

DT368

Cordless Telephone for MD110

User Guide



Welcome to the User Guide for the DT368 cordless phone in the Ericsson Enterprise business communication system MD110.

It is a state-of-the-art business communications 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. Your phone is menu driven. By use of the Scroll keys and the YES and NO keys you get access to frequently used functions and numbers. Step-by-step instructions in the display assist your actions on the phone.

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.

The User Guide describes the facilities of the Ericsson Enterprise communication system and the DT368 phone as it is programmed at delivery from the factory. There may be some differences in the way your system is programmed. Please consult your system administrator if you need further information.

Table of Contents

	page
Important	4
Description	6
Switching On/Off	11
Free Seating (optional)	12
Incoming Calls	13
Outgoing Calls	15
During Calls	18
When You Receive a Busy Tone	23
Call Forwarding	26
Internal Messages	34
Voice Mail	36
Information	39
Abbreviated Numbers	42
Phone Book	45
Group Facilities	51
Other Useful Facilities	53
Paging (optional)	58
Authority	62
Settings and Adjustments	66
Audible Signals	72
Display Information	76
Installation	79
TroubleShooting	82
Index	84

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Important

IPEI code

Your telephone has an International Portable part Equipment Identity (IPEI) code. This code is needed for your system administrator to enable network subscription.

Furthermore you may need the IPEI code to unblock your telephone if an incorrect PIN code has been entered three times (=telephone is blocked).

To find the IPEI of your phone:



Select Info and press



Select ShowIPEI and press

The IPEI number is displayed.

Note: *Once the phone is blocked it is impossible to read the IPEI code in the phone. Therefore, write down the IPEI code but keep the code secret to prevent misuse of your phone.*

Guidelines

Consider these suggestions and guidelines to keep your telephone in good shape and working properly.

Intrinsic safety

The telephone is not specified as intrinsically safe, so do not use these telephones in areas with a danger of explosion.

Battery handling

The battery contains environmental polluting material. If defect, return it to a collecting point.

Cleaning

Clean your telephone only with a soft, water dampened cloth. Using soap or any other cleaning materials may discolour or damage the telephone.

Treatment

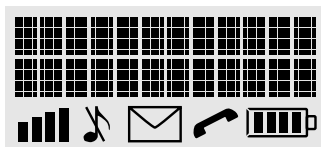
Do not expose your telephone to direct sunlight for long periods. Keep the telephone away from excessive heat and moisture.

Description



Display info

The display gives you visual feedback on all actions that you perform, and also textual warnings. The upper two rows are text rows (12 possible characters in each row), showing menus that you can access, names and numbers that you edit or dial, your telephone id etc. The lower row displays different states, visualized by icons. For more information see section “Display information”.



Text row signs



Diversion indicator

When displayed before a name or number it indicates that the telephone is diverted to another extension.



Menu pointer

Shows the menu that can be accessed by pressing YES.



Key sign

Indicates that the name displayed is part of the fixed phone book and cannot be edited.



Number too long for display

There are more digits to the left.



Dash

Indicates that a pause is programmed in the telephone number.



Ringer Melody

Is an option you can choose from the Ringer Tones menu, to compose your own Ringing Melody. In other menus it marks a phone number as already called.



Exclamation Mark

Marks an unread entry in an entry list.



Icon row signs

Signal strength

On when your telephone is locked to the system. The bars indicate reception quality. Four bars indicate optimal reception.



Ringer off

On when the ringer is suppressed or switched off..



Message

Message received.



Call

On when your telephone is off hook and flashes during ringing.

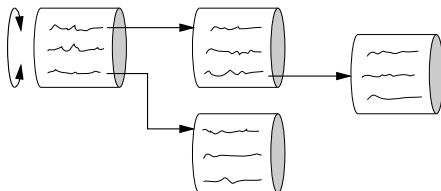


Battery charging indicator

The battery cells are flashing sequentially when the battery is being charged and is on when charging is completed. Indicates the amount of talk and standby time left.

Display menu

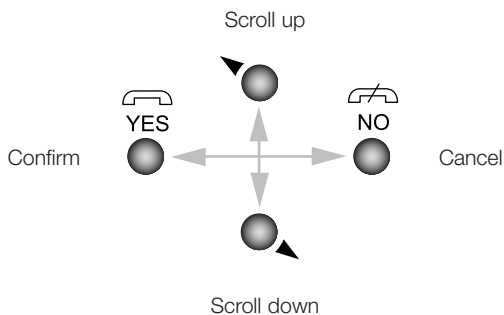
Your cordless telephone is menu-driven. Each menu forms a loop.

