

# Philips Sopho Ergoline telephone

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## The main sections in this document are:

- 1. Introduction
- **2. Telephone Layout**Reference diagram for all further sections of this document.
- 3. Making and receiving calls
  Including dialling methods; and using the Callers list.
- 4. Transferring and Holding calls
- 5. Hands-free mode / Listen-in mode / Handset mode Including switching between modes.
- 6. Using the Redial list
- 7. Callback when free
- 8. Call Diversion
- 9. Handset volume, ringer volume and ringer melodies
- 10. Programming the Directory.
- 11. Memory keys
- 12. The Help Key
- 13. Troubleshooting

## 1. Introduction

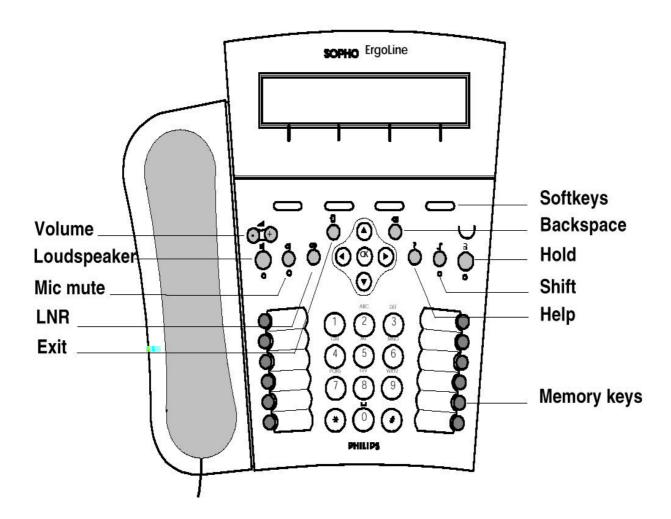
## 1.1 The scope of this document

The aim of this document is to give you an understanding of the additional features and facilities available on the Ergoline terminal. It gives a brief description of the most commonly used functions along with step by step instructions on how to program them. Once you begin to familiarise yourself with the terminal and its functions you will find it relatively easy to customise your telephone.

If you have difficulty in programming the keys or if you cannot find the functions you require in this guide please contact the Telephone Services Help Line on extension 13030, or e-mail to

Telephone.Services@nottingham.ac.uk

## 2. Telephone Layout



During normal operation the current date and time are displayed.

Softkeys Frequent reference is made throughout this document to the "softkeys"

which are the (green) pads towards the top of the unit. These buttons have different effects depending on the function being used; the facilities they invoke at any time are displayed in the "window" at the top of the

unit.

Alphabetic characters

Please note that most numeric buttons can be used in certain functions to generate alphabetic characters. For example, **2** is also labelled ABC — when appropriate, pressing 2 once generates A, twice generates B and 3 times generates C (a short pause moves the cursor to receive the next character).

## 3. Making and receiving calls

## 3.1 Dialling

a number Lift the handset, dial the number you want.

handsfree Press the loudspeaker key [ ] then dial the number you want.

offline Dial the number you want, then either lift the handset or press the loudspeaker key [].

using a speed-dial

Lift the handset and press the speed-dial key you want or press Shift and the speed-dial key to access the second level. (Programming of speed-dial keys is covered in Section 11.)

Alternatively press the speed-dial key to dial in hands-free mode.

using the directory

- 1. Press the Directory softkey.
- 2. Type the first character(s) of the name: e.g. to enter B press the number key 2 twice.
- 3. Press (), or scroll if necessary to the name.
- 4. To call the displayed name, lift the handset. Alternatively press to call in hands-free mode.

Note: Programming names into the phone's directory is covered in Section 10.

using the Callers

During your absence, callers' numbers, plus the date and time of the calls, are stored into the *Callers* list in your phone. The Callers list can contain 15 callers' numbers.

- 1. The Message softkey flashes to indicate a new caller in the callers list. Press the Message softkey.
- 2. Press the Callers softkey. The list of callers appears in the display along with the date and time the call was received.
- 3. Scroll using the arrow keys to see all the callers in the list. Note: once you have viewed all the callers in the list the message softkey stops flashing.
- 4. To remove a caller from the list press the Remove softkey.
- 5. To call a person from the list, lift the handset, press or press the loudspeaker key [

Note: External numbers in the list cannot be called using this method because "9" must prefix the external number when returning a call to the "outside world". Pressing ® on an external number in the list will result in you calling the University switchboard.

## 3.2 Answering an incoming call

3.3 Ending a call Replace the handset or press the Disconn softkey. If using hands-free you may press the loudspeaker key

Note: If the call is disconnected by replacing the handset or using the loudspeaker key, then the call duration is displayed.

