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

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

The Ericsson 531 and 561 digital telephones are used with the MD110 telephone switch and provide single-key access to many of the MD110 features. The 531 and 561 offer on-hook dialing, programmable function keys, and adjustable ringer tone and volume. The 561 (pictured on the front cover) provides the additional features of speaker phone and the display feature which displays the date, time, number dialed, as well as programming information.

---

**Important Note:**

Digital and Analog telephones are NOT interchangeable.

*Damage may result, either to the instrument or the PBX if these telephones are plugged into the wrong jack.* If unsure, please call extension 5000 for assistance.
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**Important Numbers and Access Codes**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMERGENCY</td>
<td>9 1 1</td>
</tr>
<tr>
<td>Campus Operator</td>
<td>0</td>
</tr>
<tr>
<td>Off-Campus Calls</td>
<td>9 Plus the number</td>
</tr>
<tr>
<td>Voice Mail System</td>
<td>6 9 9 9</td>
</tr>
<tr>
<td>Telephone Problems</td>
<td>5 0 0 0</td>
</tr>
</tbody>
</table>
### Quick Start

<table>
<thead>
<tr>
<th>Exclusive Hold (Page 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To place call on Exclusive Hold</strong></td>
</tr>
</tbody>
</table>
| • Press line key that received call  
  OR  
  • Press vacant line key |
| Lamp will change from steady to slow flash |

<table>
<thead>
<tr>
<th>Common Hold (Page 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>With party on the line</strong></td>
</tr>
</tbody>
</table>
| • Press [Cm Hold]  
  • Hang up |

<table>
<thead>
<tr>
<th>Inquiry/Consultation Hold (Page 6)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>With party on the line</strong></td>
</tr>
</tbody>
</table>
| • Press [Access 2]  
  • Dial second party  
  • To alternate between parties If answered, press [Access 2] or [Access 1] |

<table>
<thead>
<tr>
<th>Conference Calls (Page 6)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>With first party on the line</strong></td>
</tr>
</tbody>
</table>
| • Press [Access 2]  
  • Dial second party  
  • If answered, press [Conf.] and wait for long beep  
  • If no answer, press [Clear] |
## Quick Start

### Transfer (Page 7)

<table>
<thead>
<tr>
<th>To transfer with party on the line</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Press <strong>Access 2</strong></td>
</tr>
<tr>
<td>• Dial second party</td>
</tr>
<tr>
<td>• Press <strong>Transfer</strong></td>
</tr>
<tr>
<td>• Hang up</td>
</tr>
</tbody>
</table>

### Call Waiting (Page 9)

<table>
<thead>
<tr>
<th>To send to busy extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Press <strong>5</strong></td>
</tr>
<tr>
<td>• Busy tone changes to ring</td>
</tr>
<tr>
<td>• Wait for party to answer</td>
</tr>
</tbody>
</table>

### Automatic Call-Back (On-campus Only) (Page 14)

<table>
<thead>
<tr>
<th>Extension is busy or does not answer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Press <strong>6</strong></td>
</tr>
<tr>
<td>• Listen for 3 beeps</td>
</tr>
<tr>
<td>• When extension becomes available your phone will fast ring for eight seconds</td>
</tr>
<tr>
<td>• Lift handset before ringing stops</td>
</tr>
<tr>
<td>• Called extension rings</td>
</tr>
</tbody>
</table>
Function Keys

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

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

Programmable keys are designated A01 through A15 and may be set to any one of the following:
Accept Second Call (ODN2)
Call Back (CAB) [can also use 6]
Call Divert (CAD)
Call Pick Up
Common Hold (CUP)
Conference (CNF)
External Number Redial (ENR)
Telephone Number Store (TNS)
Voice Mail Message Waiting (MEW)
Features

PLACING CALLS

To place a call

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

To receive a call or calls on other lines

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

SPEAKER

The 561 is equipped with a speaker and microphone to permit hands-free conversations. The lamp to the left of the speaker key indicates hands-free mode. To change from handset to hands-free listening, press the speaker key and replace handset into cradle. To change from hands-free to handset operation, pick up handset from cradle. Adjust speaker volume with the sliding control above speaker key. The 531 speaker is equipped with a speaker for listening but no microphone for speaking.