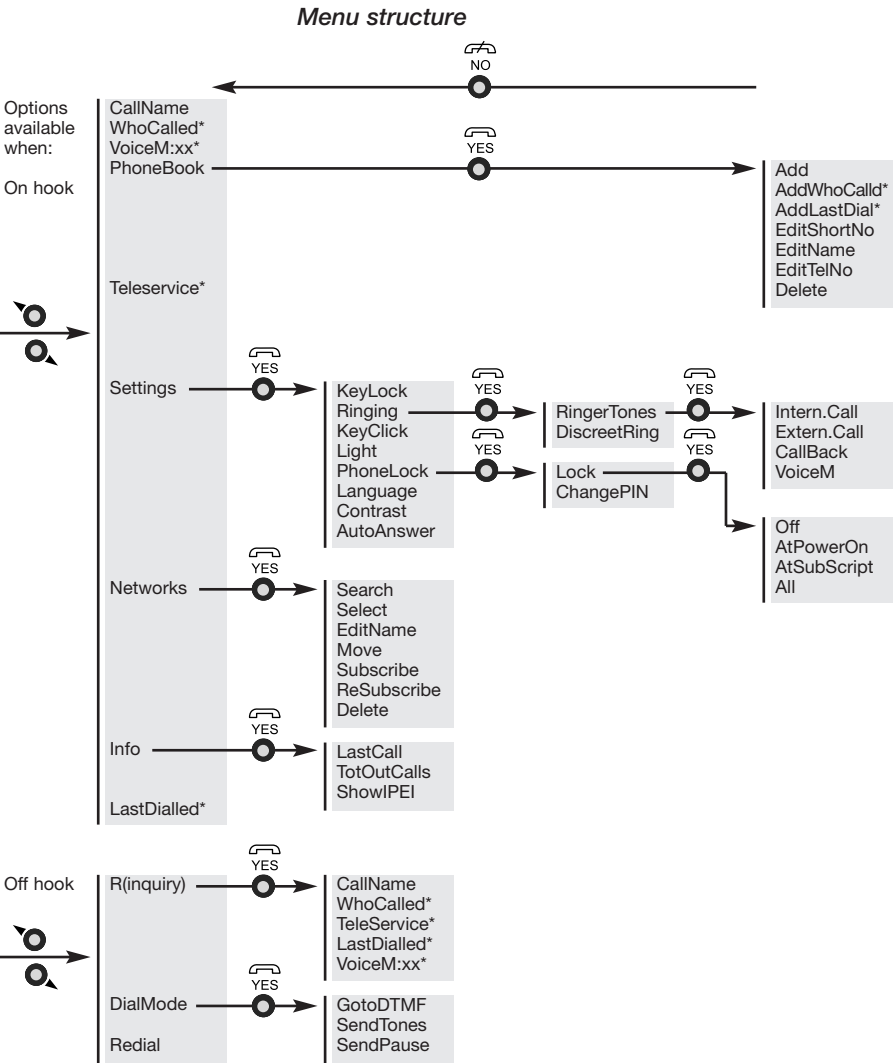


Navigating the menus

You can activate the menus by pressing the Scroll up or Scroll down key. These keys are also used to scroll through the menu structure.

The YES and NO keys are used to reach the desired option.





* Applicable only if entries are available

Switching On/Off

Switch on



Press until the display lights up

If your telephone does not switch on or the battery icon starts flashing, the battery is low. Charge the battery.

While charging, you can use your telephone normally.

Note: If the signal strength icon is off and the message **NoAccess** is displayed you cannot make or answer calls. See section "Troubleshooting".

Switch off





Press until the display turns blank

Note: During calls, you cannot switch off your telephone.

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.

To log on:





Press

Enter the authorization code and press

Enter your telephone number and press





Wait for the call timer to start in the display


Press to finish the procedure

The display shows your telephone number.

To log off:

Press



Wait for the call timer to start in the display

Press to finish the procedure

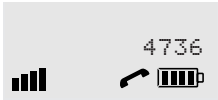
Note: An earlier version of the free seating function use other procedures: To log on, press * 1 0 * extension No. #. To log off, press # 1 0 #.

Incoming Calls

Answer calls

A ringing signal indicates an incoming call and the warning light flashes quickly. The ringing type tells you whether the call is an internal, external or call back call and the display indicates an incoming call.

Display example:



Press to answer

If the telephone rings at an inconvenient moment:



Press to suppress ringing for the moment

Note: Calls can be answered at any time, no matter if you are programming, or keying in a number etc.



Press to end the call

For another extension

You can answer a call to another telephone. When the telephone rings and there is nobody to answer the call:



Call the ringing extension and press

Busy tone.

8

Press

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

Automatic answering

When a headset is attached to your telephone, you can set the phone for automatic answering. At an incoming call you will hear a beep in the headset and the ringer sounds. After the signalling the phone goes off hook.



Select Settings and press



Select AutoAnswer and press

The current setting, On or Off flashes on the display.



Select On or Off and press

Outgoing Calls

Make calls

How to make internal and external calls.

Notes:

- Correct a wrong entry by pressing the up key.
- If you decide not to make the call while keying in the number, press NO to stop.
- If you receive a call while keying in the number, simply press YES to answer.
- You can make your calls faster by using abbreviated numbers or call-by-name.



Internal calls

Dial the extension number and press



External calls

0 Dial the digit or digits to get an external line

Dial the external number and press

To insert a pause if you have to wait for dial tone:



Press

Your telephone will go off hook and dial the number.
On the display the duration of the call is shown.

Off hook dialling

If you prefer to dial a number off hook:



Press

Dial tone.



Dial the number

To end calls



Press

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.



Press to redial the saved number

The last external number is automatically redialled.

Note: Sweden and Finland-press * * 0 YES.

Redial number from LastDialled list

The last twenty dialled numbers are memorised by your telephone. You can redial one of these numbers by selecting the number from the LastDialled list.



Select LastDialled



Scroll, select number and confirm

A number marked with a ! means a new number. You can store numbers permanently by adding them to your phone book. See section "Phone book".

Note: The LastDialled list will be cleared if the power of your telephone is lost (e.g. if you remove the battery).

Call number from WhoCalled list

Your phone keeps a list of people who have called you (if supported by the network). Whenever there are entries in the list, you can view or call back a number with the WhoCalled option. If an exclamation mark is added in the display (**WhoCalled!**), there are one or more new numbers added since the last time you entered the WhoCalled list.

When the phone is switched off, the WhoCalled list is erased.

Numbers in the WhoCalled list can be added to your Phone Book, see section "Phone Book".

To call



Select WhoCalled and press

The last caller's number is displayed. If the number is in your Phone Book, the associated name is displayed instead.



Scroll to find the number or name you want to call back and press



Press to end the call

During Calls

Mute microphone

To mute the microphone during an ongoing conversation:



Press and hold

The caller will not hear what is being said in your room.

or



Press shortly, to turn the microphone off

Short beeps confirm that the microphone is off.



