

Dialog 3105MW/3145/3145MW/3146

and any type of Analog Telephones for MD110 Communication System

User Guide



Welcome to the User Guide for the Ericsson Analog 3105MW, 3145, 3145MW, 3146 telephones and any type of analog telephones with DTMF signalling for the Ericsson MD110 Communication System, release BC11. It is a state-of-the-art Communication System. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

To take full advantage of these advanced features and facilities there is a line of telephones, designed for ease of use in every situation.

Some markets use differing codes for some functions. In this guide, all functions are described using the most common code for every specific function. As a note the markets and their differing code is shown.

Important

The MD110 Communication System supports all types of Analog telephones, but some features require that an Ericsson Analog telephone is connected to the system.

Throughout the guide you will be advised if a function is adapted for a particular telephone or not.

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

Note: *The Ericsson Analog telephones can be connected to all types of telephone exchanges.*

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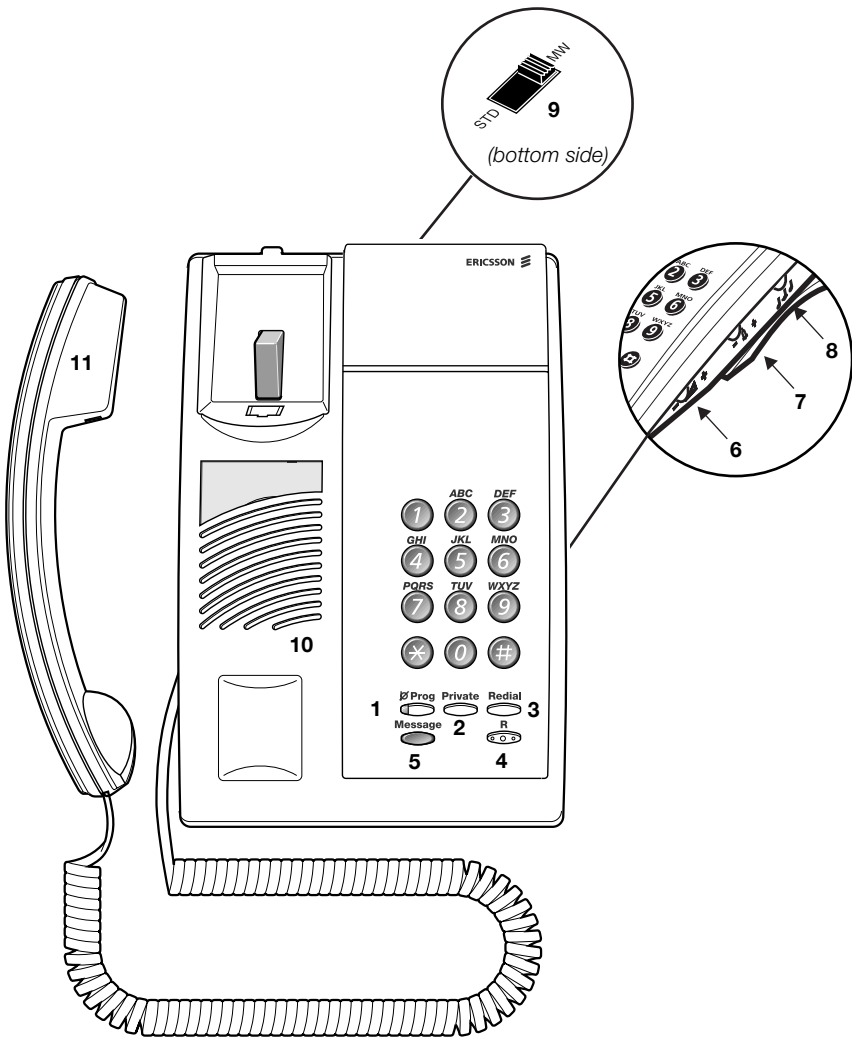
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Description -
Dialog 3105MW Telephone



1 Mute / Program

- a. Switch microphone on or off. See section “[During Calls](#)” on page 21.
- b. Store your most frequently called number as a quick dial number, see section “[Abbreviated Numbers](#)” on page 51.

Note: *If you unplug the telephone, the stored number will remain for about 4 hours.*

2 Private

Activate programmed quick dial number, see section “[Abbreviated Numbers](#)” on page 51.

3 Last Number Redial / Pause key

- a. Redial last number dialled.
- b. Insert a pause if you have to wait for dial tone.

4 R-key

Used for example to make an inquiry, to transfer a call or to establish a conference, see section “[During Calls](#)” on page 21.

5 Message waiting lamp

A flashing light indicates a waiting message. See section “[Internal Messages](#)” on page 42.

6 Handset volume

Adjust handset volume. See section “[Adjustments](#)” on page 77.

7 Ring signal volume

Adjust ring signal volume. See section “[Adjustments](#)” on page 77.

8 Ring signal character

Adjust ring signal character. See section “[Adjustments](#)” on page 77.

9 Message waiting on/off

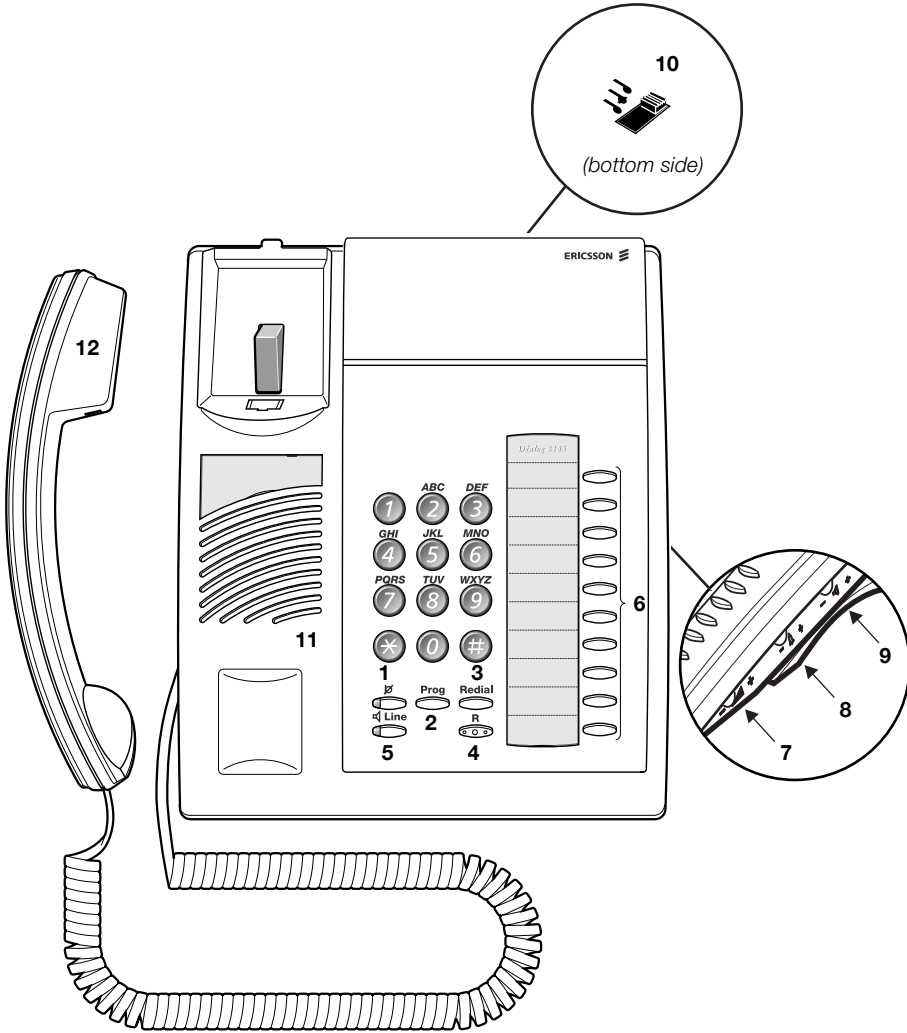
Switch message waiting indication on or off. See section “[Adjustments](#)” on page 77.