DIRECTED CALL PICK UP

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

To pick up a call ringing on another line

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

GROUP CALL PICK UP

Multiple extensions may be put into a common pick-up group. Calls to an extension within the group may be picked up by another extension within the group.

To pickup a call within the pickup group

• Press 7 7
EXCLUSIVE HOLD
Calls may be placed on hold and cannot be retrieved from another telephone.

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

Retrieve Call on Exclusive Hold
- Press line key
- Slow flash goes steady

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

With the party on the line
- Press \text{Cm Hold}
- Hang up

To retrieve a call on Common Hold

\textbf{From your desk}
- Pick up the handset
- Press flashing line to retrieve call

\textbf{From another location}
- Dial the extension where call placed on hold
- Listen for busy tone
- Press 8

Note: If you have diverted your calls to go to voice mail when you are on the telephone, this feature does not work.
Features

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

With the party on the line
- Press Access 2
- Dial second party

To alternate between parties
- Press Access 2 OR Access 1 OR
- Initiate a conference call with all parties by pressing Conf.

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

With the first party on the line
- Press Access 2
- Dial second party

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

No Answer
- Press Clear
Features

TRANSFER
Transfer allows a station user to forward a call to another extension. Calls may be “blind” transferred by pressing Transfer before the other extension answers or the call may be “announced” by waiting for the other extension to answer.

To transfer with the party on the line

- Press Access 2
- Dial second party

After answer
- Announce Call
- Press Transfer
- Hang up

Before answer
- Press Transfer
- Hang up

If busy or no answer
- Press Clear
- Press Access 1
- Returned to caller

INDICATOR LAMPS
Each function key has an associated Lamp.

<table>
<thead>
<tr>
<th>Lamp is</th>
<th>Indicating</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>Line engaged or feature activated</td>
</tr>
<tr>
<td>Off</td>
<td>Line available or feature is idle</td>
</tr>
<tr>
<td>Flash</td>
<td>Incoming Call</td>
</tr>
<tr>
<td>Slow Flash</td>
<td>Call on hold</td>
</tr>
<tr>
<td>Fast Flash</td>
<td>Line in use by another</td>
</tr>
</tbody>
</table>

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

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

DISTINCTIVE RINGS

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

<table>
<thead>
<tr>
<th>Ring Signal</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Ring</td>
<td>On-campus call</td>
</tr>
<tr>
<td>Double Ring</td>
<td>Off-campus call</td>
</tr>
<tr>
<td>Interrupted Fast Ring</td>
<td>Call back</td>
</tr>
</tbody>
</table>

RING OPTIONS

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

<table>
<thead>
<tr>
<th>To change ring options</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Press <strong>Prog</strong></td>
</tr>
<tr>
<td>• Press the line key to be changed (Lamp is on)</td>
</tr>
<tr>
<td>• Enter ring option</td>
</tr>
<tr>
<td>• Press line key again</td>
</tr>
<tr>
<td>• Press <strong>Prog</strong> again</td>
</tr>
<tr>
<td>• Lamp is off</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ring Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>0  Silent (flashes only)</td>
</tr>
<tr>
<td>1  Normal Ring</td>
</tr>
<tr>
<td>2  Rings after delay</td>
</tr>
<tr>
<td>3  Two rings, continues to flash</td>
</tr>
<tr>
<td>4  Two rings after delay, continues to flash</td>
</tr>
<tr>
<td>5  Conditional Automatic Answer Call answered after a warning tone Requires Auto Answer function key</td>
</tr>
<tr>
<td>6  Unconditional Automatic Answer Call answered after a warning tone if access line is free.</td>
</tr>
</tbody>
</table>
DISTINCTIVE SYSTEM TONES

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

<table>
<thead>
<tr>
<th>Sound</th>
<th>Tone Indication</th>
<th>Tone Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single long beep</td>
<td>Member joined conference call</td>
<td>Conference</td>
</tr>
<tr>
<td>Single short beep</td>
<td>Member left conference call</td>
<td></td>
</tr>
<tr>
<td>Three short beeps</td>
<td>Feature accepted and confirmed</td>
<td>Confirmation</td>
</tr>
<tr>
<td>Stuttered dial tone</td>
<td>Message waiting OR Message Waiting</td>
<td>Message Waiting</td>
</tr>
<tr>
<td></td>
<td>Phone has been diverted</td>
<td>Diverted</td>
</tr>
<tr>
<td>Single beep</td>
<td>On-campus call waiting</td>
<td>Call Waiting</td>
</tr>
<tr>
<td>Double beep</td>
<td>Off-campus call waiting</td>
<td></td>
</tr>
</tbody>
</table>