Press again, to turn the microphone back on

Mute warning signal

If a warning sounds during an ongoing call, e.g. when the battery runs low, you can turn off the signal temporarily.



Press shortly

Notes:

- Do not press longer than two seconds, otherwise you will turn off the phone.
- When a warning occurs during a call and you want to mute the microphone, the first press always mutes the warning sound. The second press mutes the microphone.

Inquiry

You have speech connection and want to make an inquiry to an internal or external party.

R

Press

Dial tone.



Call the second party

The first party is put on hold. When the other party answers you can switch between the calls (refer back), transfer the call, create a conference or end the call.

R

Press to end the inquiry call

The second party is disconnected.



Press to return to the first party

Refer back

2

Press to refer back to the other party

The party you talked to is put on hold, the other party is connected.

Note: Sweden - press **R** to refer back to the other party.

Inquiry via the PhoneBook

If you don't know the number by heart, you can make an inquiry to a second party in the Phone Book during a call.



Select R(inquiry) and press



Select CallName and press



(name)

Enter the first letters of the name and press



Scroll to find the name and press

The first party is put on hold and the second party is dialled. When the second party answers, you can switch between the calls (refer back), transfer the calls, create a conference and end one of the calls.

R

Press to end the inquiry call

The second party is disconnected.



Press to return to the first party

Transfer

You want to transfer an ongoing call.

R

Press

Dial tone.



Call the second party



Press before or after answer

The ongoing 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 telephone 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.

R

Press

Dial tone.



Call the second party

Wait for answer.

3

Press to establish a conference

Repeat the procedure to add more conference members



Press 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.

R

Press

Dial tone.



Press

To resume the call



Press within 30 seconds

If not resumed within 30 seconds you will be called back.

An unanswered external call will be re-routed to the operator after another 30 seconds.



To resume on another extension

Call the extension where the call was put on hold and press

Busy tone.

8

Press

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

Dialling during a connected call

When calling interactive tele-services, e.g. telephone banks, you need to use Dual Tone Multi Frequency (DTMF) signals. If your exchange is not already programmed to automatically convert your entered digits into DTMF signals, you need to activate the function during the call.

During an ongoing call:

9



Press and dial the required digits

Note: *Finland - press 1 and dial the required digits.*

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, extension

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

6

Press

Note: *France, Sweden and Finland - press 5.*



Press to finish the procedure

You are called back (recall ringing 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.



Press when you are called back

The system calls the extension.

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

Automatic callback, external line

If all external lines are busy when YES is pressed after dialling the digit or digits to get a line and the external number (Onhook dialling):

6 #

Press

Notes:

- France, Sweden and Finland - press **5 #**.

- If you were dialling Offhook (YES was pressed before the digit or digits to get a line), you are required to add the external number now.



Press to finish the procedure

When an external line becomes free you will be called back (special ringing signal). You have to answer within eight seconds otherwise the callback service is cancelled.



Press 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

3 7 *



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



Wait for the call icon to stop flashing



Press to finish the procedure

3 7 # **Cancel all callbacks****Press****Wait for the call icon to stop flashing****Press to finish the procedure****Activate call waiting**

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

5**Press****Note:** *France and Finland - press 6; Sweden - press 4***Keep your telephone 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.*

Call Forwarding

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 that indicates that your line has follow-me. You can still make calls as usual.

Order

*** 2 1 ***



Press and dial the answering position number

*Note: U.K.. - press *2* and number.*



Press



Wait for the call icon to stop flashing



Press to finish the procedure

Cancel

2 1



Press

Note: U.K. - press #2# YES.



Wait for the call icon to stop flashing



Press to finish the procedure

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. During follow me you will hear a special dial tone that indicates that your line has follow me. You can still make calls as usual.

*** 2 2 #**



Order

Press

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



Press



Wait for the call icon to stop flashing



Press to finish the procedure

Cancel

2 2

Press



Press



Wait for the call icon to stop flashing



Press to finish the procedure

Bypass diversion

If bypass diversion is allowed from your extension, you can bypass an activated diversion/follow-me on a specific extension.

✱ 6 0 ✱





Press

Dial the extension number

Press and wait for answer

Personal number

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 have either one individual single search profile (standard) or you can choose between five individual search profiles (optional).

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".

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).

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 activate or change to another profile from your office telephone

*** 1 0 ***

Press

(1-5)

Dial the search profile digit



Press

Wait for the display to show the chosen search profile digit.



Press to finish the procedure

To cancel from your office telephone

1 0

Press



Press



Wait for the call icon to stop flashing



Press to finish the procedure

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

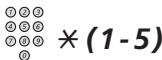


Dial your own extension number and press

Dial tone.

*** 1 0 ***

Press



Dial your own extension number, press and dial the search profile digit



Press and end the call

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.

*** 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, press and replace 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 ringing time longer than 45 seconds for your profiles*
Usually the caller hangs up after 3-6 ringing signals. If you need a longer ringing 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 ringing 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*

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

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

Profile 2 *At home*

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

Setting form for search profiles

Name:

Department:

Telephone No:

Account:

Profile 1

<i>Search order</i>	<i>Type of telephone or answering position*</i>	<i>Telephone number</i>	<i>Ringing time (seconds)</i>
1			
2			
3			
4			

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

Profile 2

<i>Search order</i>	<i>Type of telephone or answering position*</i>	<i>Telephone number</i>	<i>Ringing time (seconds)</i>
1			
2			
3			
4			

Profile 3

<i>Search order</i>	<i>Type of telephone or answering position*</i>	<i>Telephone number</i>	<i>Ringing time (seconds)</i>
1			
2			
3			
4			

Profile 4

<i>Search order</i>	<i>Type of telephone or answering position*</i>	<i>Telephone number</i>	<i>Ringing time (seconds)</i>
1			
2			
3			
4			

Profile 5

<i>Search order</i>	<i>Type of telephone or answering position*</i>	<i>Telephone number</i>	<i>Ringing time (seconds)</i>
1			
2			
3			
4			

Internal Messages

Manual message waiting (MMW)

If the called extension does not answer you can initiate a message waiting indication on that extension (if this function is allowed).

