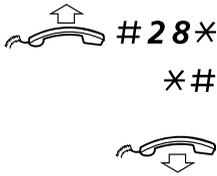
To log out from all hunt groups:

#28✳

Lift the handset and dial.

✳#

Press.
Verification tone.

Replace the handset to finish the procedure.

Group Call Pick-up

In a pick-up group, any member can answer any individual call to group members. You answer a call to the group by dialling a special answering number. Please ask your system administrator for the configured number.
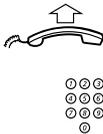
Lift the handset.

Dial the group Call pick-up code.

Common Bell

The Common Bell function allows all extensions of the system (operator included) to pick-up the call from an extension that has been predefined as a Common Bell extension.
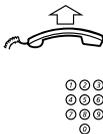
Lift the handset.

Dial the Common Bell pick-up code.
Please ask your system administrator for the Common Bell pick-up code.

If two or more extensions simultaneously attempt to answer a call from the Common Bell extension, only the first extension will pick it up. The other extensions will receive the number unobtainable tone. This will also happen if you dial the Common Bell pick-up code and there are no calls waiting at the Common Bell extension.

> **Note:** *You can also place the Common Bell pick-up code on a programmable key.*

Other Useful Features

By using these features your productivity will be increased, e.g. you can set reminders for important meetings, place the costs for external calls on separate accounts and much more ...

Alarm

Your phone has an integrated Alarm clock function.

Confirm alarm

When an alarm occurs, you hear a special alarm signal. Additionally, the display and all key lamps flash slowly for about 5 seconds.

Alarm

Press to turn the alarm off.
To cancel the alarm, you can also lift the handset or press any key except the Pause key.

> **Notes:** *If an alarm occurs during programming, the programming is terminated, the phone returns to idle state and all changes are discarded.*
>
> *If an alarm occurs when your phone is ringing, the alarm signal will have priority.*
>
> *If the alarm is not turned off during signalling, it will be repeated 3 times in a five-minute interval.*

Check alarm status

In idle state:

Alarm

Press.
The display shows the date and time for the current alarm setting,
for example:

```
SMITH 2442
ALARM SET        05-13 16:55
```

If no alarm has been set, the display shows:

```
SMITH 2442
NO ALARM SET
```

Alarm

Press to finish the procedure.
The display shows the date and time again.

During an outgoing call:

Alarm

Press.
The display shows the current alarm setting. If no alarm has been
set, the display shows:

```
SMITH 2442           00:01:50
NO ALARM SET
```

Alarm

Press.
The display changes, now showing the date and time:

```
SMITH 2442           00:01:53
                     12-05 11:56
```

Alarm

Press to toggle between alarm and date/time.
After you pressed for the last time, the called number returns on the
display (after a few seconds).

Program an alarm

In idle state:

Program

Press.

Alarm

Press.
The display shows the current alarm setting, for example:

```
ALARM SET
                 12-05 13:15
```

The date and time format of the alarm depends on the individual
settings (MMDD or DDMM, 24 or 12 hour mode). For more
information, see section "Settings" on page 69.

> **Note:** *If no alarm has been set, the default alarm "01-01
> 12:00" is displayed.*

Enter the month, day, hour, and minutes for the desired alarm.
You can only change the flashing display position. If you have
entered a number (0-9) the cursor moves to the next position
automatically.

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

In case of a typing error:
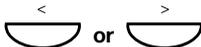
< **or** > **Press to move the cursor one step to the right or left.**

When you are done with programming:

Program

Press to save and exit.
To indicate that an alarm has been set, a small "A" appears in the
lower row on the left:

```
SMITH 2442
A                12-05 13:15
```
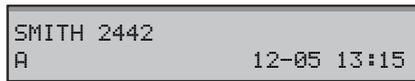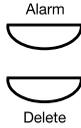
Cancel an alarm setting

In idle state:

Alarm

Press.

Delete

Press.
Your phone will automatically return to idle state.

Doorphone

The Doorphone is used to monitor the admission to your company, i.e. you can open the doorlock from your phone.

Answering Doorphone calls

Lift the handset.
You will be in speech connection with the calling party.

Opening of the doorlock

After you have answered the Doorphone, you can open the door by making an inquiry to the door-opener's directory number.

R

Press.

Dial the door-opener's directory number.
Please ask your system administrator for the number.