10 Loudspeaker**11 Handset with hearing aid function**

See section “[Adjustments](#)” on page 77.

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

Description - Dialog 3145 Telephone

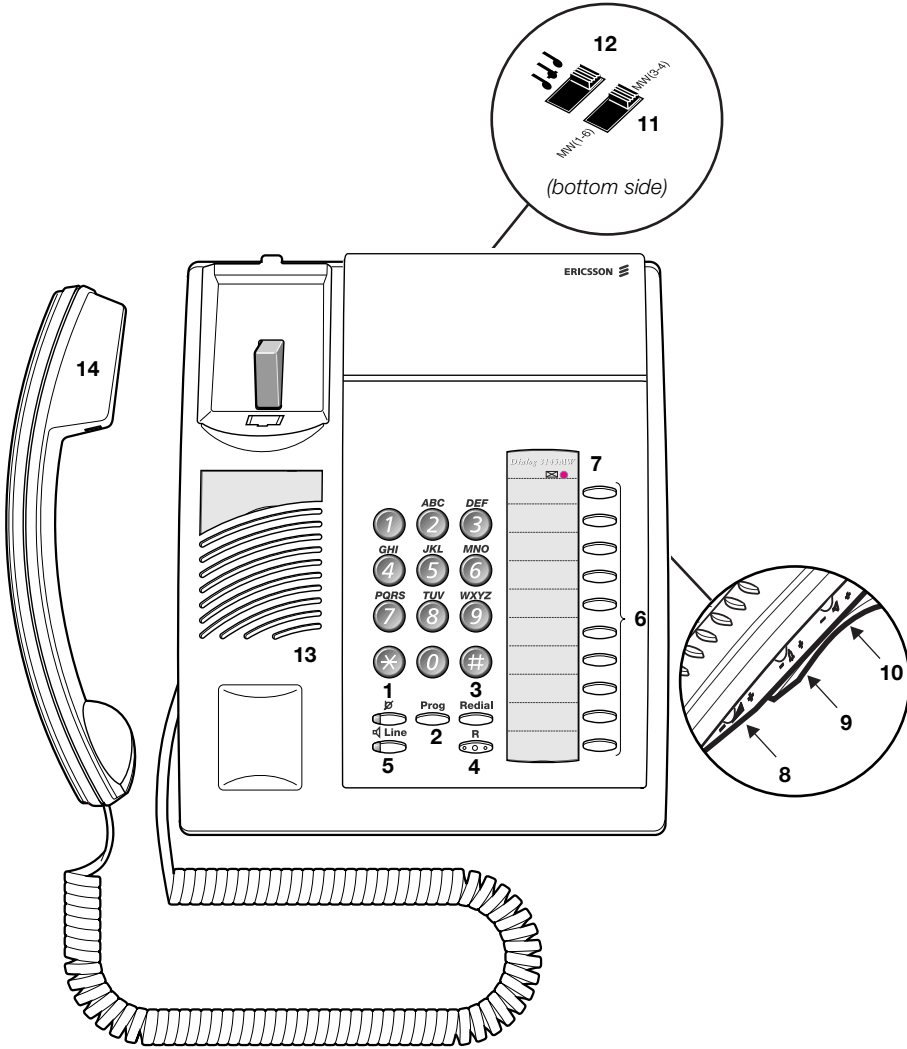


- 1 Mute**
To switch the microphone on or off. See section “[During Calls](#)” on page 21.
- 2 Program**
Store frequently called numbers, see section “[Abbreviated Numbers](#)” on page 51.
- 3 Last Number Redial / Pause key**
 - a. Redial last number dialed.
 - b. Insert a pause if you have to wait for dial tone.
- 4 R-key**
Used for example to make an inquiry, to transfer a call or to establish a conference, see section “[During Calls](#)” on page 21. Can be set to two different modes, see section “[Adjustments](#)” on page 77.
- 5 Loudspeaker on/off**
To switch the loudspeaker on or off. See section “[During Calls](#)” on page 21.
- 6 Programmable keys**
Nine keys for storing frequently called numbers. You can store one number per key, see section “[Abbreviated Numbers](#)” on page 51.

***Note:** If you unplug the telephone, stored numbers will remain for about 4 hours.*
- 7 Handset volume**
Adjust handset volume. See section “[Adjustments](#)” on page 77.
- 8 Ring signal volume**
Adjust ring signal volume. See section “[Adjustments](#)” on page 77.
- 9 Speaker volume**
Adjust speaker volume. See section “[Adjustments](#)” on page 77.
- 10 Ring signal character**
Adjust ring signal character. See section “[Adjustments](#)” on page 77.
- 11 Loudspeaker**
- 12 Handset with hearing aid function**
See section “[Adjustments](#)” on page 77.

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

Description - Dialog 3145MW Telephone



- 1 Mute**
Switch microphone on or off. See section “[During Calls](#)” on page 21.
- 2 Program**
Store frequently called numbers, see section “[Abbreviated Numbers](#)” on page 51.
- 3 Last Number Redial / Pause key**
 - a. Redial last number dialled.
 - b. Insert a pause if you have to wait for dial tone.
- 4 R-key**
Used for example to make an inquiry, to transfer a call or to establish a conference, see section “[During Calls](#)” on page 21
- 5 Loudspeaker on/off**
Switch loudspeaker on or off. See section “[During Calls](#)” on page 21.
- 6 Programmable keys**
Ten keys for storing frequently called numbers. You can store one number per key, see section “[Abbreviated Numbers](#)” on page 51.

***Note:** If you unplug the telephone, stored numbers will remain for about 24 hours.*
- 7 Message waiting lamp**
A flashing light indicates a waiting message. See section “[Internal Messages](#)” on page 42.
- 8 Handset volume**
Adjust handset volume. See section “[Adjustments](#)” on page 77.
- 9 Ring signal volume**
Adjust ring signal volume. See section “[Adjustments](#)” on page 77.
- 10 Speaker volume**
Adjust speaker volume. See section “[Adjustments](#)” on page 77.
- 11 Message waiting**
Set type of message waiting indication. See section “[Adjustments](#)” on page 77.
- 12 Ring signal character**
Adjust ring signal character. See section “[Adjustments](#)” on page 77.