Order MMW to another extension

* 3 1 *



Press and dial the extension number



Press



Wait for the call icon to stop flashing



Press to finish the procedure

The message symbol lights up on the called extension.

Cancel MMW to another extension

3 1 *



Press and dial the extension number



Press



Wait for the call icon to stop flashing



Press to finish the procedure

To listen to received messages

When your telephone beeps and the message symbol is shown in the display:

**Select VoiceMail**

The digit shows the number of messages stored.

**Press to call your mailbox**

Proceed according to the directions from your mailbox.

Voice Mail

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, 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

See section “Call forwarding - internal follow-me” (function code 21). Use the number to the voice mail system as the “answering position number”.

To enter your mailbox when there is a new message



The message icon is shown in the display and the voice mail ring tone sounds (long intervals).

Select VoiceM:xx and press

(xx=number of received messages).

If you are asked to enter your security code:



Enter your security code

Code at delivery = your extension number.

To enter your mailbox in general

When you want to listen to saved messages, change your security code or change your greeting.

**Enter the number to the voice mail system and press**

If you are asked to enter your security code:

**Enter your security code**

Code at delivery = your extension number.

To enter someone else's mailbox**Enter the number to the voice mail system and press**

If you are asked to enter your security code:

**Press****Enter the mailbox number**

Normally the office extension number of the person served.

If you are asked to enter a security code:

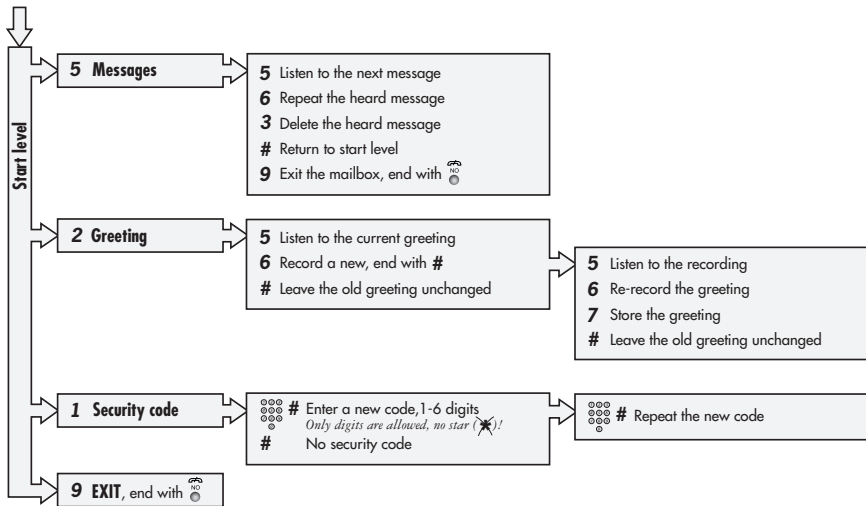
**Enter the security code of the person served**

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

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

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

*** 2 3 * (0-9)**

Press and 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.

*** 0 9 1 5**

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



Wait for the call icon to stop flashing



Press to finish the procedure

2 3 # 

Cancel

Press



Wait for the call icon to stop flashing



Press to finish the procedure
The programmed information is erased.

Order for another extension

* 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 (MMDD) or time (HHMM) of the other person's return**

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



#

Press



Wait for the call icon to stop flashing

When the display on the other person's extension shows the reason, and if entered, time or date of return:



Press to finish the procedure

Cancel for another extension

2 3 0 *

**Press****Dial the extension number and press****Wait for the call icon to stop flashing**

Note: If the special dial tone is received, the authorization code for the other extension is required. Add the code and press # before pressing NO.

**Press to finish the procedure**

Abbreviated Numbers

Common 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).

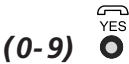


Dial the common abbreviated number and press

Individual abbreviated numbers

You can program up to ten frequently used telephone numbers in your Phone Book on the digit keys 0-9 and use them as individual abbreviated numbers.

Note: If your exchange use a single-digit extension number, e.g. 9 to call the operator, you have two alternatives. Either dial single-digit numbers by pressing the YES key before the number, or do not program that digit key with an abbreviated number.



Dial the relevant digit and press

The display shows the name (if programmed), the dialled digit and the number.

Note: If the number shown is not the required number, scroll up or down until the requested number is shown.



Press

To program, change key, edit, and delete name or number, see section "Phone book".

Call-by-name



Select **CallName** and press

(0-9)

Press repeatedly the key with the initial letter of the name until the letter is shown

To correct:



Press

If you have a lot of names starting with the same letter repeat the procedure to add the second, third, etc. letter of the name.



Press and scroll to find the name

When the name has been found:



Press

The number of the name is dialled.



Press to end the call

Quick call-by-name

(0-9)

Press the key with the initial letter of the name until a name is shown

To step to the next initial letters:

Press the key immediately again, shortly once, or for the 2nd next letter, shortly twice



Scroll to find the name

When the name has been found:



Press

The number of the name is dialed.



Press to end the call

Example: To call Bob.

(Anita, Bill and Bob are programmed in the phone book).

2

Press and keep pressed

Anita is shown in the display.

2

Press again, shortly

Bill is shown in the display.



Press

Bob is shown in the display.



Press to call Bob

Phone Book

Your telephone is equipped with a fixed phone book (a pre-programmed directory for up to 1000 names) that is useful to people in your organisation. These names are marked with a key-sign when displayed, to indicate that you cannot edit or delete them.

Your system administrator is responsible for the definition of the fixed phone book. The fixed phone book is often the same as your organisations general telephone directory.