> **Note:** *You can also place the door-opener's directory number on a programmable key.*

Account Number

An Account Number can be entered to debit telephone costs to different accounts. Depending on the system configuration the Account Number has to be entered from a Verified Account Number list (predefined) or you can invent your own Account Number. The following prerequisites apply:

• With the Verified Account Number you can restrict the making of external calls (not a specific number or area), so everyone who is allowed to make external calls will receive an Account Number which has to be used each time he/she wants to make an external call.

• Verified Account Numbers contain up to 10 digits.

• Own Account Numbers contain up to 15 digits.

The Account Numbers can also be used via the DISA function, see section "Direct Inward System Access (DISA)" on page 62.

Verified or own Account Number

Before an outgoing call:

Lift the handset.

✳ 9 ✳ **Dial.**

**Enter Account Number and press.**
Valid digits 0-9. Internal dial tone. Make the external call.

Direct Inward System Access (DISA)

If you are working externally and you have the need to make business calls, call your company and use the company PBX to make an external call to the desired party. You just pay the costs for the phone call to your company. The other costs will automatically be placed on your extension number or on a special project.

> **Notes:** *To use the DISA function, your extension has to be authorized by the system administrator.*
>
> *To activate the DISA function, you have to change the default password from "0000" to a personal one, see section "Change Password" on page 52.*

You can also divert calls from your office extension to your external position, see section "Call Forwarding" on page 35. During the procedure you will be prompted for your password.

Dial the public number of your company,

followed by the DISA directory number.
Ask the system administrator for the defined DISA directory number.

Listen and follow the voice announcements.

> **Note:** *If want to register the call on an Account Number, you should use the Account Number procedure before you enter the public number, see section "Account Number" on page 61.*

0 **Dial the digit(s) for external line access and the desired public number.**

> **Note:** *Which digit to press for external line access depends on the configuration of the system.*

Or:

Use the External Diversion function.
Procedure, see section "Call Forwarding" on page 35.

> **Note:** *If you program a new diversion address, remember to reset it when you return to your office.*

Tandem Configuration

The Tandem configuration is a unit, consisting of two telephones using the same directory number. One of the telephones is defined as the *primary* and the other one as the *secondary*.

This function enhances the communication for users that, for example, have a wired phone on their desk (the *primary telephone*) and need to be mobile within their company's building with their own portable (the *secondary telephone*). Basically the Tandem configuration works as follows:

To activate the Tandem configuration

Lift the handset.

✳ *2 8* #   **Dial to log on the secondary telephone.**
Verification tone.

Replace the handset to finish the procedure.

For incoming calls:

• Both telephones are treated as 1 single extension.

For outgoing calls:

• Both telephones are treated as 2 separate extensions.

To deactivate the Tandem configuration

Lift the handset.

2 8 #   **Dial to log off the secondary telephone.**
Verification tone.

Replace the handset to finish the procedure.

For incoming calls:

• The *secondary* telephone cannot be called and the *primary* telephone works as a normal stand-alone telephone.

For outgoing calls:

• Both telephones are treated as 2 separate extensions.
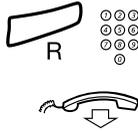
Transferring a call between members of a Tandem unit

Press and dial your own directory number.

Replace the handset to transfer the call.

Networking

Networking is the connection of several premises within a company. The connection can be set up via leased lines, public lines, Local Area Network (LAN) or Wide Area Network (WAN). Ask your system administrator about details regarding networking.

IP Calls

IP calls are internal calls sent via an internal data network (LAN or WAN) and the transfer of data and voice is made on the same line. If you are connected to an internal data network, the IP connection is made automatically. To minimize the traffic on the network, the speech quality is decreased.

If the speech quality is not acceptable, you can disconnect the IP call and switch to a non-IP call (alternative network). The switch from the IP net to the non-IP net is made during the call, so the call does not have to be disconnected.

If you want to switch to a non-IP net during the call:

Press.

✳ 6 1 ✳

Dial.
During the procedure the other party is put on hold. When the procedure is ready you will receive a special ringing tone and the call is resumed in the non-IP net.

> **Note:** *A switch to a non-IP call can only be performed if the original call is an IP call, otherwise you will receive a blocking tone.*

DTMF Tones

The DTMF function – also known as Suffix Dialling – is used to control answering machines or any other telecommunication devices.