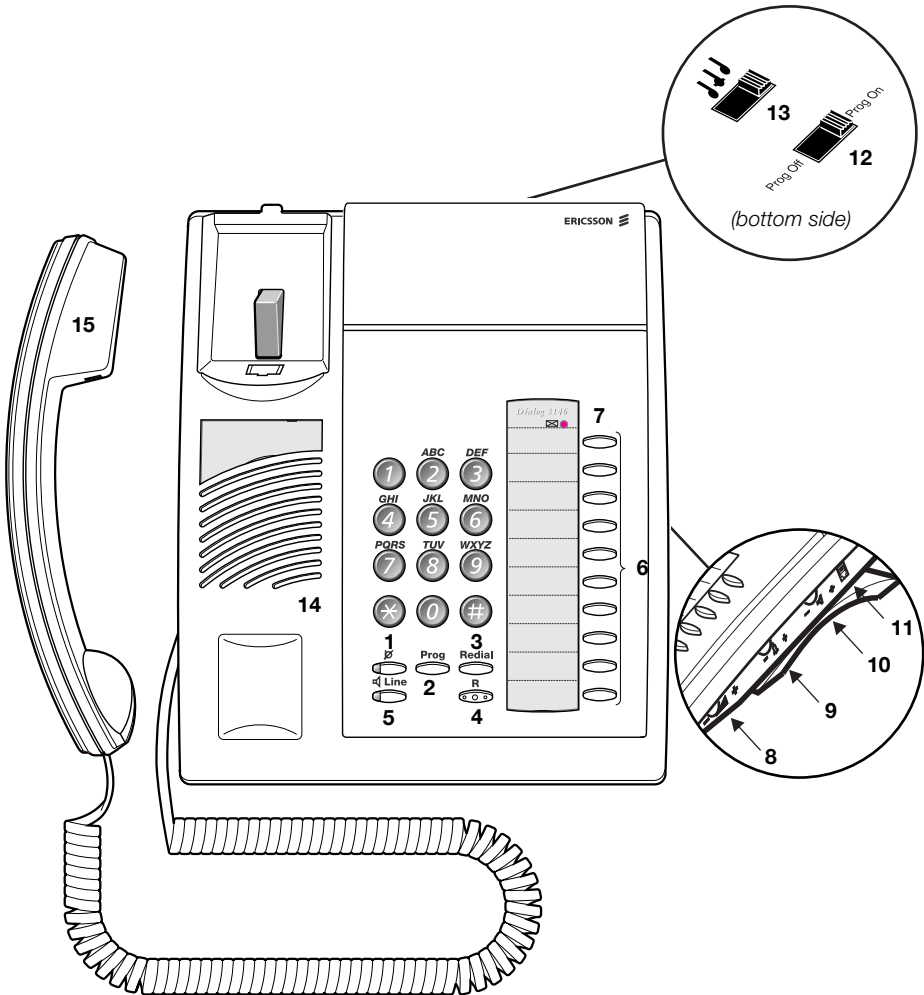
13 Loudspeaker

14 Handset with hearing aid function

See section "[Adjustments](#)" on page 77.

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

Description - Dialog 3146 Telephone



- 1 Mute**
Switch microphone on or off. See section “[During Calls](#)” on page 21.
- 2 Program**
Store frequently called numbers, see section “[Abbreviated Numbers](#)” on page 51.
- 3 Last Number Redial / Pause key**
 - a. Redial last number dialled.
 - b. Insert a pause if you have to wait for dial tone.
- 4 R-key**
Used for example to make an inquiry, to transfer a call or to establish a conference, see section “[During Calls](#)” on page 21.
- 5 Loudspeaker on/off**
Switch loudspeaker on or off. See section “[During Calls](#)” on page 21.
- 6 Programmable keys**
Ten keys for storing frequently called numbers. You can store one number per key, see section “[Abbreviated Numbers](#)” on page 51.

***Note:** If you unplug the telephone, stored numbers will remain for about 24 hours.*
- 7 Message waiting lamp**
A flashing light indicates a waiting message. See section “[Internal Messages](#)” on page 42.
- 8 Handset volume**
Adjust handset volume. See section “[Adjustments](#)” on page 77.
- 9 Ring signal volume**
Adjust ring signal volume. See section “[Adjustments](#)” on page 77.
- 10 Speaker volume**
Adjust speaker volume. See section “[Adjustments](#)” on page 77.
- 11 Data port**
Enables a parallel connection of a PC or modem.
- 12 Program on or off**
Slide the switch to set programming on or off.
- 13 Ring signal character**
Adjust ring signal character. See section “[Adjustments](#)” on page 77.

14 Loudspeaker

15 Handset with hearing aid function

See section “[Adjustments](#)” on page 77.

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

Free Seating (optional)

The Free Seating function is used for persons who have an office extension number but no telephone set of their own. For example, flexible office workers, persons mostly working outside the office, etc. As a Free Seating user and working from the office, you logon to any free telephone set that temporarily will be assigned with your extension number and your system authorities.



*** 1 1 ***

To log on

Lift the handset

Press



Enter the authorization code and press



#

Enter your telephone number and press



Replace the handset to finish the procedure

Note: An earlier version of the Free Seating function use another procedure:

To log on, press *** 1 0 *** extension No. **#**.



1 1

To log off

Lift the handset

Press



Replace the handset to finish the procedure

Note: *An earlier version of the Free Seating function use another procedure:*

*To log off, press **# 1 0 #***

Incoming Calls

A ring signal indicates an incoming internal or external call.

Answer calls



Lift the handset

On another extension

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.

8

Press

Note: *France press 4; Sweden press 6*

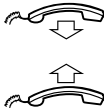
Answer a second call

A call waiting tone will inform you, during a conversation, that a second call is waiting on your phone.

You have two options.

Option 1:

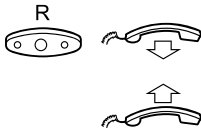
Finish the ongoing call:

**Replace the handset**

The new call will be signalled on your phone.

Lift the handset to receive the new call*Option 2:*

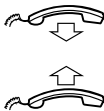
Ask your conversation partner to wait:

**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.

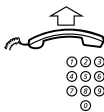
Lift the handset to receive the first call again

Outgoing Calls

Sometimes you make a call but the person is not available. These functions will help you in your attempts to establish contact with the called party.

Make calls

How to make internal and external calls.



Lift the handset and dial either:

An extension number to make an internal call,

or



Dial the digit or digits to get an external line

Dial tone.

Note: Which digit or digits to press for an external line, depends on the configuration of the system.



Replace the handset to end the call

Notes:

You can make your calls faster, using common abbreviated numbers and by programming your own abbreviated numbers.

If you receive a queue tone when the digit or digits to get an external line are dialled (optional function Least Cost Routing is used in the system), keep waiting.

Once a line becomes free you will receive a dial tone.

If a warning tone is heard, the selected line is marked "Expensive".

Wait for dial tone

Sometimes it is required to wait for a new dial tone after dialling the prefix digit when making an external call. In such situations, you must store the pause for a new dial tone into the number:

On the Ericsson Analog telephones:



Press

Note: *This function is not supported for other analog telephones.*

Individual External Line

To make a call on a specific external line:



Lift the handset

0

Press



Dial the individual external line number and press



Dial the digit or digits to get an external line and the external number

Last External Number Redial

When you initiate an external call the system automatically stores all the dialled digits, irrespective of whether the call was successful or not.

Note: To redial a number that incorporates a wait for a new dial tone, you must indicate to the telephone where in the number it must pause and wait for the new dial tone. To do this, press the required key at the proper place in the number. See section "[Make calls](#)" on page 18.



On the Ericsson Analog telephones:

Lift the handset and press to redial last dialled external number



On other analog telephones:

Lift the handset and press to redial the last dialled external number

Note: Finland and Sweden press *** * 0**

During Calls

The MD110 Communication System allows you to handle calls in many different ways. You can for instance make an inquiry, transfer the call or create a conference.

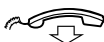
Monitoring

Note: This section only applies to the Ericsson Dialog 3145, Dialog 3145MW and Dialog 3146 telephones.



You have an ongoing conversation via the handset.

Press to switch the loudspeaker on



Replace the handset

The loudspeaker monitors the call.

Note: When the loudspeaker is on, the microphone is automatically switched off in the handset. You can adjust the volume, see section "[Adjustments](#)" on page 77.



Press to end the call



From Monitoring to handset

Lift the handset

Continue your conversation via the handset.

Mute

Note: This section only applies to the Ericsson Analog telephones.



You have an ongoing conversation.

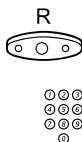
Press to switch the microphone on or off

When the lamp lights, the caller will not be able to hear the conversation in your room.