In addition, you can create a personal directory with up to 100 names, which you can edit and erase.

The two directories are merged and alphabetically sorted in a name list.

To use the names and numbers of the phone book to make calls, see sections "Abbreviated numbers", "Call-by-name" and "Quick call-by-name".

Enter names

Use the keypad to enter letters and characters. Press a key once for the first letter or character, twice for the second, three times for the third, etc. The most common letters are printed above each key on the telephone. All the available letters and characters are shown in the following table:

Key	Characters											
	1	2	3	4	5	6	7	8	9	10	11	12
1	Space	-	?	!	,	.	:	"	'	()	1
2	A	B	C	Å	Ä	Æ	À	Á	Â	Ã	Ç	2
3	D	E	F	È	É	Ê	Ë	3				
4	G	H	I	Ï	Ì	Î	Í	4				
5	J	K	L	5								
6	M	N	O	Ñ	Ö	Ø	Ò	Ó	Ô	Õ	6	
7	P	Q	R	S	ß	7						
8	T	U	V	Ü	Ù	Ú	Û	8				
9	W	X	Y	Z	Ý	9						
0	0	+	&	@	/	\$	%	£	€	\	±	½
#	#	*	<	=	>	^	_	°	ı	ı	ı	■

✱ Press to switch a written character to lower case
The characters will be lower case until this key is pressed again.

When the required character is displayed, wait for the cursor to move automatically.

To correct:



Press
The written character is cancelled and the correct character can be written.

Example (to write SMITH):



Select PhoneBook and press
Add is displayed.



Press
EnterName is displayed.

7 7 7 7

Press for S

6

Press for M

4 4 4

Press for I

8

Press for T

4 4

Press for H

As this is an example:



Press to cancel Add

Add a name



Select PhoneBook and press



Select Add and press

(name)



Enter the name and press



Enter the number and press



Select a digit and press

Note: If no digit is required, select the hyphen (-).



Press

Add a name from WhoCalled or LastDialled lists



Select PhoneBook and press



Select AddWhoCalld or AddLastDial and press



Scroll to find the required number and press

If it is necessary to edit the number:



Press repeatedly to delete digits, dial the correct digits and press



Enter the name and press

Note for WhoCalled list: If necessary, edit the name.


















Select an abbreviated number key and press

Note: If no key is required, select the hyphen (-).





Press


-   **Change abbreviated number key**
-   **Select PhoneBook and press**
-   **Select EditShortNo and press**
- (name)**  **Enter the first letters of the name and press**
-   **Scroll to find the name and press**
The display shows the free digits.
-   **Select a new digit and press**
-  **Note:** Select the hyphen (-) to cancel the short number key assignment.
-  **Press**





Select PhoneBook and press



Select EditName or EditTelNo and press


(name)

Enter the first letters of the name and press





Scroll to find the name and press


The display shows the free digits.





Remove letters or digits (from the end)





Enter new letters or digits and press




Press





Select PhoneBook and press



Select Delete and press


(name)

Enter the first letters of the name and press



Scroll to find the name and press

The name and number are deleted.



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.



Press to answer

Notes:

- Sweden and Finland - press ***0#** YES.

- 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.

Common bell group

Calls are signalled on a common bell.




Press to answer

Note: Sweden and Finland - press ***0#** YES.

Group hunting

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

To leave the group

*** 2 1 *** 

Press and dial your own extension number

Note: U.K..- press ***2*** and number.


YES

Press



Wait for the call icon to stop flashing


NO

Press to finish the procedure

To re-enter the group

2 1 # 
YES

Press

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



Wait for the call icon to stop flashing


NO

Press to finish the procedure

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.

*** 6 1 ***

Press

Note: *Norway and Finland - press *71*.*



Enter account code and press

Dial tone.



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

Ongoing external call

When used to charge a call it is also possible to connect an ongoing external call to an account code.

During the call:

R

Press to put the ongoing call on hold

Dial tone.

*** 6 1 ***

Press

Note: *Norway and Finland - press *71*.*



Enter account code and press

Dial tone.

R

Press to resume the call that was put on hold

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 "Group facilities - common bell group".
- 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.

Order flexible night service



Press and dial the digit or digits to get a line



Press and dial the external line number



Press



Wait for the call icon to stop flashing



Press to finish the procedure

Cancel flexible night service**# 8 4 #****Press****Dial your own extension number****Press****Wait for the call icon to stop flashing****Press to finish the procedure****General cancellation**

The following features can be simultaneously cancelled:

- Callback (all callbacks are cancelled).
- Internal and External follow-me.
- Manual message waiting/Message diversion.
- Flexible night service.

Order**# 0 0 1 #****Press****Wait for the call icon to stop flashing****Press to finish the procedure****Alarm extension**

An extension can be programmed by the 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

If 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.

Malicious call tracing

If you are disturbed by malicious external incoming calls, you can request a number tracing from the network provider.

You can invoke tracing during or after an ongoing conversation. The external line can be held for a limited period of time.

Order

During an ongoing conversation:

R

Press

Dial tone.

*** 3 9 #**

Press

The system acknowledges with different tones whether the tracing request was accepted or rejected.

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.

*** 7 2 ***

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.

*** 7 5 ***

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

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

7

Press

Wait for an answer with the telephone off hook.

If you want to start paging without calling the person:

Press

Dial the extension number and press

Wait for an answer with the telephone off hook.



Paging receivers with a display

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



Press

Wait for the paged person to call back.

If you want to start paging without calling the person:

*** 8 1 ***



Press

Dial the extension number and press

Wait for the acknowledgement tone.



Press

Wait for the paged person to call back.

If you want to send a digit message code:

*** 8 1 ***



Press

Dial the extension number and press



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

Wait for the acknowledgement tone.



Press

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

Paging receivers with voice message

When there is no answer or a busy tone, keep the telephone 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:

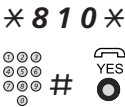
Press



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.