Lift the handset.

Make an internal or external call to reach the desired device.
When your call is answered you can continue to dial digits which will be sent as DTMF digits (tone signals) to the called device in order to activate the desired functions.

Security

You can use your four-digit password for blocking your phone from unauthorized use, for making external calls from any blocked extension, for entering the mailbox system or when you are using the DISA function.

> **Note:** *For modifying your password, see section "Change Password" on page 52.*

Block Extension

Lift the handset.

✳72# **Dial to block your extension.**
Verification tone.

Replace the handset to finish the procedure.

Unblock extension

Lift the handset.

#72✳ **Dial.**

Dial your password.

Press to re-open.
Verification tone. Your extension is open for use.

Replace the handset to finish the procedure.

Bypass Blocked Extension

In order to make a call, you can temporarily bypass a blocked extension.

Bypass own extension

Lift the handset.

✳ *7 2* ✳   **Dial.**

Dial your password.

**Press.**
Dial tone. You can make one call from your extension.

Bypass another extension

This allows you to make a call on another, blocked extension by using your password.

Lift the handset.

✳ *7 2* ✳   **Dial.**

Dial your password.

✳   **Press.**

Dial your extension number.

**Press.**
Dial tone. You can make one call from the blocked extension.

Least Cost Routing

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system. If the extension has been configured to use LCR, each external call will be analyzed and the cheapest way will be selected.

Use Least Cost Routing

Lift the handset.

0 **Dial the digit(s) for external line access and the desired public number.**
The usual way of making an outgoing external call.

> **Note:** *Which digit to press for external line access depends on the configuration of the system.*

Calling Least Cost Routing

If LCR has been installed in your system, but your extension is not configured to use it automatically, you also have the opportunity to get the cheapest connection by dialling the LCR code before you dial an external number.

Lift the handset.

Dial the LCR code.
Please ask your system administrator for the LCR code.

0 **Dial the digit(s) for external line access and the desired public number.**

> **Note:** *Which digit to press for external line access depends on the configuration of the system. You can also place the LCR code on a programmable key.*

BusinessPhone – Ericsson Dialog 4187 Plus

Settings

The Dialog 4187 Plus is equipped with several options for settings such as a personal volume and ringing signal, etc.

Alternative Programming for Camp-on, Automatic Callback, Call Pick-up, Intrusion

The associated number for using the Camp-on, Automatic Callback, Call Pick-up or the Intrusion function may vary from country to country. If you cannot use a code for a specific function, maybe your exchange system has been programmed with a different associated number.

Because this User Guide describes only the default programming, the following table shows the most common settings in some of these countries that are known for a different programming.

	Austria, Belgium, Brazil, Denmark, Germany
Camp-on	5
Automatic Callback	6
Call Pick-up (Answer calls to another extension)	8
Intrusion	4

Handset, Loudspeaker and Headset Volume

Use the volume keys. The volume controls affect the handset, the headset or the handsfree mode, depending on which mode is active when changing the volume.

Press to change the volume.
There are 8 steps from minimum to maximum level.

> **Note:** *The volume controls for the handset, headset and handsfree mode are independent of each other. Changing the handset volume for example does not effect the headset or handsfree volume or vice versa.*

Ringing Signal

Ringing volume

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

Press.

Program
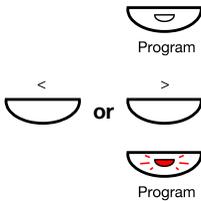
Press to navigate to the RINGER VOLUME menu.

< or >

Press to enter the menu.
The display shows the current setting, for example:

Program

```
RINGER VOLUME
FOR AUDIO LIFT HANDSET A
```
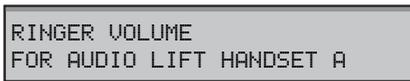
> **Note:** *The default setting is A (AUTO): the ringing starts at low volume, the third and fourth ring signal are at medium volume and the fifth and following signals are at high volume.*
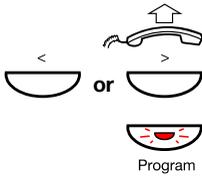
Lift the handset.

Select A (AUTO), L (LOW), M (MEDIUM) or H (HIGH).
After selecting, the phone rings with the selected volume.

Press to save and exit.

