

Humboldt State University



ITS
Technology Help Desk
826-4357

203 Digital

203 Digital User Guide

Humboldt State University owns and operates its own telephone switch, often referred to as a PBX (Private Branch Exchange). The campus PBX is a Model MX1, manufactured by Mitel.

The MX1 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 MX1.

Ericsson & Aastra digital telephones are used with the MX1 telephone switch and provide single-key access to many of the MX1 features.

The 203 instrument offers on-hook dialing, programmable function keys, adjustable ringer tone and volume, speaker phone, and the display feature which displays date, time, number dialed, as well as programming information.

Important Note:

Digital and Analog telephones are NOT interchangeable.

Damage may result, either to the instrument or the PBX if these telephones are plugged into the wrong jack.

If unsure, please call extension 4357 for assistance.

Table of Contents

Quick Start.....	1
Function Keys.....	3
Features	4
PLACING CALLS	4
SPEAKER.....	4
DIRECTED CALL PICK UP	4
GROUP CALL PICK UP	4
EXCLUSIVE HOLD	5
COMMON HOLD.....	5
INQUIRY/CONSULTATION HOLD.....	6
CONFERENCE	6
TRANSFER	7
INDICATOR LAMPS.....	7
RING VOLUME	7
RING TONE.....	7
DISTINCTIVE RINGS.....	8
RING OPTIONS	8
DISTINCTIVE SYSTEM TONES	9
CALL WAITING	9
EXTERNAL NUMBER REDIAL	10
TELEPHONE NUMBER STORE (TNS)	10
CALL DIVERSION.....	11
CALL DIVERSION - FOLLOW ME	12
SPEED REDIAL (Off-campus calls only).....	12
INDIVIDUAL ABBREVIATED DIALING	13
AUTOMATIC CALL BACK.....	14
Additional Features.....	15
Menu and Function Keys (F1 – F4)	16
Voice Mail Quick Tips	20
Voice Mail Account	21
Notes	22
Telephone Quick Reference.....	Inside Back Page

Important Numbers and Access Codes

EMERGENCY 9 1 1

Campus Operator 0

Off-Campus Calls 9 Plus the number

Voice Mail System 6 9 9 9

Telephone Problems 4 3 5 7

On-Line Directory <http://www.humboldt.edu/tns/directory.php>

Exclusive Hold (Page 5)

To place call on Exclusive Hold

- Press line key that received call

OR

- Press vacant line key

Lamp will change from steady to slow flash

Common Hold (Page 5)

With party on the line

- Press
- Hang up

Inquiry/Consultation Hold (Page 6)

With party on the line

- Press
- Dial second party
- To alternate between parties if answered, press or

Conference Calls (Page 6)

With first party on the line

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

Transfer (Page 7)

To transfer with party on the line

- Press
- Dial second party
- Press
- Hang up

Call Waiting (Page 9)

To send to busy extension

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

Speed redial (Page 12)

Last off-campus call:

- Press

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

Extension is busy or does not answer:

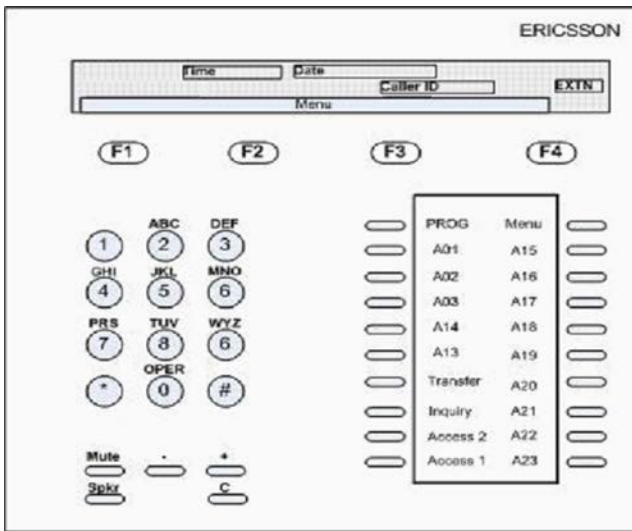
- Press
- Listen for 3 beeps
- When extension becomes available your phone will have eight seconds of fast ringing
- Lift handset before ringing stops
- Called extension rings

Function Keys

The 203 digital telephone has 26 function keys; 12 of these keys have fixed functions, and the remaining 14 can be programmed for additional features.