Alarm paging



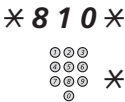
Press

Dial the extension number and press

Wait for the acknowledgement tone.



Press



If you want to send an alarm message code:

Press

Dial the extension number and press



Dial the message code (1-5 digits) and press

Wait for the acknowledgement tone.



Press

To acknowledge an alarm

You must acknowledge the alarm to be terminated:

*** 8 2 0 ***



Press

Dial your own extension number and press



Wait for the call icon to stop flashing



Press to finish the procedure

To acknowledge an alarm for another extension:

*** 8 2 0 ***



Press

Dial the other extension number and press



Dial your own extension number and press



Wait for the call icon to stop flashing



Press to finish the procedure

Authority

Do not disturb

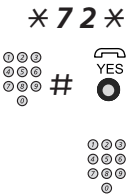
Switch off your telephone. The caller will receive a special tone indicating that you are not available.

If you need to make calls, you can switch off the ringing signal. Press the Volume-down key until the ringer off icon is shown in the display. The ringing signal is switched on again when you adjust the level back to normal.

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 telephone for some calls and lock it when leaving the telephone.

To use for a single call



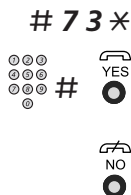
Press

Enter authorization code and press

Wait for verification tone.

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

Temporary unlock of an extension for a number of calls



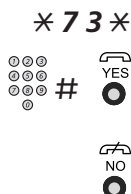
Press

Enter authorization code and press

Wait for verification tone.

Press to finish the procedure

To lock an extension



Press

Enter authorization code and press

Wait for verification tone.

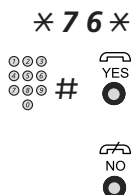
Press to finish the procedure

Authorization code, individual (optional)

If you are assigned to an individual authorization code (1 to 7 digits, assigned 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 telephone.

The individual code can be changed from your own extension.

To lock your telephone



Press

Enter authorization code and press

Wait for verification tone.

Press to finish the procedure

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

*** 7 5 ***



Press

Enter authorization code and press

Wait for verification tone.



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

To unlock your telephone

7 6 *



Press

Enter authorization code and press

Wait for verification tone.



Press to finish the procedure

To assign your own authority level to another telephone

*** 7 5 ***



Press

Enter authorization code and press



Dial your own extension number and press

Wait for verification tone.



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

To change your individual authority code

*** 7 4 ***

Press

0 0 0
0 0 0
0 0 0 *

Enter old authorization code and press

0 0 0
0 0 0
0 0 0 #
0

YES
●

Dial new authorization code and press

Wait for verification tone.

0 0 0
0 0 0
0 0 0
0

Press to finish the procedure

Settings and Adjustments

Key lock

To protect the key pad against accidental key pressing:



Select Settings and press



Select KeyLock and press

KeyLock is displayed and you cannot make calls accidentally, you can only answer incoming calls.

To unlock

When KeyLock is displayed:



Press

UnLock? is displayed.



Press to switch off the key lock

Key click

The key click, the acknowledgement sound when a key is pressed, can be enabled or disabled:



Select Settings and press



Select KeyClick and press

The current setting, On or Off, flashes on the display.



Select the required setting and press

Display light

The display illumination is automatically switched on when a key is pressed. The illumination can be enabled or disabled:



Select Settings and press



Select Light and press

The current setting, Auto or Off, flashes on the display.



Select the required setting and press

Phone lock

To protect the telephone against use by another person:



Select Settings and press



Select PhoneLock and press



Select Lock and press



Select:

- Off to switch all locks off
- AtPowerOn to prevent using the telephone without the PIN code
- AtSubscribe to prevent editing network subscriptions
- All to prevent both using the phone and editing network subscriptions



Press to confirm your choice

When the telephone is locked, EnterPIN is displayed.

To use the telephone:



Enter the PIN code and press

Note: If an incorrect PIN code is entered three times, the telephone will be blocked. To unlock a blocked phone, see section "Unlock a blocked telephone".

Change PIN code

The default PIN code is 0000. The code can be changed from time to time. To change:



Select Settings and press



Select PhoneLock and press



Select ChangePIN and press

EnterOldPIN is displayed.



Enter the old PIN code and press

EnterNewPIN is displayed.



Enter the new PIN code

The new code can consist of 4 to 12 digits.



Press



Enter the new PIN code again and press

NewPIN is displayed for two seconds. The PIN code is changed.

Unlock a blocked telephone

Your phone will be blocked if an incorrect PIN code is entered three times (the display shows **PINBlocked Unblock?**).

To unlock a blocked telephone, the IPEI code and a new PIN code must be entered:



Press

EnterCode is displayed.

Enter the IPEI code

EnterNewPIN is displayed.

Enter a new PIN code

The new code can consist of 4 to 12 digits.

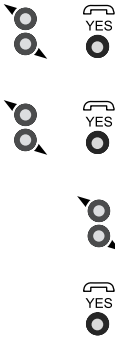
Press

Enter the new PIN code again and press

NewPIN is displayed for two seconds. The PIN code is changed.

Language

The default language is English. To change to another language:



Select Settings and press

Select Language and press

Scroll until you find the required language

Press to confirm

Note: To update the chosen language with the language of the exchange, the telephone must be switched Off and On once.

Display contrast

The display has eight contrast levels to make the display easier to read.



Select Settings and press



Select Contrast and press

Set Contrast is displayed.



Adjust the contrast

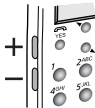
A beep is heard when the maximum or minimum contrast is reached.



Press to confirm

Earpiece volume

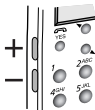
Use the volume keys to change the volume of the earpiece during a call.