Ringing character

You can choose between 10 different ringing characters:

Press.
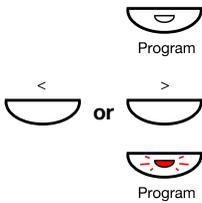
Press to navigate to the RINGER CHARACTER menu.

Press to enter the menu.
The display shows the current setting, for example:

```
RINGER CHARACTER
FOR AUDIO LIFT HANDSET  0
```

Note: *The default character is 0.*

Lift the handset.

Press to select a ringing character.

Or:

Enter a digit (0-9).
After selecting a ringing character, your phone rings with the
selected melody. Press the respective key again to hear the ringing
character a second time.

Press to save and exit.
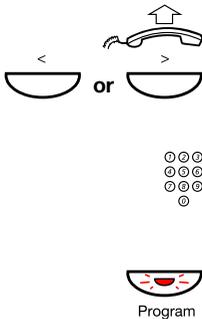
Date and Time

Your telephone has a built-in clock, which is displayed when the handset is on-hook (idle phone). The flashing colon between hour and minute indicates that the clock is running.

Set date and time format

Five different date and time 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 date and time information is shown in the display.

Program

Press.

< or >
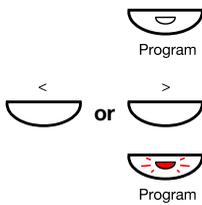
Press to navigate to the CLOCK DISPLAY menu.

Program

Press to enter the menu.
The display shows the current setting, for example:

```
CLOCK DISPLAY
                12-31 24:00
```

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

< or >
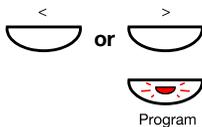
Press to navigate to the desired date and time format.

Program

Press to save and exit.
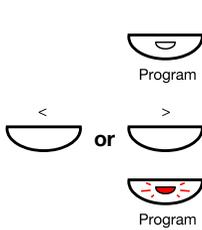
Set date and time

Program

Press.

< or >

Press to navigate to the CLOCK menu.

Program

Press to enter the menu.
The display shows the current setting, for example:

```
CLOCK
                    12-05 11:54
```
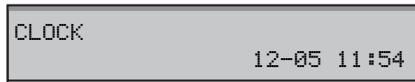
Enter the date and time.

> **Note:** *How you enter the date and time depends on the specified format, see section "Set date and time format" on page 72. The default setting is 12-31 24:00.*

You can only change the flashing display position. If you have entered a number (0-9) the cursor moves to the next position automatically.

> **Note:** *You always have to enter two digits for a position. For example, if you want to program February 1st, 2004, 9 o'clock and five minutes, you have to enter: 02 (month), 01 (day), 09 (hour), and 05 (minutes).*

In case of a typing error:

< or >
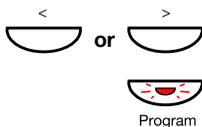
Press to move the cursor to the left or to the right.

Program

Press to save and exit.

Telephone ID

You can program your phone with your extension number and/or your name. This information is called Telephone ID and will appear in the upper row on the left side of the display.
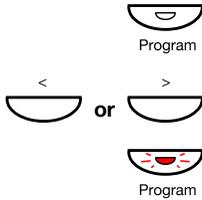
Press.

Press to navigate to the TELEPHONE ID menu.

Press to enter the menu.
The display shows the current setting, for example the extension number 5446:

```
TELEPHONE ID
                              5446
```

Enter your Telephone ID.
This can be your extension number and/or your name or any other relevant information (maximum of 12 digits or characters).
For information on how to write text, see section "Write Text" on page 86.

Press to save and exit.

Number of Dial-by-Name 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. If you choose the 20 numbers option, you can program each key with two numbers (two layers).

Program

Press.

< or >
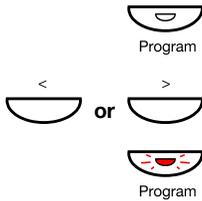
Navigate to the 10 OR 20 MEM POSITIONS menu.

Program

Press to enter the menu.
The display shows the current setting, for example:

```
10 OR 20 MEM POSITIONS
                      10
```

Note: *The default setting is 10.*

< or >
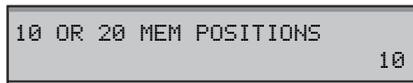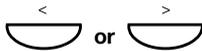
Press to toggle between 10 or 20 memory locations.