Note: Mute key is slightly different on the Ericsson Dialog 3105MW telephone.

Inquiry

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



Press

The first party is put on hold.

Call the second party

When the party answers you can switch between the calls (Refer Back), transfer the call, create a conference and end one of the calls.

2

Press to return to the first party

Note: Sweden press **R**

Refer Back

You can switch between connected parties:

2

Press to put the ongoing conversation on hold

The first party is connected.

Note: Sweden press **R**

Transfer

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



Press



Call the second party

You can transfer the call before answer or wait for answer

Note: Make sure, that you are connected to the desired party.



Replace the handset

The call is transferred.

Note: If you have put more than one call on hold, the last call that was put on hold will be transferred. If the dialled extension is busy or Transfer is not allowed, your phone will ring again.

Conference

With this procedure you can include up to seven parties in a conference. Only the conference leader can admit participants. During the conference a tone will be heard every 15th second.

Note: *The conference tone might be disabled for your system.*

You have an ongoing conversation and want to establish a telephone conference. You will become the conference leader.



Press



Call the second party

Wait for answer.

3

Press to establish a three party conference

Now you have established a three party conference.

Note: *Sweden press R*

Repeat the procedure to include other persons to the conference



Replace the handset to leave the conference

On Hold

You can temporarily put the ongoing call on hold. Calls put on hold can be resumed on your own telephone or another.



Press and replace the handset

To resume the call on your own extension



Lift the handset

To resume the call on another extension



Lift the handset



Call the extension where the call was put on hold

8

Press

Note: France press **4**; Sweden press **6**

When You Receive a Busy Tone

Busy extension or external line

If you call an extension and receive a busy tone or get no answer or all external lines are busy you can use these methods:

Automatic Callback

If a called extension is busy or there is no answer:

6

Press

Note: *France, Finland and Sweden press 5*



Replace the handset to finish procedure

You are called back (recall ring signal) when the ongoing call is finished or the next time a new call is finished. You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back

The system calls the extension.

Note: *Callbacks can be activated on several extensions at the same time.*

If all external lines are busy (after dialling the digit or digits to get a line):

6

Press

Note: *France, Finland and Sweden press 5*



Dial the external number and press



Replace the handset to finish procedure

When an external line becomes free you will be called back (recall ring signal). You have to answer within eight seconds, otherwise the Callback service is cancelled.



Lift the handset when you are called back

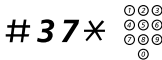
The system calls the external number.

Note: *Only one Callback can be activated on a busy external line.*



Cancel any single Callback

Lift the handset



Press and dial the extension number

Note: *To cancel a single Callback on a specific external line, dial the digit or digits to get a line instead of the extension number.*



Press and replace the handset



Cancel all Callbacks

Lift the handset



Press



Replace the handset

Call Waiting

If you urgently wish to contact a busy extension or external line, you can notify it by a call waiting signal.

5 Press

Note: *France and Finland press 6; Sweden press 4*

Keep handset off-hook. When the called extension or the external line becomes free, it will be called automatically.

Note: *The Call Waiting function might be blocked for use on your extension (programmed by system administrator). If Call Waiting is not allowed you will continue to receive a busy tone.*

Intrusion on a busy extension

You can intrude on an ongoing call on a busy extension.

4 Press

Note: *France and Sweden press 8*

Before the Intrusion is executed a warning tone is sent to the parties in the ongoing call. A three party call is established and a warning tone is heard.

Notes:


The warning tone might be disabled for your system.

The Intrusion function might be blocked for use on your extension (programmed by system administrator).

If Intrusion is not allowed you will continue to receive a busy tone.

Intrusion on a busy external line

You can intrude on an ongoing call on a busy external line.

44 

Press and dial the individual external line number



Press and dial the digit or digits to get an external line
Busy tone.

4 **Press**

Note: *France and Sweden press 8*

Before the Intrusion is executed a warning tone is sent to the parties in the ongoing call. A three party call is established and a warning tone is heard.

Notes:

The warning tone might be disabled for your system.

The Intrusion function might be blocked for use on your extension (programmed by system administrator). If Intrusion is not allowed you will continue to receive a busy tone.

Call Forwarding

Diversion

If you do not want to be disturbed or will be out of the office, you can have all calls to your extension diverted to a pre-programmed answering position. During Diversion you will hear a special dial tone. You can still make calls as usual.

Diversion can be direct, on no answer, on busy or to another information service facility.

Order direct Diversion from your own extension

The call is diverted to an individual position or up to three predetermined common answering positions (depending on the type of the incoming call). Programmed by the system administrator.



***21#**

Lift the handset

Press

Note: *U.K. press *2#*



Replace the handset

Note: *Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section [“Internal Follow-me”](#) on page 33.*



2 1

Cancel direct Diversion from your own extension

Lift the handset

Press

Note: U.K. press **# 2 #**



Replace the handset

Note: Diversion can also be ordered and cancelled from the answering position, use the same procedure as in section "[Internal Follow-me](#)" on page 33.



*** 2 1 1 #**

Lift the handset

Press to order

Note: Finland and Norway press *** 6 1 #**



Replace the handset

The incoming call is diverted after 3 signals.

To cancel:



2 1 1

Lift the handset

Press

Note: Finland and Norway press **# 6 1 #**



Replace the handset



***212#**

Diversion when caller receives a busy tone

Lift the handset

Press to order

Note: *Finland and Norway press *67#*



Replace the handset

To cancel:



#212#

Lift the handset

Press

Note: *Finland and Norway press #67#*



Replace the handset



***218#**

Diversion to another information service facility

Lift the handset

Press



Replace the handset

To cancel:



#218#

Lift the handset

Press



Replace the handset

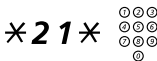
Internal Follow-me

All calls to your extension are diverted to an extension of your choice (within the private network). During Follow-me you will hear a special dial tone. You can still make calls as usual.



Order from your own extension

Lift the handset



Press and dial the answering position number

Note: U.K. press * 2 * No.



Press and replace the handset



Cancel from your own extension

Lift the handset

2 1

Press

Note: U.K. press # 2 #

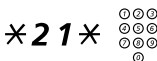


Replace the handset



Redirect from answering position

Lift the handset



Press and dial your own extension number

Note: U.K. press * 2 * No.



Press and dial the diversion number



Press and replace the handset

Calls are diverted to the answering position.

Note: Internal Follow-me must be ordered from your own extension before you can redirect from answering position.



Cancel from answering position

Lift the handset

2 1 *

Press and dial your own extension number

Note: U.K. press **# 2 *** No.



Press and replace the handset

External Follow-me

If External Follow-me is allowed you can have all calls to your extension diverted to an external number of your choice. A special dial tone will be heard. You can still make calls as usual.



Order

Lift the handset

*** 2 2 #**

Press and dial the digit or digits to get an external line and the external number



Press and replace the handset



Cancel

Lift the handset

2 2

Press



Replace the handset

Bypass Diversion

If Bypass Diversion is allowed from your extension, you can bypass an activated Diversion/Follow-me on a specific extension.



60



Lift the handset

Press and dial the extension number

#

Press and wait for answer

Personal Number (optional)

With this function you can be reached on your normal office telephone number even if you are in another room, out of the office, at home, etc. Depending on the functionality of your office exchange, you can have either one individual single search profile or you can choose between five individual search profiles. A search profile can be designed to fit the situation, i.e. In the office, On travel, At home, etc. Both internal or external telephone numbers can be used in a profile.

On your request, the search profiles are programmed or modified by the system administrator. See section [“To design and order your search profiles”](#) on page 38.