FIXED KEYS

Access 1	Receives and places calls
Access 2	Receives and places calls
Inquiry	Place calls on exclusive hold. Serves as third access to place calls
Transfer	Transfer Calls
(C) Clear	Disconnect active call or operation
Speaker	Activates speaker
Mute	Mutes your voice to other end while other end still audible
Program	Toggle programming mode
F1 – F4	Function keys for phone features
Menu	Toggles menu on the bottom of the screen



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

Accept Second Call (ODN2)

Call Back (CAB) [can also use

Call Divert (CAD)

Call Pick Up [Common Hold] (CUP)

Conference (CNF)

External Number Redial (ENR)

Telephone Number Store (TNS)

Voice Mail Message Waiting (MEW)

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 203 is equipped with a speaker and microphone to permit hands-free conversations. The lamp to the left of the speaker key indicates hands-free mode. To change from handset to hands-free listening, press the speaker key and replace handset into cradle. To change from hands-free to handset operation, pick up handset from cradle. Adjust speaker volume with the + and - buttons.

DIRECTED CALL PICK UP

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

To pick up a call ringing on another line

- Dial the number of the ringing extension
- Listen for the busy tone
- Press

GROUP CALL PICK UP

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

To pick up a call within the pickup group

- Press

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)

OR

- Press the Key
- 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
- Hang up

To retrieve a call on Common Hold

From your desk

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

From another location

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

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

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
- OR
- Press the key
- Dial second party

To alternate between parties

- Press OR OR
- OR
- Initiate a conference call with all parties by pressing

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
- Dial second party

After Answer

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

No Answer

- Press for Clear

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
- Dial second party

After answer

- Announce Call
- Press
- Hang up

Before answer

- Press
- Hang up

If busy or no answer

- Press for Clear
- Press
- Returned to caller

INDICATOR LAMPS

Each function key has an associated Lamp.

<u>Lamp is</u>	<u>Indicating</u>
On	Line engaged or feature activated
Off	Line available or feature is idle
Flash	Incoming Call
Slow Flash	Call on hold
Fast Flash	Line in use by another

RING VOLUME

The ringer volume changes with the + and - keys.

RING TONE

The ringer tone is changed using the key and the digit keys

To change ring tone

- Press
- Press a digit from to select the ring. A sample of the ring will be played
- Press when to keep the selected tone

DISTINCTIVE RINGS

A unique pattern of ringing permits station users to distinguish between different types of incoming calls. There are three types of ringing signals.

Ring Signal

Single Ring
Double Ring
Interrupted Fast Ring

Indication

On-campus call
Off-campus call
Call back

RING OPTIONS

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

To change ring options
<ul style="list-style-type: none">• Press <input type="text" value="Program"/>• Press the line key to be changed (Lamp is on)• Enter ring option• Press line key again• Press <input type="text" value="Program"/>• Lamp is off

Ring Options	
<input type="text" value="0"/>	Silent (flashes only)
<input type="text" value="1"/>	Normal Ring
<input type="text" value="2"/>	Rings after delay
<input type="text" value="3"/>	Two rings, continues to flash
<input type="text" value="4"/>	Two rings after delay, continues to flash
<input type="text" value="5"/>	Conditional Automatic Answer Call answered after a warning tone Requires Auto Answer function key
<input type="text" value="6"/>	Unconditional Automatic Answer Call answered after a warning tone if access line is free.

DISTINCTIVE SYSTEM TONES

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

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

CALL WAITING

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

To Send call waiting tone

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

To Answer Call Waiting

- Press the flashing key,

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

To use a stored number

- Press TNS key
Number is automatically dialed

To clear a Stored Number

- Press
- Press TNS key you wish to clear
Lamp is on
- Press the key for Clear
- Press TNS key again
Lamp is off
- Press
Lamp is off

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. Preprogramming of the answer point is done by the System Administrator.

The Divert All Calls feature automatically re-routes all incoming calls to a preprogrammed answering point.

Divert All Calls

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

Undivert All Calls

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

Undivert No Answer

- Lift Handset
- Press
- Listen for dial tone
- Hang up

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

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

Divert Busy

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

Undivert Busy

- Lift handset
- Press
- Listen for dial tone
- Hang up

CALL DIVERSION - 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
- Dial extension where calls are 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
- Dial your extension
- Press
- Dial the new answer point number
- Press
- Listen for dial tone
- Hang up

Cancel Follow Me from

Answer Point

- Lift handset
- Press
- Dial your extension
- Press
- Listen for 3 beeps and then the dial tone
- Hang up

Your Phone

- Lift handset
- Press
- 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
- Enter one Digit to represent dialed number
- Press
- Enter number (include access code 9 if off-campus)
- Press
- Hang up

To Dial Abbreviated Number

- Lift handset
- Press
- The system will dial automatically

To Cancel/Reprogram Abbreviated Number

- Lift the handset
- Press
- Hang up **or** Follow program numbers (see above)

To Cancel All Abbreviated Numbers

- Lift the handset
- Press
- Hang up

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
- 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
- Dial extension number
- Press

All Extensions

- Lift handset
- Press

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.