Note: *If you change the Dial-by-Name key setting from 10 to 20, all previously programmed numbers will be accessible by pressing the key once. If you accidentally change the key setting back from 20 to 10, the secondary numbers (stored on the lower layer) will not be deleted. However, the access to them (by pressing the key twice) will be blocked.*

Program

Press to save and exit.

Program Dial-by-Name Keys

To program a directory number on the programmable keys.

> **Note:** *To store a number on the Message key, just press the key during the following procedure like a normal programmable key.*

Press.
The display shows the duration of the last incoming call in the upper row, for example:

```
SMITH 2442          00:01:53
                 12-05 11:55
```

Program

Press a programmable key.

> **Note:** *Pressing once will program the key on the upper layer, pressing twice will program the key on the lower layer. The lower layer can only be programmed if the number of dial-by-name keys is set to 20 (see section "Number of Dial-by-Name Keys" on page 75).*

If a number is already stored on a key, the number is displayed in the lower row:

```
DIAL-BY-NAME-KEY
                      *59#
```

Dial the number.

> **Note:** *In case of a previously stored number, this entry will be deleted automatically.*

You can use any number (internal directory number, function code or line access code and public number).

Program

Press to save and exit.

> **Notes:** *You can remove the transparent cover for writing the names beside the keys, see section "Install Card" on page 93.*
>
> *If you press an invalid key during programming, the programming mode will be terminated automatically and you will hear a special rejection tone.*

Checking stored numbers

To display a programmed directory number.

Press.

Press the desired programmable key to display the programmed number.

> **Note:** *Pressing once will display the number on the upper layer, pressing twice will display the number on the lower layer.*

Press to save and exit.

Flash Time

Some systems require a different flash time for the R-key.
You can set a flash time (timed break) from 0 to 999 ms. For the
BusinessPhone Communication Platform, there is no need to
modify the default setting of the flash time.
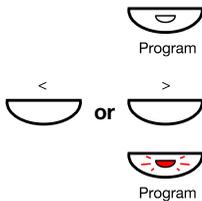
Change flash time:

Press.

Press to navigate to the FLASH menu.

Press to enter the menu.
The display shows the current setting, for example:

```
FLASH
                            100
```

> **Note:** *The default setting is 100. Valid entries are numbers from 0 to 999.*
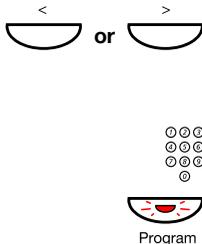
Press to select the desired value.
Steps of 10 ms.

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

You can program the length of a wait-for-dial-tone.

> **Note:** *This setting has no relevance for the BusinessPhone Communication Platform.*

Enable/Disable the Call Duration Timer

You can turn the Call Duration Timer in the display on or off.

Program

Press.

<   >

or
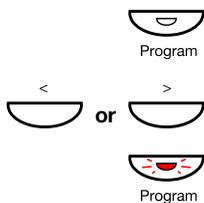
Press to navigate to the CALL DURATION TIMER menu.

Program
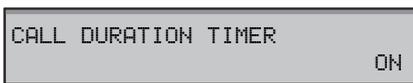
Press to enter the menu.
The display shows the current setting, for example:

```
CALL DURATION TIMER
                         ON
```

Note: *The default setting is ON.*

<   >

or

Press to toggle between ON and OFF.

Program
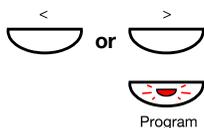
Press to save and exit.

Headset Preset

This function will automatically connect Dial-by-Name calls to the headset without pressing the headset key. By default, Headset Preset is automatically activated when you connect a headset to the headset terminal of the telephone. When the headset is disconnected, the function will be automatically deactivated.

If you do not want to use Headset Preset when you use a headset on your telephone, you have to manually deactivate the function:

Program

Press.

< > **or**
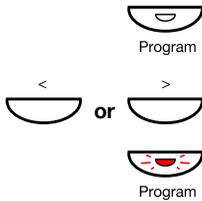
Press to navigate to the HEADSET PRESET menu.

Program

Press to enter the menu.
The display shows the current setting, for example:

```
HEADSET PRESET
                     ON
```

Note: *The default setting is ON.*

< > **or**

Press to toggle between ON and OFF.