When the function is activated, incoming calls are transferred to different telephones or back-up services in your decided order. If an answering position in the profile is busy, the call can be transferred to another predefined position in the profile, i.e. Voice Mail or a colleague. You can activate the function from your own office telephone or when out of the office, by using the Direct Inward System Access function (DISA).



*** 1 0 ***

To activate or change to another profile from your office telephone

Lift the handset

Press

(1 - 5)

Dial the search profile digit



#

Press and replace the handset

Note: If the operator is included in the activated profile as an answering position, always inform the operator if you are absent. Use the Absence Information function or call the operator. If Voice Mail is included in the activated profile, always update your greeting with Absence Information.



1 0

To cancel from your office telephone

Lift the handset

Press



Replace the handset

To activate or change to another profile from an external telephone

The external telephone must be of push button type provided with hash (#) and star (*) keys or a mobile telephone adapted for dial tone pulses (DTMF).

Call the DISA function at your office

Dial tone.

*** 7 5 ***



Press

Enter the authorization code and press



#

Dial your own extension number and press

Dial tone.

*** 1 0 ***



Press

Dial your own extension number and press

(1 - 5)

Dial the search profile digit



Press and replace the handset

Note: If the operator is included in the activated profile as an answering position, always inform the operator if you are absent. Use the Absence Information function or call the operator. If Voice Mail is included in the activated profile, always update your greeting with Absence Information.

To cancel from an external telephone

The external telephone must be of push button type provided with hash (#) and star (*) keys or a mobile telephone adapted for dial tone pulses (DTMF).



Call the DISA function at your office

Dial tone.

75

Press



Enter the authorization code and press



#

Dial your own extension number and press

Dial tone.

#10*

Press



#

Dial your own extension number and press



Replace the handset

To design and order your search profiles

The search profiles are installed or changed by the system administrator. In order to set up your profiles, copy the setting form, fill in your new or changed profiles and give it to your system administrator.

Note: *If Personal Screen Call Server is connected to your system, you can edit the profiles via your Intranet. See instructions for the server!*

Important notes when designing your search profiles:

- Avoid a ring time longer than 45 seconds for your profiles
Usually the caller hangs up after 3-6 ring signals. If you need a longer ring time, the maximum time is 60 sec.
- Consider the time you need to react and answer on each answering position in your profiles
You might need up to 15 seconds to react and answer on a desk or cordless telephone and 20-25 seconds for a mobile telephone.
- There must be an answering position at the end of every profile (Voice Mail or operator/secretary)
If not, calls might end up unanswered.
- Consider what should happen when you are busy on a telephone
The available options are:
 - Diversion to Voice Mail
 - Diversion to the operator
- If an answering machine, a FAX or other answering service is used as an early answering position, it might interrupt the searching
Disconnect the answering service, or design the ring times so they do not affect the searching.
- If your system admits just one single personal profile, design the profile only with your 2-3 most frequently used positions
If you add more numbers, there is a risk that the caller hangs up before a late position is called.
- If your system admits 1-5 personal profiles, design the different profiles to fit your most used positions
Make sure you use as few answering positions as possible for each profile. Profile examples:
 - In office
 - At home
 - On travel
 - Absent/not reachable

Example:

How to fill in your setting form for search profiles:

Profile 1

In office

Search order	Type of telephone or answering position*	Telephone number	Ring time (seconds)
1	Desk	1234	10
2	Cordless	5234	15
3	Voice Mail		

** Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, etc.*

Profile 2

At home

Search order	Type of telephone or answering position*	Telephone number	Ring time (seconds)
1	External	222222	20
2	Mobile	0706666666	25
3	Voice Mail		

Setting form for search profiles

Name:

Department:

Telephone No:

Account:

Profile 1

Search order	Type of telephone or answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

* Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, etc.

Profile 2

Search order	Type of telephone or answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 3

Search order	Type of telephone or answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 4

Search order	Type of telephone or answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Profile 5

Search order	Type of telephone or answering position*	Telephone number	Ring time (seconds)
1			
2			
3			
4			

Internal Messages

Regarding incoming messages, see section “[Voice Mail](#)” on page 44.

Manual Message Waiting (MMW)

If there is a message waiting for you, you will hear a special dial tone after lifting the handset. For Dialog 3185MW there is also a lamp indication.



Answer MMW at your own extension

Lift the handset



Cancel MMW at your own extension

Lift the handset

3 1

Press



Replace the handset

Order MMW to another extension

When you call an extension and receive busy tone or get no answer you can make a call to order a message waiting indication on that telephone.



31

Lift the handset

Press



Dial the extension number



#

Press and replace the handset

Cancel MMW to another extension

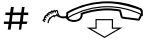
#31*

Lift the handset

Press



Dial the extension number



#

Press and replace the handset

Voice Mail

Your incoming messages can be indicated by a rapidly flashing message key (Dialog 3105MW telephone) or a rapidly flashing message waiting lamp (Dialog 3145MW telephone). See section [“Message waiting indication”](#) on page 79.

While you are away from the office, callers can leave messages in your mailbox.

Integrated Voice Mail (optional)

This function allows you to leave a voice message to the caller when you are unable to answer calls, e.g. when out of office, in a meeting, etc. Then the caller can leave a message in your mailbox. When back in office you can enter your mailbox and listen to received messages.

You can choose to divert all incoming calls to your mailbox, or calls when there is no answer, or calls when your telephone is busy. When you enter your mailbox, you will hear recorded instructions how to handle listening, recording, storing and deleting messages, and how to change your security code.

To activate and deactivate your mailbox

For all incoming calls:

See Call Forwarding, section Internal Follow-me (function code 21). Use the number to the voice mail system as the “answering position number”.

When incoming calls get no answer:

See Call Forwarding, section Diversion when there is no answer (function code 211).

When incoming calls get a busy tone:

See Call Forwarding, section Diversion when caller receives a busy tone (function code 212).

To enter your mailbox

Please ask the system administrator for your defined voice mail system number.

Once you have entered the voice mail system, you can handle your messages/greetings and change your security code, see section ["To handle the mailbox"](#) on page 47.

From your office telephone:



Lift the handset



Dial the number to the voice mail system

If you are asked to enter your security code:



Enter your security code

Code at delivery = your extension number.

Follow the recorded instructions

From another telephone:



Lift the handset



Dial the number to the voice mail system

If you are asked to enter your security code (the used telephone has a mailbox of its own):

#

Press



Enter your mailbox number

(normally your office extension number)



Enter your security code (if required)

Follow the recorded instructions



To enter someone else's mailbox

Lift the handset



Dial the number to the voice mail system

If you are asked to enter your security code (the used telephone has a mailbox of its own):

#

Press



Enter the mailbox number

(normally the office extension number of the person served)



Enter the security code of the person served (if required)

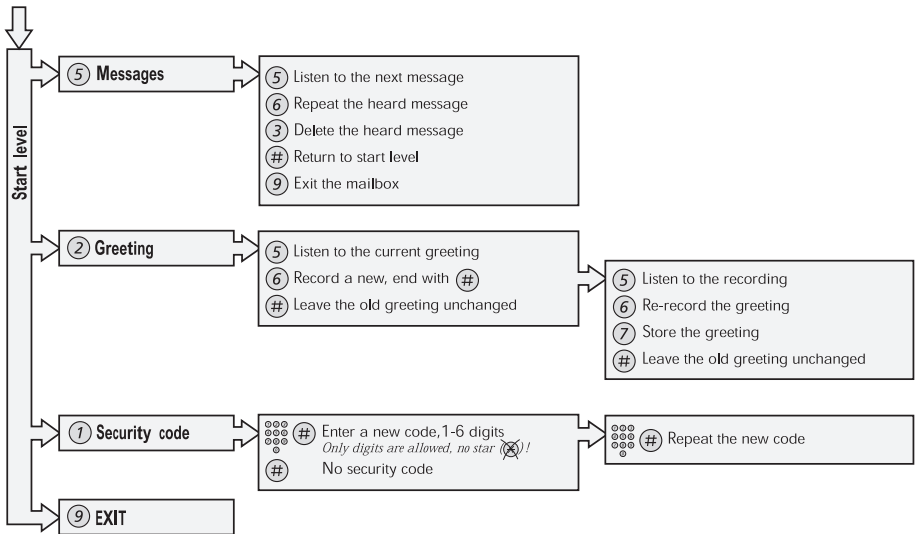
Follow the recorded instructions

To handle the mailbox

Recorded information on the line informs about the number of new and stored messages. If you have too many messages stored, you will first be asked to delete saved messages.

