

TELEPHONE USER GUIDE

MAIN EXTENSION NUMBER

Your main extension number (also known as Primary Directory Number) is assigned to the **Line Key** on your telephone and shows in the display. When you lift the handset, your main extension number is automatically selected, you will hear dial tone and are ready to make a call.

PLACING A CALL

Internal:

- Lift handset, hear dial tone
- Enter 4 digit extension number

External:

- Lift handset, hear dial tone
- Enter 9 (no change in dial tone) and number

On-Hook Dialing

- To place a call without lifting the handset:
- Press **Line Key**
- Hear dial tone
- Dial the number
- Pick up the handset when the number starts ringing

If busy,

- Press **Goodbye**

HOLD

To place a call on hold:

- Ask the party to hold
- Press **Hold** key
- Hang up

To retrieve held call:

- Lift handset
- Press the **Line Key**

TRANSFER

To transfer a call to another extension:

- Ask party to hold
- Press **Trans** (soft key) hear special dial tone
- Call is placed on *Temporary HOLD*
- Enter extension number
- When party answers, announce call
- Press **Trans** (soft key) again

NOTE: *If you hear a busy or ring-no-answer, press your Line Key to return to original call.*

CALL PICKUP

To pickup another ringing telephone in your group:

- Lift handset
- Press **More** (soft key)
- Press **Pickup** (soft key)

NOTE: *If ringing extension is not within your assigned group, or is already answered, fast busy will be heard.*

CONFERENCE

Allows you to place a caller on temporary hold and add an additional party into the conversation without tying up another line. You can conference up to 6 parties including yourself. It is recommended only 2 outside calls be in the conference call.

To activate:

- During an active call press **Conf** (soft Key)
- Hear dial tone
- Caller is placed on *Temporary HOLD*
- Enter extension or outside number
- Press **Conf** (soft Key) again to bring all parties together

To drop off call:

- Press **Goodbye** or hang up

NOTE: *If you hear a busy or ring-no-answer, press your extension to return to original call.*

LAST NUMBER REDIAL

The telephone always stores in memory the last number manually dialed.

To activate:

- Lift handset, press **Line Key** once

OR:

For on-hook dialing (with handset in place)

- Press **Line Key** twice

NOTE: *The number will remain in the memory until you change it by dialing another telephone number.*

CALL FORWARD ALL CALLS (Internal Only)

To temporarily redirect your incoming calls to another extension. Outgoing calls can still be made when call forward is active. Your phone will not ring while call forward is active unless the extension that is receiving your calls, calls you.

To activate:

- With handset on hook, press **Forward** (soft key)
- Enter the extension number that is to receive your calls
- Press **Forward** (soft key)

To cancel:

- With handset on hook, press **Forward** (soft key)
- Your calls are no longer forwarded

NOTE: *Always notify the person your calls will be forwarded to*

To reactivate, press the Forward (soft key) twice.

SYSTEM SPEED CALL

System speed call is a master list of campus wide numbers stored for use within the system. A 2 digit code is assigned to each number.

To access:

- Lift handset
- Press **SscUser** (soft key), enter 2 digit code

CALL PARK

Call Park places a call in a parked state, similar to hold, where it can be retrieved from any telephone.

To activate:

- Press **Park** (soft key)
- Note park number in display
- Press **Park** (soft key) again
- Hang up

To retrieve call parked on special park number:

- Lift handset
- Enter special park number

The special park numbers are 200 - 209.

NOTE: *The call will hold in the system for 90 seconds before it returns to the original parked destination.*

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RING AGAIN (Internal Only)

Allows you to program your telephone to alert you when a busy extension or ring no answer extension is active.

To activate:

- From Internal busy signal press **RingAgn** (soft key)
- You are disconnected from the call
- Hang up handset

When the extension becomes active:

- Hear buzz tone through the speaker
- Lift your handset, hear dial tone
- Press **RingAgn** (soft key) and it will automatically dial the call again.

NOTE: *If you are busy on another call or walk away from your phone, this feature will cancel itself approximately 30 seconds after buzz tone is generated.*

FIXED FEATURE KEYS **

Message Waiting Indicator

- A red light indicator will light to notify you when a voice mail message has been received. To retrieve messages, press **Message** key or dial extension of voice mail.

Line Key

- Your extension number is assigned to this key. This key is used to receive incoming and outgoing calls.

Goodbye

- Disconnect a call on any active extension by pressing **Goodbye** or by hanging up the handset.

Note: *Goodbye is useful when dropping off a conference call.*

Hold

- Place an active call on hold by pressing the **Hold** key.
(A single buzz tone through the speaker occurs after a call has remained on hold for one minute and re-occurs at one minute intervals.)

Volume Control Keys

- Used to control the volume of handset, headset, speaker, ringer and handsfree. Increase volume by pressing the right side of the bar, decrease by pressing the left side. Adjust ringing volume while the phone is ringing.

Message/Inbox

- Direct dial to voice mail

Services

- Controls the telephone options. Use the **Navigation** keys to scroll through options.

Navigation Keys

- Used to scroll through options.

** PROGRAMMABLE SOFT KEYS **

- Located below the display area, the Soft Keys are self-labeling with an LCD label located in the display above the key