Menu and Function Keys F1 – F4

Menu Toggles the menu display on and off.

When you press the Menu key, the displayed menu looks like:

	<Time>	<Date>	
		Caller ID	Extn
Lock	AcCo	Autco	Dir
F1	F2	F3	F4

LOCK Press F1 to lock the phone's settings - **Not Supported**

AcCo Press F2 to enter an Account code – **Not Supported**

AutCo Press F3 to enter the Authorization Code – **Not Supported**

Dir Press F4 for the directory feature – **Not Supported**

F1 Prompts you to enter the auth code to lock the instrument - **Not Supported.**

ENTER AUTH CODE			
CLEAR	DEL		ENTER
F1	F2	F3	F4

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

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

ENTER Press F4 to enter the digits for the auth code

Lift up Handset & hang it up to exit this menu.

Menu and Function Keys (F1 – F4)

F2

Prompts you to enter the Account Code. This allows you to charge the call to another extension/department. **Not Supported.**

ENTER ACCOUNT CODE			
CLEAR	DEL		ENTER
F1	F2	F3	F4

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

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

ENTER Press F4 to enter the account code

Lift up Handset & hang it up to exit this menu.

F3

Enter the auth code. This feature allows you to use an auth code to override the phones current class of service. **Not Supported.**

ENTER AUTH CODE			
CLEAR	DEL		ENTER
F1	F2	F3	F4

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

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

ENTER Press F4 to exit the current menu

Lift up Handset & hang it up to exit this menu.

F4

Press F4 to initiate the campus directory. – **Not Supported**

DEL	Space	Find	Exit
F1	F2	F3	F4

Function Keys – While on a phone call.

	<Time>	<Date>		
	Lock	AcCo	Autco	Timer
F1	F2	F3	F4	

F1 **F2** **F3** options are **Not Supported**

F4 Turns on the timer feature. This allows you to time the call length.

	<Time>	<Timer or Date>		
	START	RST	DATE	EXIT
F1	F2	F3	F4	

START F1 starts the timer. While running STOP is displayed in the F1 position. To stop the timer, press F1 again.

RST Press F2 to reset the timer to 0. Press F1 to start the timer again.

DATE Toggles the display between the date and timer function

EXIT Press F4 to exit the current menu

Function Keys – While in a conversation (other line connected).

	<Time>	<Date>	
ETE	ACC		Timer
F1	F2	F3	F4

- ETE Press F1 to send DTMF tones. This feature allows you to send DTMF tones while in speech state for pager access, credit card calls, voice messages or any type of computerized network requiring DTMF signaling.
- ACC For Account Code – **Not Supported**
- F4 Turns on the timer feature. After you press F4, you must then hang up to see the timer options. See instructions on page 18.

Function Keys – After Dialing a busy on campus phone line.

	<Time>	<Date>	
CAB	CAW	CUP	Timer
F1	F2	F3	F4

- CAB Press F1 to initiate a call back when that extension is free – same as pressing the 6 key.
- CAW Call Waiting – **Not Supported**
- CUP Common Hold – **Not Supported**
- Timer Turns on the timer feature. See page 18 for instructions.

Voice Mail Quick Tips

Bypass System Greeting	#
Date & time (while listening)	5
Cancel Recording	*
Greetings	
Standard Greeting	4 1 3 2
Out of Office (can't leave messages)	4 1 3 3
Locate messages	
On Campus	3 1
Off Campus	3 2
Password, Changing	4 1 4
Pause during playback	2
Press the wrong key? (Quit action)	*
Quick message delete	3 3 7
Reply to message	8
Skip to next message (mark as read)	#
Slow message playback	4
Quicken message playback	6

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

Cancel

* 2 #
2

No Answer

Cancel

* 2 1 #
2 1

Busy

Cancel

* 2 2 #
2 2

Follow me

Cancel

* 2 * Extension #
2

Call Pick-up

Group

Directed

7 7
extension number 8

Call Waiting

Send

5

Individual Abbreviated Dialing

* * (0 - 9)

Last Number Redial (off campus)

* * *