CALL WAITING

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

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

To Answer Call Waiting
- Press the flashing key, Access 2
Features

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

To save a number using External Number Redial
- Dial an off-campus number
- Press the ENR function key to save the number onto that key

To use the External Number Redial function key
- Press the ENR key to dial the number
- The number will be dialed automatically

Pressing this key will recall the stored number and dial it automatically.

TELEPHONE NUMBER STORE (TNS)
TNS keys may be programmed to store key sequences up to 20 keystrokes.

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

To use a stored number
- Press TNS key
  Number is automatically dialed

To clear a Stored Number
- Press Prog
- Press TNS key you wish to clear
  Lamp is on
- Press the Clear Key
- Press TNS key again
  Lamp is off
- Press Prog
  Lamp is off
**Features**

**CALL DIVERSION**

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

The Divert All Calls feature automatically reroutes all incoming calls to a preprogrammed answering point.

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

**Undivert All Calls**
- Lift handset
- Press `# 2 #`
- Listen for dial tone
- Hang up

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

**Divert No Answer**
- Lift handset
- Press `* 2 1 #`
- Listen for 3 beeps and then the dial tone
- Hang up

**Undivert No Answer**
- Lift handset
- Press `# 2 2 #`
- Listen for dial tone
- Hang up

The Diversion Busy feature diverts incoming calls placed to a busy station to a preprogrammed answering point, e.g. voice mail.

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

**Undivert Busy**
- Lift handset
- Press `# 2 2 2 #`
- Listen for dial tone
- Hang up

*Note: If this option is in place a caller to your extension may not use automatic call back, nor will you be able to pick up calls on your instrument from another telephone.*
**Features**

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

### Activate Follow Me
- Lift handset
- Press "* 2 *"
- Dial extension where calls to follow to
- Press "#"
- Listen for 3 beeps and then the dial tone
- Hang up

### Redirect Follow Me
- Lift handset at current answer point
- Press "* 2 *"
- Dial your extension
- Press "*"
- Dial the new answer point number
- Press "#"
- Listen for 3 beeps and then the dial tone
- Hang up

### Cancel Follow Me from Answer Point
- Lift handset
- Press "# 2 *
- Dial your extension
- Press "#"
- Listen for 3 beeps and then the dial tone
- Hang up

### Your Phone
- Lift handset
- Press "# 2 #"
- Listen for dial tone
- Hang up

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

**SPEED REDIAL (Off-campus calls only)**
This Speed Redial feature will redial the last off-campus number called.

To use speed dial
- Press "* * *"
INDIVIDUAL ABBREVIATED DIALING (optional feature programmed by System Administrator)

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

To Program or Reprogram Numbers

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

To Dial Abbreviated Number

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

To Cancel/Reprogram Abbreviated Number

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

All Abbreviated Numbers

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

AUTOMATIC CALL BACK (On-campus calls only)
Automatic Call Back (ACB) feature allows a user calling a station that is busy, or does not answer, to request a callback when the station becomes free. (The user may make and/or receive calls while the Automatic Call Back feature is in effect.) When the station marked for call back becomes available, the system will ring the user’s extension with eight seconds of fast ringing. Lifting the handset will place a call to the extension marked for Automatic Call Back. (The user must pick up the handset before the ringing stops, or the call back will be canceled.)

Several Automatic Call Backs can be activated at the same time. An Automatic Call Back cannot be initiated on an off-campus number.

To request an automatic call back
- Dial the on-campus extension, hear busy signal or no answer
- Press 6
- Listen for three beeps
- Hang Up
- When marked extension becomes available, there will be eight seconds of fast ringing. Lift the handset, the extension on call back will ring

To cancel an automatic call back

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

**All Extensions**
- Lift handset
- Press # 6 #
Additional Features

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

ADDITIONAL DIRECTORY NUMBER (ADN)
Additional extension numbers may be programmed into a function key. Calls may be placed and received from these extensions.