Recorded instructions ask you to press different digits in order to listen to caller's messages, record your own greetings, change your password or exit your mailbox, etc.

The following diagram gives an overview of the mailbox system and the digits to be used.



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.

Absence Information (optional)

To be used during absence to inform callers about the reason and time or date of your return. If you are authorized, you can also enter absence information on another extension from your own extension.

Order

To store text information.

Example: Back on September 15th (=0915).



23

(0-9)

Lift the handset

Press

Enter the absence code

Note: The absence codes consist of one digit which depends on the system connected to the exchange. Contact your system administrator regarding your available absence codes.

***0915**

Press and enter the date (MMDD) or time (HHMM) of your return

Note: If no return time or date is needed, this step can be excluded.

#

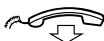
Press to enter the information**Replace the handset**

Internal callers receive the information on the display (or as spoken information to callers without display phone).

External callers will be routed to the operator who also has access to your absent info.

**Cancel****Lift the handset**

2 3

Press**Replace the handset**

The programmed information is erased.

**Order for another extension****Lift the handset**

* 2 3 0 *

Press**Dial the extension number and press**

(0 - 9)

Enter the absence code

* 0 9 1 5

Press and enter the date or time of the other person's return

#

Press**Replace the handset**



#230*



#



Cancel for another extension

Lift the handset

Press

Dial the extension number and press

Note: If the special dial tone is received, the authorization code for the other extension is required. Add the code and press # before replacing the handset.

Replace the handset

Abbreviated Numbers

By using abbreviated numbers, you can make calls simply by pressing a few keys. The common abbreviated numbers consist of 1-5 digits and are stored in the exchange (by the system administrator).

Up to 10 “individual abbreviated numbers” (your personal most frequently used external numbers) can be stored and used on the keys “* * 0” to “* * 9” (if this function is allowed).

Note: In Finland up to nine numbers, keys **1-9**.



Common abbreviated numbers

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 on the keys “* * 0” to “* * 9”.



* *

Lift the handset and press



Dial the abbreviated number

A number between 0 and 9.

Note: Finland press * * (1 - 9); Sweden press (0 - 9) #

Program individual abbreviated number

How to program external numbers on the keys 0 to 9.



* 5 1 *

Lift the handset

Press



*

Select an abbreviated number between 0 and 9 and press

Note: Finland press (1 - 9) *



0

Dial the digit or digits to get an external line and the external number

Note: The programmed number may consist of a maximum of 20 digits plus a “*”, which indicates the second dial tone from the public network.

#

Press



Replace the handset



Erase one programmed number

Lift the handset

5 1 *

Press



#

Enter the number you want to erase (0-9) and press

Note: Finland press (**1 - 9**) #



Replace the handset



Erase all programmed numbers

Lift the handset

5 1

Press



Replace the handset

Dial By a Function Key

Notes:

This section only applies to the Ericsson Dialog 3145, Dialog 3145MW and Dialog 3146 telephones.

For the Dialog 3146, make sure the programming slide switch is set in the "Prog On" position.

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys. Stored numbers can consist of maximum 21 digits on the Dialog 3145MW and Dialog 3146, and maximum 16 digits on the Dialog 3145.



Lift the handset

Wait for dial tone.

Head Office



Press to make a call (pre-programmed)

Program

How to program a directory number on the programmable keys.

Prog



Press



Press a programmable key

If a number is already stored, it will be erased automatically. If you would like to erase a dial-by-name number, store a "0" instead of the telephone number.



Dial the number

You can use any directory number, e.g. a common abbreviated number or a colleague's extension number. You can also store codes that contain **X**, **#** and **R**. To store a number that incorporates a wait for a new dial tone, see section "[Outgoing Calls](#)" on page 18.

Prog



Press

Note: *You can remove the transparent cover in order to write the names beside the keys.*

Quick dial number

Note: This section only applies to the Ericsson Dialog 3105MW telephone.

This feature lets you call a complete number by pressing only one button. Stored numbers can consist of maximum 21 digits.



Lift the handset

Wait for dial tone.

Press to make a call

Program a quick dial number

You can program one directory number (extension or common abbreviated number) on the private key.

Ø/Prog



Press

Private



Press



Dial the number

You can use any directory number, e.g. a common abbreviated number or a colleague's extension number. You can also store codes that contain *, # and R. To store a number that incorporates a wait for a new dial tone, see section "[Outgoing Calls](#)" on page 18.

Ø/Prog



Press

Group Facilities

Call Pick-up Group

People working in a team can have their telephones programmed by the system administrator to form Call Pick-up groups.

In a Call Pick-up Group, any member can answer any individual call to group members.



8

Lift the handset

Press to answer

Notes:

One Call Pick-up Group can serve as an alternative to another group. Calls to the alternative group can only be answered when there are no calls to your own group.

*Finland and Sweden press **0***

Common Bell Group

Calls are signalled on a common bell.



8

Lift the handset


Press to answer

Note: *Finland and Sweden press **0***

Group Hunting

As a member of a group of extensions that is called by a common number, you can temporarily leave the group.



21 

Lift the handset

Press and dial your own extension number

Note: U.K. press *2*No.

#

Press



Replace the handset

To re-enter the group



#21#

Lift the handset

Press

Note: U.K. press #2#



Replace the handset

If you are authorized you can divert all calls to a group to another extension or group:



24

Lift the handset

Press



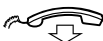
Dial the number of the group to be diverted and press



Dial the extension number of the new answering position

#

Press



Replace the handset



2 4 *

To cancel the Diversion:

Lift the handset

Press



Dial the number of the group that has been diverted

#

Press



Replace the handset

Other Useful Facilities

Account Code (optional)

This function is used to charge a call to an account number or to prevent unauthorised calls from your telephone. The account code can have 1 to 15 digits.



61

Lift the handset

Press

Note: *Finland and Norway press *71**



Enter the account code and press

Dial tone.



Dial the digit or digits to get an external line and the external number

General Cancellation

The following features can be simultaneously cancelled:

- Callback (all Callbacks are cancelled).
- Diversion/Internal and External Follow-me.
- Manual Message Waiting/Message Diversion.
- Do Not Disturb.
- Flexible Night Service.



Order

Lift the handset

Press

Replace the handset

Night Service

When the exchange is in night service mode, all your incoming calls to the operator are transferred to a selected extension or group of extensions. The exchange is equipped with four different night service modes:

Common Night Service

All incoming calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Individual Night Service

Selected external calls to the operator are transferred to one specific extension. Answer the call in the normal way.

Universal Night Service

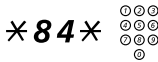
All incoming calls to the operator are transferred to a universal signalling device, e.g. the common bell. Answer the call as described in section “[Common Bell Group](#)” on page 56.