Program
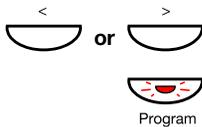
Press to save and exit.

Headset Ringing

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

If this function is activated, you hear the first two incoming ringing signals as a beep in the headset. The 3rd and the following ringing signals are sent to the ringer as well.

Program

Press.

< or >
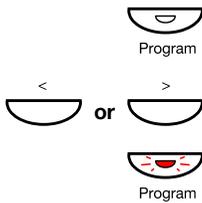
Press to navigate to the HEADSET RINGING menu.

Program

Press to enter the menu.
The display shows the current setting, for example:

```
HEADSET RINGING
                            ON
```

Note: *The default setting is ON.*

< or >

Press to toggle between ON and OFF.

Program
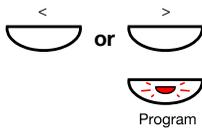
Press to save and exit.

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 to its T position.

Message Waiting Indication

Your incoming messages can be indicated by a rapidly flashing Message key. There is a chance that the line leads are 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.

At the bottom side of your phone:

MW+/STD/MW-

Slide the switch to the required position.

Enable/Disable Program Key

You can enable or disable the program key via a switch. When the switch is set in the *Off* position, programming of Dial-by-Name keys is not is possible (i.e. the memory content is locked).

At the bottom side of your phone:

Prog On/Off

Slide the switch to the required position.

Phonebook

Add a name or a number

In idle mode:

Program

Press.

Phonebook

Press.
The display shows:

```
ALPHANUMERIC DIRECTORY
                    NEW ENTRY
```

Program

Press.
The display is cleared, showing no digits or characters.

Enter the number.
A number may have up to 24 digits.

Program

Press.

Enter a name.
The name entry may have up to 24 characters. For information on
how to write text, see section "Write Text" on page 86.

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

```
123456789
ANNA BECKER
```

Program

Press to save and exit the programming mode.

Change a name or a number

In idle mode:

Program

Press.

Phonebook

Press.

>

Press one time.
The display shows:

```
ALPHANUMERIC DIRECTORY
      EDIT OR DELETE ENTRIES
```

Note: *You can toggle between adding a new entry, editing or deleting entries and exiting using the Scroll keys.*

Program

Press.
The display shows the first entry (alphabetical order).

<   **or**   **>**
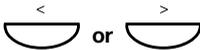
Press to select the desired entry.

Program

Press to edit the entry.

Edit the number.

Program

Press.

Edit the name.
For information on how to write text, see section "Write Text" on page 86.

Program

Press to save and exit the programming mode.

Delete a name or a number

In idle mode:

Program

Press.

Phonebook

Press.

>

Press one time.
The display shows:

```
ALPHANUMERIC DIRECTORY
      EDIT OR DELETE ENTRIES
```

> **Note:** *You can toggle between adding a new entry, editing or deleting entries and exiting using the Scroll keys.*

Program

Press.
The display shows the first entry (alphabetical order).
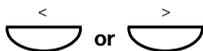
< **or** > **Press to select the desired entry.**

Delete

Press to delete the entry.

Program

Press to save and exit the programming mode.

Write Text

Use the keypad for writing text, programming a new Phonebook entry or for searching for an entry.

When you are in programming mode, ready for entering a name:

Select characters by pressing digits repeatedly.

Example:

Press a digit.

1 time	result	J
2 times	result	K
3 times	result	L
4 times	result	5

> **Note:** *After pressing a key, the cursor moves automatically to the next position.*

Press as backspace to erase an incorrect entry.
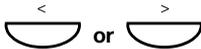
Press to move the cursor one step to the right or left.

> **Note:** *You can also write the following characters:*
> *- . # ***

Special characters

See the table below on how to find a special character.

Phone key	Number of times to press the key							
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**
1	Space	-	.	1				
2	A	B	C	Å	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	Ù	8		
9	W	X	Y	Z	9			
0	0							
*	*							
#	#							

Example for 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

Accessories

This chapter describes optional features that can be used together with your BusinessPhone telephone.

Headset

To install the headset, see section "Installation" on page 91. The following headset functions are available:

Answer calls
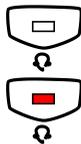
Press the Headset key to answer.

Press to terminate a Headset call.

Make calls

Press the Headset key.

Dial the number.