Press to change the volume

Ringing signal volume

Use the volume keys to adjust the ringing signal volume when the telephone is idle or ringing. Adjusted volume is stored.



Press to change the volume












Note: At the lowest level the ringing signal is switched off. This is indicated by the Ringer off icon on the display. Incoming call is indicated by the Off hook icon and the waring light.

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. If you get a tone that is not described or you cannot identify, ask your system administrator.

Dial tone	
Special dial tone	
Ringing tone or Queue tone	 every 4th second
Busy tone	
Congestion tone	
Number unobtainable tone	
Call waiting tone	
Intrusion tone	
Conference tone	 every 15th second (to all parties)
Verification tone	
Warning tone, expensive route	

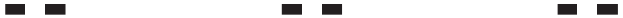
Ringling signals

Three different ringing 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 a differing signal for one or more situations. 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)*



Ringer tones and melodies

You can change the ringer tone for the different types of calls.



Select Settings and press



Select Ringing and press



Select RingingTones and press



Select type of call and press

InternalCall, Extern.Call, CallBack or VoiceM is displayed.



Select sound 1, 2, 3 or 4, or select  for a melody

Press a volume key to listen to a sound or the melody.



Press to confirm your choice

If a melody was selected:



Press once again

Discreet ringing

The first three ringing signals will ring at the lowest audible volume level. To be used, e.g. if you are in a conference and you expect an important call.



Select Settings and press



Select Ringing and press



Select DiscreetRng and press

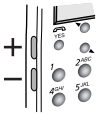
The current setting, On or Off, flashes on the display.



Select the required setting and press

No ringing

Incoming calls are indicated by the Off hook icon on the display and the warning light. To be used, e.g. when you do not want to be disturbed but want to make outgoing calls.



Press the volume down key until the Ringer off icon is shown

To turn on the ringing signal, press the Volume up key to wanted level.

Display Information

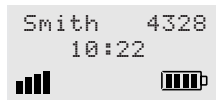
The display gives you feedback information such as traffic state and connected telephone numbers.

The following display examples show the different states of your telephone.

Idle telephone

Depending on the state and setting of your telephone, different information can be shown.

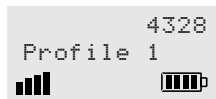
Normal:



On the first row is your name (if available) and extension number, (instead of your name, the network name can be displayed).
On the second row the actual time is shown (if available).

Note: *If the name is long, only the number will be displayed.*

Personal number profile activated:



The middle line shows the activated profile.

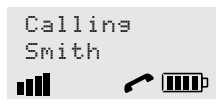
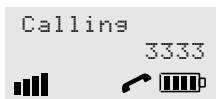
Follow-me activated:

The display shows your own extension number 4328 diverted to extension number 4444.

Outgoing call

Normal outgoing call:

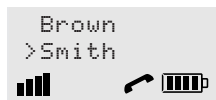
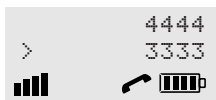
When you make an outgoing call both the traffic state and the dialled number or name are displayed:



When the call is answered:

*Diverted call:*

If the dialled number is diverted, the diversion information is shown. For example, the display shows the dialled number 3333 (Smith) diverted to 4444 (Brown):



When the call is answered, only the number of the answering position is displayed:



Incoming call

Normal incoming call:

If available, the number or the name of the caller is displayed. The examples show an incoming call:



When you have answered the call, the caller's number is moved to the right of the display.

Diverted call:

A diversion indicator before the number or name informs that the call is diverted to your telephone. For example, the display shows that number 3333 (Smith) was dialled, but the call was diverted to you:



When you have answered the call, the display shows only the caller's number.

A personal number profile is activated:

The first row shows the number or name of the caller. The second row shows the diversion indicator before your number or name:



When you have answered the call, the display shows only the caller's number.

Installation

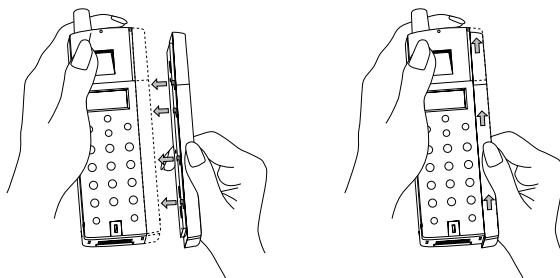
Battery

The battery is of type NiMH and can be charged at any time.

Operating time: 10/50 hours (talk/stand-by)

Charging time: 90 minutes or less

Attach the battery to the telephone as shown in the figure



Remove the battery in the opposite order

Note: Because the status of a newly received battery is uncertain, it is recommended to charge it completely to ensure that you have sufficient talk and standby time.

Battery charging

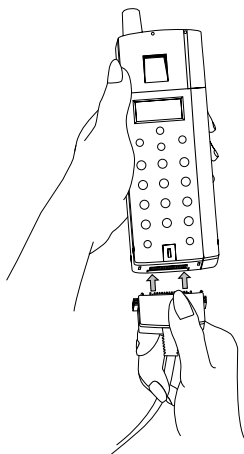
When the battery is low, you will hear a warning sound and the display shows **Battery low!**.

To charge the battery with the separate charger (optional accessory):

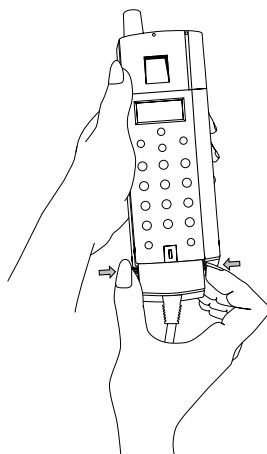
Connect the adaptor to the mains socket and the charger as shown in the figure below

The charging process will start automatically, indicated by a fast flashing battery icon. When charging is complete, the icon stops flashing. While charging, you can use your telephone normally.

Note: Do not connect your telephone to the charger without a battery.