Flexible Night Service

This function permits you to order an external line and connect it directly to your telephone. Ask your operator for the external line numbers.

To order Flexible Night Service

Lift the handset



Press and dial the digit or digits to get a line



Press and dial the external line number



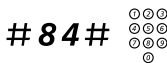
Press



Replace the handset

Cancel

Lift the handset



Press and dial your own extension number



Replace the handset

Hot Line

Ask your system administrator if you require this function.

Delayed Hot Line

When the handset of the delayed hot line telephone is lifted or when the line key is pressed, a timer is started. If no digit is pressed before time out, a call is automatically generated to a specific extension or external line. If a digit is pressed before time out the telephone works as an ordinary telephone.

Note: *This function is only available in newer versions of the telephone exchange.*

Direct Hot Line

The same function as described above, but no delay. Only hot line calls can be placed from this line. To be used e.g. as alarm phone, door phone etc.

Alarm extension

An extension can be programmed by system administrator as an alarm extension. A call to an alarm extension obtains automatic intrusion if the extension is busy. Up to seven calling parties may be connected at the same time.

Emergency state

In the event of an emergency the operator can switch the exchange into emergency state, during which only pre-programmed extensions are permitted to make calls.

Data communication

Your telephone can be used together with a PC as an integrated voice and data terminal. Contact your system administrator if you require this function.

Direct Inward System Access (DISA) (optional)

If you are assigned to use this function and you are working externally, you can call your office and get access to an external line in order to make business calls. The business call will be charged your office extension number or an account number. You will just be charged for the call to the office.

The external telephone must be of push button type provided with hash (#) and star (*) keys or a mobile telephone adapted for dial tone pulses (DTMF).

After a completed DISA call you must hang up before a new DISA call can be made.

Depending on the type of authorization code and if an account code is used, different procedures must be used:

With common authorization code



Call the DISA function at your office

Dial tone.

72

Press



Enter the authorization code and press

Dial tone.



Dial the external number



With individual authorization code

Call the DISA function at your office
Dial tone.

75

Press



Enter the authorization code and press



#

Dial your own extension number and press
Dial tone.



Dial the external number

Paging (optional)

Persons equipped with a wireless paging receiver or assigned to a lamp signal, can be paged from a telephone set. Depending on the type of paging system it is possible to send digit messages or voice messages to the paged person.

Paging can also be initiated and answered during an ongoing call. Make an Inquiry call and proceed according to the appropriate procedure for the type of connected paging system. You can then either return to the ongoing call or transfer the paging call to the person that was put on hold. If this person is an external subscriber, your exchange must be programmed for this function.

If you receive a congestion tone when paging, this indicates that the paged person has his paging receiver in the charging rack and is probably out of the office.

Paging receivers without a display and Paging via lamp signals

To initiate

When there is no answer or a busy tone, keep the handset off hook:

7

Press

Wait for an answer with the handset off hook.



81

Lift the handset

Press

Dial the extension number and press

Wait for an answer with the handset off hook.



82

Lift the handset

Press

Dial your own extension number and press



***82#**

Lift the handset

Press

Or if only one paging call is permitted at the time:

Paging receivers with a display

To initiate

When there is no answer or a busy tone, keep the handset off hook:



Press and replace the handset

Wait for the paged person to call back.



If you want to start Paging without calling the person:

Lift the handset

81

Press

 **#**

Dial the extension number and press

Wait for the acknowledgement tone.



Replace the handset

Wait for the paged person to call back.



81

If you want to send a digit message code:

Lift the handset

Press



Dial the extension number and press



Dial the message code (1-10 digits) and press

Wait for the acknowledgement tone.



Replace the handset

If expected, wait for the paged person to call back.

To answer

From the nearest telephone within the system: Call the extension number shown in the display of your paging receiver. If zeros are shown it indicates that you are being paged from an external subscriber. To answer:



82

Lift the handset

Press



Dial your own extension number and press



***82#**

Or if only one paging call is permitted at the time:

Lift the handset

Press

If a message code is shown in the display, take the appropriate action.

Paging receivers with voice message

To initiate

When there is no answer or a busy tone, keep the handset off hook:

7

Press

Leave your message after the tone. Just before the predetermined speech time is ended, a warning tone will be heard.



If you want to start Paging without calling the person:

Lift the handset

81

Press



#

Dial the extension number and press

Leave your message after the tone. Just before the predetermined speech time is ended, a warning tone will be heard.

To answer

If your paging receiver has bothway voice connection, press the answer button to speak. If no bothway connection exists, take the appropriate action according to the message or answer the paging in the same way as Paging without a voice message.

Alarm Paging

To initiate



Lift the handset

Press



Dial the extension number and press
Wait for the acknowledgement tone.



Replace the handset

If you want to send an alarm message code:



Lift the handset

Press



Dial the extension number and press



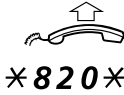
Dial the message code (1-5 digits) and press
Wait for the acknowledgement tone.



Replace the handset

To acknowledge an alarm

You must acknowledge the alarm to be terminated:



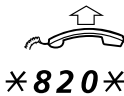
Lift the handset

Press



Dial your own extension number and press

To acknowledge an alarm for another extension:



Lift the handset

Press



Dial the other extension number and press



Dial your own extension number and press

Authority

Data Privacy

Data Privacy allows you to make a call without any disturbances, i.e. Intrusion. This function is automatically cancelled when the call is finished.



Order

Lift the handset

Press and dial the number

Do Not Disturb, DND

When you activate DND, calls to your extension are not indicated. Outgoing calls can be made as usual.

***27#**

Dial to activate

Special dial tone.

or

#27#

Dial to deactivate



Replace the handset to finish activation/deactivation


Group Do Not Disturb

If your extension is defined as a master extension (programmed by system administrator), you can mark a group of extensions as Group Do Not Disturb. The group can be bypassed by you.

Order



Lift the handset

25 

Press and dial the group number

Note: *Germany and South Africa press *28*No.*

#

Press

Special dial tone.




Replace the handset

Cancel



Lift the handset

#25* 

Press and dial the group number

Note: *Germany and South Africa press #28*No.*




Press and replace the handset

Bypass



Lift the handset

60 

Press and dial the extension number

#

Press

The call is made to the specified extension in the group.

Authorization code, common (optional)

If you are assigned to use a common authorization code (1 to 7 digits) you can temporarily change any used telephone within the exchange to the authority level connected to this code. You can use the code for one call only or you can open the phone for some calls and lock it when leaving the phone.



72

000
000
000
0

000
000
000
0

To use for a single call

Lift the handset

Press

Enter authorization code and press
Verification tone.

Dial the digit or digits to get an external line and the external number



#73*

000
000
000
0
#

To open an extension for some calls

Lift the handset

Press

Enter authorization code and press
Verification tone.



73

000
000
000
0
#

To lock an extension

Lift the handset

Press

Enter authorization code and press
Verification tone.

Authorization code, individual (optional)

If you are assigned to an individual authorization code (1 to 7 digits, affiliated to your own extension) you can lock your own extension to a common authority level, e.g. when out of the office. You can also temporarily change any other used telephone within the exchange to the same authority level as you have on your own phone.

The individual code can be changed from your own extension.



76



To lock your telephone

Lift the handset

Press

Enter authorization code and press

Verification tone.



75



To make calls with your authority level when your telephone is locked

Lift the handset

Press

Enter authorization code and press

Verification tone.

Dial the digit or digits to get an external line and the external number



#76*



To open your telephone

Lift the handset

Press

Enter authorization code and press

Verification tone.



75



To assign your own authority level to another telephone

Lift the handset

Press

Enter authorization code and press

Verification tone.

Dial your own extension number and press

Verification tone.