#### Transferring and Holding calls 4.

#### 4.1 Transferring a call

- Whilst connected press the **R** key.
- 2. Dial the number you want to transfer the call to.
- 3. When ring tone is heard you may hang-up, or alternatively announce the call when answered, then hang-up.

#### 4.2 Putting a caller on Hold and calling someone else:

- 1. Whilst connected press the **R** key.
- 2. Dial the number of the other party.
- 3. Press the **R** key again to return to the original caller.

## Hands-free mode / Listen-in mode / Handset mode

Hands-free mode allows you to talk to people without using the telephone handset. The other person's voice is heard over the loudspeaker in your telephone. You should speak towards the microphone on your telephone set, though not directly into it.

Listen-In mode

enables people in the same room as you to listen in to your conversation. The voice of the person on the other end of the phone can be heard on the loudspeaker, although you actually talk to them via the handset.

Handset mode is the normal operating mode. The conversation is confined to the handset only and cannot be heard over the loudspeaker.

#### 5.1 Switching modes

From	То	Action
Handset	Listen-in	Press the loudspeaker key [] whilst using the handset.
Handset	Hands-free	Press and hold down the loudspeaker key preplacing the handset whilst the prompt is displayed.
		<b>Note</b> : If you release the loudspeaker key and then replace the handset you will disconnect the call.
Hands-free	Listen-in	Lift the handset. Press the loudspeaker key [
Hands-free	Handset	Lift the handset.
Listen-in	Hands-free	Hold down the loudspeaker key [] and replace the handset.
		<b>Note</b> : If you release the loudspeaker key and then replace the handset you will disconnect the call.
Listen-in	Handset	Press the loudspeaker key [] to deselect Listen-in

## 5.2 Switching the active microphone off and on:

The same "mic" key is used for both the handset and handsfree microphones.

Press the *microphone mute* key  $\bigcirc$  to switch the active microphone off. Press the microphone mute key again to switch it back on.

Note: If the microphone mute is on, the other party cannot hear you. The LED indicates the status of the microphone, as follows:

LED off	The handset microphone is on as you are using the handset, or the set is idle.
LED flashing	The microphone is off, the other party cannot hear you.
LED on	The hands free microphone is on, you are using the telephone hands free.

## Using the Redial list

Every time you make a call the number you dial is stored in the Redial list. This list can contain 10 numbers.

- 1. Press the redial key
- 2. Scroll to find the number you want to call.
- 3. Either lift the handset or, if using the telephone in hands-free mode, press the loudspeaker key of or key.

## 7. Callback when free

#### 7.1 To activate a Callback

- 1. On hearing the busy tone, press the Callback softkey.
- 2. Replace the handset if you are using it.
- 3. When the busy number becomes available, your telephone will ring in a different tone and the *Call back to...* will flash in the display.
- 4. Start the callback call by either lifting the handset and pressing the loudspeaker key [], or pressing ()

## 7.2 Cancelling a Callback

- 1. Press the right arrow key to display the second set of softkeys.
- 2. Press the Del.Callb softkey. All outstanding callbacks are cancelled.

#### 8. Call Diversion

To divert all your calls to another extension:

- 1. Press the Features softkey.
- 2. Press the Diversion softkey.
- 3. Press OK
- 4. Type the extension number you want to divert calls to.
- 5. Press 🕟

Note: The display shows Diversion of all calls.

To cancel the diversion from your extension:

- 1. Press the Features softkey.
- 2. Press the Diversion softkey.
- 3. Press the SwitchOff softkey.

Note: an alternative method of activating a call diversion is to dial

\* 21 then the extension number. Wait for dial tone before hanging up.

To cancel such a call diversion dial #21

## 9. Handset volume, ringer volume and ringer melodies

It may be necessary to change the volume in the handset earpiece. The volume can be adjusted using the volume keys whilst engaged in conversation.

## 9.1 To adjust the ringer volume

- 1. Press the Features softkey.
- 2. Press the Set Phone softkey.
- 3. Press the Sounds softkey.
- Press the Volume key.
- 5. Adjust the volume up or down using the control keys.
- 6. Press ok to save the setting.
- Press the Exit key ←

Alternatively the volume can be adjusted using the volume keys whilst the phone is ringing.

## 9.2 To set the ringer melodies

- 1. Press the Features softkey.
- 2. Press the Set Phone softkey.
- 3. Press the Sounds softkey.
- 4. Press the Melody softkey.
- 5. Scroll up and down to select from the different melodies.
- 6. Press (x) to save the setting
- 7. Press the Exit key ←

## 10. Programming the Directory.

The directory in your phone can contain 100 entries.