Connect the
Basic Charger

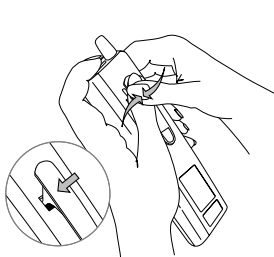


Disconnect the
Basic Charger

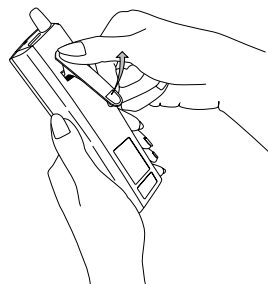
Note: You can remove the connector from your telephone at any time. If you wish, you can leave the adaptor in the mains socket when you remove the connector. Use the self adhesive cable clamp to tie the adaptor cable.

Clip on and unclip

Clip on and unclip the clip to/from the back of the telephone as shown in the figure



Clip on



Unclip

Note: Do not put your fingers on the display when you press. Do not unclip too often, because this may wear out the fastening.

TroubleShooting

This section contains information on how to solve common operational problems, and warnings you may receive.

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

Fault	Probable cause	Action or comment
No display	The battery is low or the telephone is defective	Charge the battery or contact system administrator
Display shows: Connect battery	The battery is not properly fitted or there is a defective battery	Check the battery or contact the system administrator
No ringing	The Ringer off icon is on or the telephone is defective	Off icon on= Adjust the volume
Signal strength icon off	Out of coverage area or the system or telephone is defective	Enter coverage area or contact the system administrator
Battery icon flashes slowly	The battery is low	Charge the battery
Call icon is switched off after 2 seconds	The telephone is defective	Contact the system administrator

Display shows	Probable cause	Action or comments
PhoneBook empty	No names stored in the phone book	Add names
Memory full	The memory is full, you cannot add names	Delete a name
EnterXXX	IPEI code or PIN code is missing	Enter the required IPEI or PIN
KeyLock	The key pad is blocked	Press YES twice or unlock
NoAccess	The network is in range, but no access rights	Re-subscribe
NoSystem	Cannot connect to the network	Re-subscribe or contact the system administrator
PINBlocked Unblock	The phone is blocked, i.e. the wrong PIN code entered three times	Press YES and enter the IPEI code

Index

- Abbreviated numbers 42
- Absence information 39
- Account code 53
- Alarm extension 55
- Answer calls 13
- Audible signals 72
- Authority 62
- Authorization code, common 62
- Authorization code, individual 63
- Automatic answering 14
- Battery 79
- Busy extension or external line 23
- Bypass diversion 28
- Call forwarding 26
 - Bypass diversion 28
 - Follow-me 26
 - Personal number 28
 - Setting form for search profiles 33
- Call number from WhoCalled list 17
- Call pick-up group 51
- Call-by-name 43
- Change PIN code 69
- Charging 80
- Clip on and unclip 81
- Common abbreviated numbers 42
- Common bell group 51
- Conference 21
- Description 6
 - Display info 7
 - Display menu 9
 - Menu structure 10
- Dialling during a connected call 22
- Direct Inward System Access, DISA 56
- Discreet ringing 75
- Display contrast 71
- Display information 76
- Display light 67
- Do not disturb 62
- During calls 18
 - Conference 21
 - DTMF 22
 - Inquiry 19
 - Inquiry via the PhoneBook 20
 - Mute 18
 - Put a call on hold 21
 - Refer back 19
 - Transfer 20
- Earpiece volume 71
- Emergency state 56
- External follow-me 27
- Follow-me 26
- Free seating 12
- General cancellation 55
- Group facilities 51
- Group hunting 52
- Guidelines 5
- Important 4
- Incoming calls 13
- Individual abbreviated numbers 42
- Information 39
- Inquiry 19
- Installation 79
- Integrated voice mail 36
- Internal follow-me 26

- Internal messages 34
- IPEI code 4
- Key click 67
- Key lock 66
- Language 70
- Last external number redial 16
- Mailbox 36
- Make calls 15
- Malicious call tracing 56
- Manual message waiting (MMW) 34
- Menu structure 10
- Messages 34
- Mute microphone 18
- Mute warning signal 18
- Night service 54
- No ringing 75
- On hold 21
- Other useful facilities 53
- Outgoing calls 15
- Paging 58
 - Alarm paging 60
 - Paging receivers with a display 59
 - Paging receivers with voice message 60
 - Paging receivers without a display and paging via lamp signals 58
- Personal number 28
- Phone book 45
 - Add a name 47
 - Add a name from WhoCalled or LastDialled lists 48
 - Change abbreviated number key 49
 - Delete names and numbers 50
 - Edit a name or number 50
 - Enter names 46
- Phone lock 68
- Quick call-by-name 44
- Redial 16
- Redial number from LastDialled list 16
- Refer back 19
- Ringer tones and melodies 74
- Ringing signal volume 71
- Ringing signals 73
- Settings and adjustments 66
 - Change PIN code 69
 - Display contrast 71
 - Display light 67
 - Earpiece volume 71
 - Key click 67
 - Key lock 66
 - Language 70
 - Phone lock 68
 - Ringing signal volume 71
 - Unlock a blocked telephone 70
- Short numbers 42
- Switching On/Off 11
- Tone characteristics 72
- Transfer 20
- Troubleshooting 82
- Unlock a blocked telephone 70
- Voice mail 36
- Volume 71
- When you receive a busy tone 23
 - Automatic callback, extension 23
 - Automatic callback, external line 24
 - Intrusion on a busy extension 25

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Ericsson is the leading provider in the new telecoms world, with communications solutions that combine telecom and datacom technologies with the freedom of mobility for the user. With more than 100,000 employees in 140 countries, Ericsson simplifies communications for its customers - network operators, service providers, enterprises and consumers - the world over.