Dial the digit or digits to get an external line and the external number



74



To change your individual authority code

Lift the handset

Press

Enter old authorization code and press

Enter new authorization code and press

Verification tone.

Adjustments

Note: This chapter only applies to the Ericsson Analog telephones.

Handset volume



Adjust the handset volume using the slide switch.

Slide to change the volume

Loudspeaker volume

Note: This section only applies to the Ericsson Dialog 3145, Dialog 3145MW and Dialog 3146 telephones.



Adjust the speaker volume using the slide switch.

Slide to change the volume

Ring signal volume

The ring signal volume can be adjusted in three steps: soft, medium and loud. Adjust the ring signal volume using the slide switch.



Slide to change the volume

Ring signal character

The ring signal character can be adjusted with two different characters: bass and treble. Adjust the ring signal character using the slide switch.



On the Ericsson Dialog 3105MW telephone:

Slide to change the character



On the Ericsson Dialog 3145, 3145MW and 3146 telephones:

Slide to change the character

Hearing aid compability

Since your telephone has a built-in inductive coupler for the hard-of-hearing, anyone so desiring can use the telecoil in his/her hearing-aid while telephoning. To do so, simply switch the hearing-aid in the T position.

Message waiting indication

Note: This section only applies to the Ericsson Dialog 3105MW and Dialog 3145MW telephones.

Your incoming messages can be indicated by a rapidly flashing message key (Ericsson Dialog 3105MW telephone) or a rapidly flashing message waiting lamp (Ericsson Dialog 3145MW telephone).



On the Ericsson Dialog 3105MW telephone:

Slide the switch to the “MW” position



On the Ericsson Dialog 3145MW telephone:

Slide to change the message waiting indication

Depending on which pins in the telephone line socket that are supposed to carry the message waiting signals, the switch must be set in the corresponding position. Please contact your system administrator for advice.

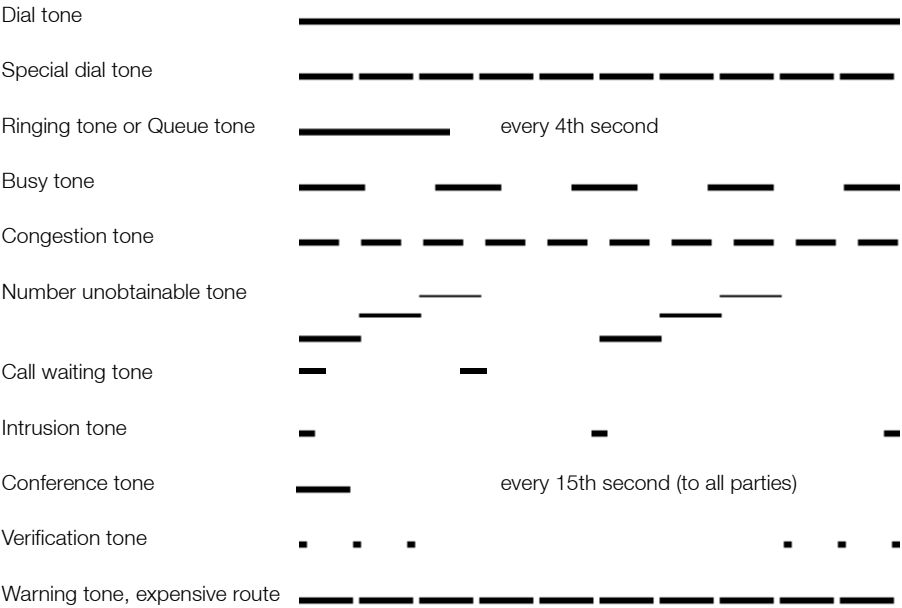
Note: If your telephone will be used on PSTN (public networks) the switch should be set in MW(1-6) position.

Audible Signals

The following different tones and signals are sent from the exchange to your telephone.

Tone characteristics

The tones shown in this section are the most used tones worldwide. Many markets use a differing tone for one or more situations.



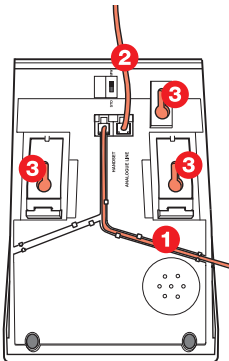
Ring signals

Three different ring signals inform you about the type of the incoming call. The signals shown in this section are the most used signals worldwide. Many markets use signals that are adapted for the local standards. If you get a signal that is not described or you cannot identify, ask your system administrator.

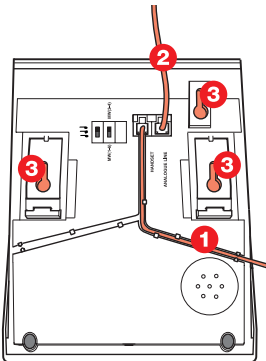
Internal ringing signal	
External ringing signal	
Recall signal (automatic callback reminder)	

Installation

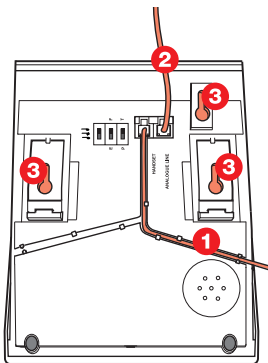
Install cables



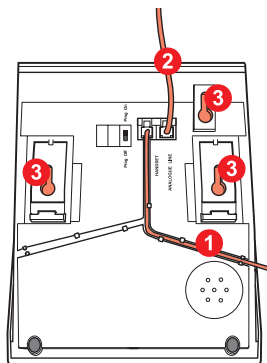
Ericsson Dialog 3105MW telephone



Ericsson Dialog 3145MW telephone



Ericsson Dialog 3145 telephone



Ericsson Dialog 3146 telephone

- 1 Cable to handset
- 2 Cable to exchange
- 3 Wall mounting screw holes

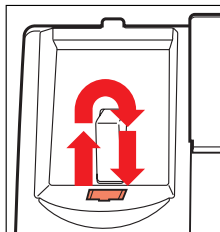
You can put the cable to the handset in any of the two notches underneath the telephone. The cable to the exchange has to be plugged in "ANALOGUE LINE".

Change cables

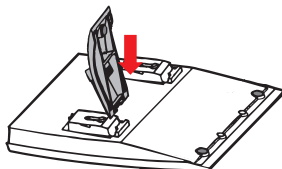
To remove a cable, push down the plug's stop. Use a screw-driver to unlock the stop.

Wall mounting handset hook

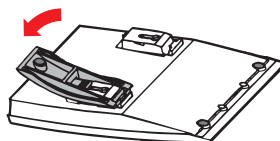
When mounting on a wall, you have to pull out and turn the hook.



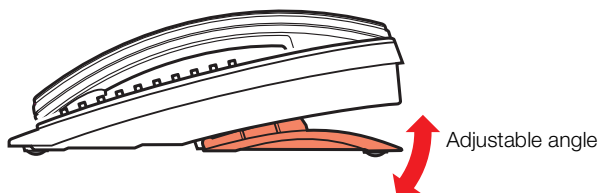
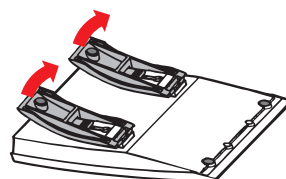
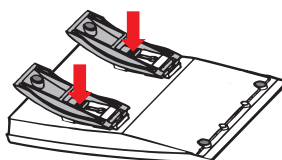
Install stand and adjust telephone



Press to decrease angle



Pull to increase angle



Adjustable angle

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) cleaning-rag or an anti-static rag and wipe off the telephone carefully. Do not use rough rags, 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.

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