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

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

MULTIPLE DIRECTORY NUMBER (MDN)
Function keys may be programmed to have a line appearance of another campus extension. Calls may be placed or received from these extensions.

MULTIPLE DIRECTORY SPEED DIAL (MNS)
This feature is similar to the Multiple Directory Number; however, it will speed dial the line it is associated to.

VOICE MAIL MESSAGE WAITING (MEW)
A key programmed with this feature will light when a voice mail message is waiting. In this state and when the key is depressed, the system will dial the voice messaging server.
# Voice Mail Quick Tips

<table>
<thead>
<tr>
<th>Feature</th>
<th>Key(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bypass System Greeting</td>
<td>#</td>
</tr>
<tr>
<td>Date &amp; time (while listening)</td>
<td>5</td>
</tr>
<tr>
<td>Cancel Recording</td>
<td>*</td>
</tr>
<tr>
<td>Greetings</td>
<td></td>
</tr>
<tr>
<td>Standard Greeting</td>
<td>4 1 3 2</td>
</tr>
<tr>
<td>Out of Office (can't leave messages)</td>
<td>4 1 3 3</td>
</tr>
<tr>
<td>Locate messages</td>
<td></td>
</tr>
<tr>
<td>On Campus</td>
<td>3 1</td>
</tr>
<tr>
<td>Off Campus</td>
<td>3 2</td>
</tr>
<tr>
<td>Password, Changing</td>
<td>4 1 4</td>
</tr>
<tr>
<td>Pause during playback</td>
<td>2</td>
</tr>
<tr>
<td>Press the wrong key? (Quit action)</td>
<td>*</td>
</tr>
<tr>
<td>Quick message delete</td>
<td>3 3 7</td>
</tr>
<tr>
<td>Reply to message</td>
<td>8</td>
</tr>
<tr>
<td>Skip to next message (mark as read)</td>
<td>#</td>
</tr>
<tr>
<td>Slow message playback</td>
<td>4</td>
</tr>
<tr>
<td>Speed up message playback</td>
<td>6</td>
</tr>
</tbody>
</table>
Voice Mail Account

Shared Type Mailbox

- If at your desk
  - Call the voicemail system number 6 9 9 9
  - When prompted for mailbox #, enter your 4 digit mailbox #
  - When prompted for security code, enter your code

- If at another shared mailbox desk
  - Call the voicemail system number 6 9 9 9
  - When prompted for mailbox #, enter your 4 digit mailbox #
  - When prompted for security code, enter your code

- If at an extension that is a single mailbox
  - Call the voicemail system number 6 9 9 9
  - The system will prompt you for a security code
  - Press * # (the star key then the pound key)
  - When prompted for mailbox #, enter your 4 digit mailbox #
  - When prompted for security code, enter your code

*If setting up mailbox for first time, be sure to note your new password.*

Single Type Mailbox

- From your phone
  - Call the voicemail system number 6 9 9 9
  - When prompted for security code, enter your code

- From another phone
  - Call the voicemail system number 6 9 9 9
  - The system will prompt you for a security code
  - Press * # (the star key then the pound key)
  - When prompted for mailbox #, enter your 4 digit mailbox #
  - When prompted for security code, enter your code

*If setting up mailbox for first time, be sure to note your new password.*

CALLING IN FROM OFF-CAMPUS

- Call the system number = 707-826-6999 or toll free = 866-826-4867
- When prompted “If you have a mailbox on the system”, press # (pound)
- When prompted for mailbox #, enter your 4 digit mailbox #
- When prompted for security code, enter your code
Telephone Quick Reference

Automatic Call-back
   Cancel
   6
   6
   #

Call Diversion
   All Calls
   2
   1
   #
   Cancel
   2
   #

No Answer
   2
   1
   #
   Cancel
   2
   1
   #

Busy
   2
   2
   #
   Cancel
   2
   2
   #

Follow me
   2
   #
   Cancel
   2
   #

Call Pick-up
   Group
   7
   7
   Directed
   extension number

Call Waiting
   Send
   5

Individual Abbreviated Dialing
   0-9

Last Number Redial (off campus)
   *