

# **ERICSSON DBC3212 MANUAL**

## **Placing a Call**

- Lift Handset & Dial “0” followed by the Number (External Calls Only)
- Lift Handset & Dial the Number eg 2XXXX (Internal Calls Only)

## **Using Handsfree**

- Leave Handset on Cradle
- Press Speaker Button
- Follow instructions above.

## **To Dial Switchboard**

- Lift Handset
- Dial “9”

## **Transferring Calls**

- Press Inquiry
- Dial Extension Number
- Introduce Call and Transfer
- If no Answer – Press © Clear
- To retrieve caller press Flashing Access Button
- And advise they will be transferred to extensions Voicemail.

## **Placing a Caller on Hold**

- Press Inquiry

## **To Retrieve Call on Hold**

- Press Flashing Access Button
- And talk to Caller

## **To Pick-Up Ringing Telephone within Your Programmed Group**

This facility must be programmed through Telephone Help Desk.  
If a phone in your office or close by is ringing and THD has programmed Group Pick-up Facility you can retrieve calls from other ringing extensions by:

- Lifting Receiver
- Dial 7

## **To Divert Calls from Your Extension to Another**

- Lift Handset
- Dial \*21\* Extension Number # (eg \*21\* 22000#)
- Follow-Me Diversion will be displayed on Screen.

## **To Divert Calls from Your Extension to Voicemail**

- Lift Handset
- Dial \*21\*26800#
- Follow-Me Diversion will be displayed on Screen.
- Or Press CAD Button programmed on Key2

## **To Cancel All Manual Diversions**

- Lift Handset
- Dial # 21 #

## **To Redial Last External Number**

- Lift Handset
- Dial \* \* \*
- Or request Telephone Help Desk program this a function key on your Handset

## **To Make A Conference Call**

You can make a Teleconference Call with up to 8 parties or less. Please check with Telephone Help Desk prior to making call to check that you have right access (eg.STD if dialling interstate). Request Telephone Help Desk Program a Conference (CNF) Key on your Handset.

- Dial First Participant, Wait for Answer
- Press ***Inquiry*** Button
- Dial Second Participant, Wait for Answer
- Press the appropriate CNF key, to admit call to conference
- Press ***Access 2*** Button
- Dial Third Participant, Wait for Answer
- Press the appropriate CNF key, to admit to conference
- Press ***Access 2*** Button
- Dial the fourth participant, wait for answer
- Press the appropriate CNF Key, to admit call to conference
- Repeat this procedure for every other participant.
- If participant does not answer or is engaged, press ***Clear*** , and then Press Access 1 line which will continue to hold the Conference members,.

### Other Important Information:

- By making a Teleconference Call yourself significantly decreases the amount charged
- A tone burst is heard each time a participant enters or leaves the conference.
- A warning tone is heard throughout a conference call approximately every 15 seconds.
- Only the conference Chair person can admit participants.
- The Chair person of the conference **MUST** remain on line for the duration of the conference otherwise all participants will automatically be disconnected.
- If a party in the conference drops out or loses connection, the Chair person will need to re-admit this person following the Initial above procedures.

**When a New Digital Phone has been installed the Telephone Help Desk can program Storage Buttons on your phone as follows:**

- **CAB (Call Back)** – If a called Internal extension is Busy
- By pressing this button you are called back (recall ringing signal) when ongoing call is finished or the next time a new call is finished. You have to answer within eight seconds, otherwise Call Back Service is cancelled.
- Note: This feature does not work when Voicemail Greeting is heard.
  
- **CAD (Call Diversion)** – Will divert your phone immediately to the System Diversion requested eg, to Voicemail (26800) or another extension (2XXXX) You will need to request this through The Telephone Help Desk.
  
- **ODN2 (2<sup>nd</sup> Line)** – Allows you to receive calls on Access 1 & Access 2 at the same time.
  
- **MEW (Messages Waiting)** - When a Voicemail Message has been left on your extension this button will Flash to advise you have a New Message.
  
- **CNF (Conference)** – Allows you to hold conference calls
  
- **Monitor Keys** - Allows you to see if another extension at your campus is on the phone. Or if the phone is ringing you have the option to press this flashing button to intercept call. This can also be programmed to ring on your extension.
  
- Or you have the option to program numbers (Internal or External) onto spare buttons. Follow the instructions below:
  
- Press Program
- Press Button you wish to Store Number
- Enter number (include “0” if external)
- Press Button you wish to Store Number
- Press Program
- The number should now be stored on allocated button.

**Common Abbreviated Dialling**

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

- **To Program**
- Lift Handset
- Wait for Dial Tone
- Key \*51\* key single digit number (0-9)\* key full number #
- You will receive verification tone
- Replace Handset
  
- **To use Individual Dialling**
- Lift Handset
- Wait for Dial Tone
- Dial \* \* 1 etc...
- To Change an Individual Abbreviated Number use the same procedure as for programming.

- **To erase Individual Abbreviated Number**
- Lift Handset
- Wait for Dial tone
- Key # 51 \* Chosen single digit number # (eg #51\*0#)
- You will hear verification tone
- Replace handset

- **To erase All abbreviated Numbers**
- Wait for Dial tone
- Key #51#
- You will receive verification tone
- Replace handset

Note: The complete number can consist of maximum 20 digits.

**For any further assistance please phone The IT Help Desk on extension 25000**