## 10.1 Adding a name to the directory

- 1. Press the Directory softkey.
- 2. Press the Add softkey.
- 3. Type the name: e.g. to enter B press the number key **2** twice.
- 4. Press the EditNmbr softkey or 👀
- 5. Type the number
- 6. Press 🕟
- 7. To return to idle, press the Exit key ←

## 10.2 Removing a name from the directory

- 1. Press the Directory softkey.
- 2. Type the first character(s) of the name: e.g. to enter B press the number key 2 twice.
- 3. Press () or scroll if necessary to the name.
- 4. Press the Remove softkey.
- 5. To return to idle, press the Exit key ←

## 10.3 Modifying a name in the directory

- 1. Press the Directory softkey.
- 2. Type the first character(s) of the name: e.g. to enter B press the number key 2 twice.
- 3. Press ® or scroll if necessary to the name.
- 4. Press the Modify softkey.
- 5. Modify the name using the number keys and Backspace 🖾 or 🕸 if no modifications are required.
- 6. Press the EditNmbr softkey or ® if no modifications are required.

  Note: if ® is pressed, go to step 9.
- 7. Modify the number.
- 8. Press 🕟
- 9. To return to idle, press the Exit key ←

## 11. Memory keys

Memory keys can be programmed to perform a wide range of functions. The more common uses are as speed-dial keys, voice-mail message waiting lamp, call divert, call pick up and group member calls.

#### 11.1 Programming a speed-dial number into an empty memory key

A speed-dial key enables you to call a specific number just by pressing one key.

- 1. Press the Keys softkey.
- Press the empty memory key you want to program or, press shift

   and the empty memory key to program at the second level of
   the key.
- 3. Press the Speeddial softkey.
- 4. Type the number you want the key to dial.
- 5. Press OK

It is possible to program speed-dial keys for call pick up or to dial the University's voice-mail system.

## 11.2 Programming a Call Diversion into an empty memory key

- 1. Press the Keys softkey.
- Press the empty memory key you want to program or, press shift

   and the empty memory key to program at the second level of
   the key.
- 3. Press the Function softkey.
- 4. Diversion of all calls is displayed. Press 💿
- 5. If you wish to choose the number to where you want your phone to be diverted each time press Otherwise type the number that you wish to receive your diverted calls each time you use this button, then button, then

When the Divert is active the LED is on and Diversion of all calls is displayed.

#### 11.3 Programming an empty memory key as Voicemail Message Waiting lamp

- 1. Press the Keys softkey.
- Press the empty memory key you want to program or, press shift

   and the empty memory key to program at the second level of
   the key.
- 3. Press the Function softkey.
- 4. Use the arrow keys to scroll down until Message Waiting Indication is displayed.
- 5. Press (OK)

To use this facility you must have a voice-mailbox set up corresponding to your number. When you have new or unread messages in your mailbox the LED is illuminated. For further information on voice-mail see document ISD203: *Guide to voice-mail* or contact the TSHL.

## 11.4 Programming an empty memory key as Group Facility

This facility allows you to see if other group members are on the phone, if their phone is ringing internally or externally, answer their calls, or call them direct.

In order for this facility to work effectively, all extensions that you wish to appear on your telephone must be within the same group. Please contact the TSHL to set up the group before proceeding.

- 1. Press the Keys softkey.
- Press the empty memory key you want to program or, press shift

   and the empty memory key to program at the second level of
   the key.
- 3. Press the Group Fac. softkey.
- 4. Use the arrow keys to scroll down until Group facility is displayed.
- 5. Press OK
- 6. Enter the extension number you wish to have displayed.
- 7. Press OK
- Using the Change softkey you have the option to have no ring, or 1,2, or 3 softrings when their phone rings. Press (x)

#### LED Status:

LED off	Extension is idle
LED on	Extension is busy
LED flashing slowly	Internal call ringing
LED flashing quickly	External call ringing

- · When flashing press key to answer call
- · When idle press key to call group member.

## 11.5 Clearing the memory keys.

In order to program a memory key it must be empty. To do this press the Keys softkey. Press the key you wish to clear. Press the EmptyKey softkey.

The key can now be used to program a new function.

## 12. The Help Key

To obtain help on specific function keys or control keys press the ② key followed by the key you require help on. The ③ key can be used at any time during programming or operation.

## 13. Troubleshooting

Please note information on TSHL at the foot of the page.

## 13.1 Terminal is dead, display is blank...

- Check the telephone is plugged into the telephone socket.
- Try unplugging for a few seconds.
- · If still dead contact the TSHL.

## 13.2 Terminal display shows Non Operational...

- Check the telephone is plugged into the correct telephone socket.
- Try unplugging for a few seconds.

If Non Operational still shows, contact the TSHL.

#### 13.3 Not receiving calls...

- · Check the facilities set on your extension.
- · Check for active Call Diversions.

Normally a steady clicking noise can be heard behind the dial tone when these facilities are active. If in doubt consult the TSHL.