Press to terminate the call.

During calls:

From headset to handset

Lift the handset.

From handset to headset

Press the Headset key.

Replace the handset.

From headset to handsfree

Press.

From handsfree to headset

Press the Headset key.

Useful Hints

Connections between External Lines

With your BusinessPhone, you can establish an external call diversion or a conference with more than one external party or transfer an external call to another external destination (e.g. a mobile phone). These features are very useful for everyday business life.

> **Note:** *When these features are used, your BusinessPhone will occupy at least two external lines.*

However, there may be disadvantages in connecting to several external lines. We would therefore like to draw your attention to the following:

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered.**

- **Try to avoid diverting calls to third parties before they have answered.**

- **If you are connected to two external lines, cancel one call by pressing R and 1.**

If the external parties are not persons (mailbox, automated information or attendant systems, etc.), connections on external lines can last a long time, which can be costly. Moreover, such calls may occupy two of your system's external lines. You can restrict connections between the external lines by re-programming your system.

Please ask your system administrator or contact our service center for more information.

Installation

Install Cables

Handset cable to the left   Handset cable to the right
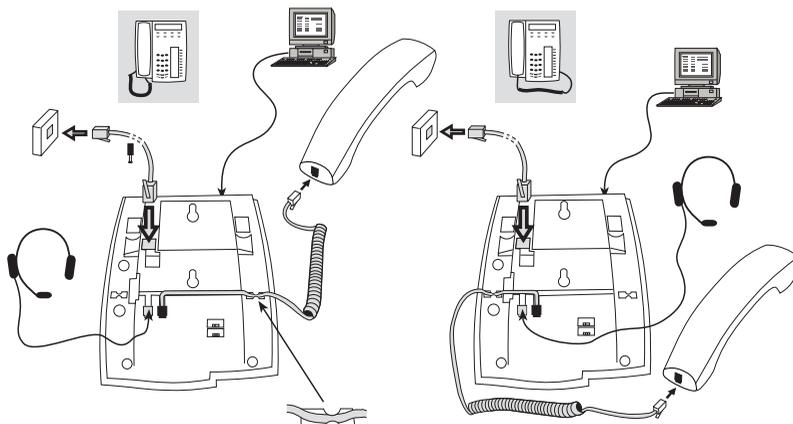
You can put the cable to the handset in the notch underneath the telephone. The cable to the exchange has to be plugged in "LINE" and the handset cable has to be plugged in "HANDSET".

> **Note** *When connecting the telephone to the exchange, it takes approximately 30 seconds before it is fully operational.*

Change cables

To remove a cable, use a screwdriver to unlock the stop.

Install Stands and Adapt Telephone
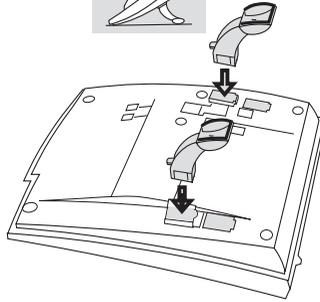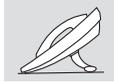
Position high   Position low
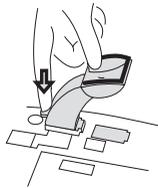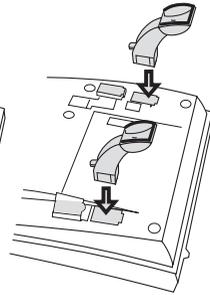
Press to fasten stand   Release to remove stand
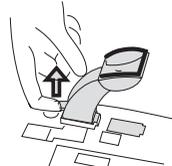
Install Card

Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for BusinessPhone Communication Platform. For more information, please contact your Ericsson Enterprise certified sales partner.
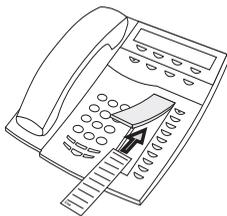
Wall Mounting

The phone can be wall mounted without using a special console. Useful for instance in conference rooms or public areas.
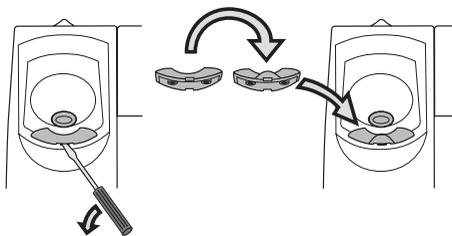
1   Use a screwdriver to remove the handset hook.

2   Turn the hook upside down and insert.
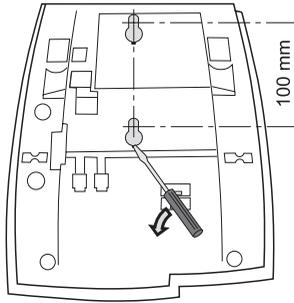
3   Use a screwdriver to remove the two plastic covers.

4   Drill wall holes according to measure.
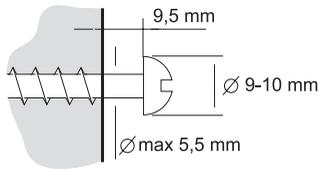
5   Mount screws according to measures and attach the phone.

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

Fault Check List

1. **Make sure your telephone is connected to an analog line.**

2. **Read the Installation chapter.**
    To make sure that you have done everything correctly and that everything is properly connected.

3. **Disconnect all extra equipment.**
    If your telephone is working properly when done, the problem lies in the extra equipment.

4. **Connect a functioning telephone instead of the faulty one.**
    If that telephone is working properly, the problem is probably in your telephone, contact your system administrator.

5. **Check for operational problems.**
    If operational problems are found, the problem is in the telephone network, contact the local telephone service or the local telephone company.

Glossary

Abbreviated Number Dialling
Initiating a call to a pre-programmed number
by dialling a code or pressing a key. Short
numbers can be:

•   Common, which means that all extensions
    can use them.

•   Individual, which means that they are
    programmed and used by each extension
    separately (10 numbers).

See section "Abbreviated Numbers" on
page 24.

Account Number
To place call costs on an Account Number. See
section "Other Useful Features" on page 57.

Callback
An indication to a busy extension, to inform the
person that you want to speak to him/her. See
sections "Mailbox System" on page 45 and
"Outgoing Calls" on page 16.

Camp-on
To place (queue) a call to a busy extension. See
section "Outgoing Calls" on page 16.

Dial-by-Name
Initiation of a call by operating a single key.
Internal numbers (or Common Abbreviated
Numbers) can be stored on each extension.
See section "Abbreviated Numbers" on
page 24.

Direct Inward System Access (DISA)
If you are working externally, the DISA function
enables you to make external calls (long
distance) via the company PBX. You only pay
for the call to your company. See section
"Other Useful Features" on page 57.

Directory number
Numbers with 1 – 8 digits which are assigned
to extensions or external lines or as Common
Abbreviated Numbers.

Diversion
Incoming calls to an extension are diverted to
another directory number (extension, Common
Abbreviated Number or the operator).
There are three possibilities:

*1. Direct, which means that all calls to an
extension are forwarded directly.*
*2. On no reply, which means that a call is
forwarded if it is not answered within a certain
time.*
*3. On busy, which means that a call is
forwarded if the extension is busy.*

See section "Call Forwarding" on page 35.

Diversion Bypass
This is useful for letting urgent calls through to
an extension where diversion is active. See
section "Call Forwarding" on page 35.

Extension
All telephones connected to the PBX have a
unique internal number (up to 3 digits).

Information

Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. Information can be of two kinds:

• Pre-programmed text information.

• Voice information.

Intrusion

To intrude on an ongoing call when a requested extension is busy. See section "Outgoing Calls" on page 16.

Least Cost Routing

A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance). See section "Least Cost Routing" on page 68.

Mailbox

The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox System" on page 45.

Message

A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are two kinds of messages:

• Call Me message.

• Voice message.

See section "Mailbox System" on page 45.

Mute

To switch the microphone temporarily off. See section "During Calls" on page 27.

Password

A four-digit code needed to block your extension, retrieve messages from the mailbox system or to enter the DISA system. You can set your own password. See section "Security" on page 66.

PBX

Private Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).

Pre-defined text

Pre-programmed absent information. See section "Absence Information" on page 41.

Third party

A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section "During Calls" on page 27.

Tie line

An external line from the private network.

Transfer

During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See sections "During Calls" on page 27 and "Useful Hints" on page 90.

Trunk line

A trunk line is the same as an external line. Can be either digital, analog or IP based.

Index

Notes

BusinessPhone – Ericsson Dialog 4187 Plus

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.