Telephone Guide
EASY

LINKED TABLE OF CONTENTS

Hints about the display area

The display area will display several pages of information. The display will show

a > if there are more pages to display. Just press the [◀] or [▶] to navigate
to the previous or next display page.

Menu: to start programming
mode, to display information
on your terminal, or to
terminate programming

END: to terminate a
call or programming

| Menu |

| END |

Listen
OK

Listen/OK to confirm
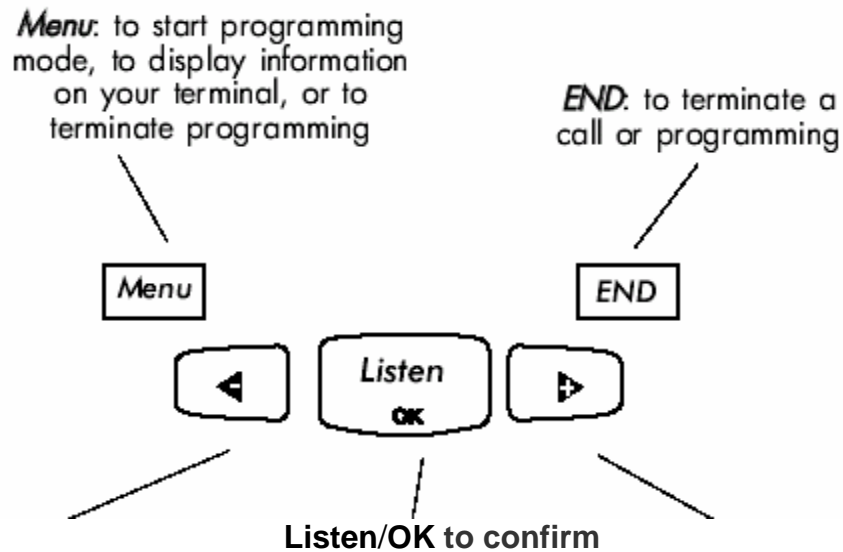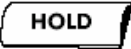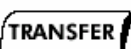
Hints about the Easy phone
1) This phone allows calling without picking up the hand set (hands-free calling).
Begin calling and the phone will automatically activate the one-way speaker
feature.
2) When looking at the display area, the current date and time are displayed.
3) The END (key) is a good way to exit a menu and return to the default display.
4) If you see a < or a > in your display, use the + and – keys that are on either
side of the Listen Ok button to navigate.

Pre-programmed keys

LINE : access a line, or enter a feature code during a call

✉ : access the various message services

Directory: **access the personal directory**

HOLD : put a call on hold

CONFERENCE : talk with two people at the same time (conference call)

REDIAL : automatically redial the last number dialed

TRANSFER : transfer a call to another terminal

Change the faceplate using this template. Insert the template as shown.
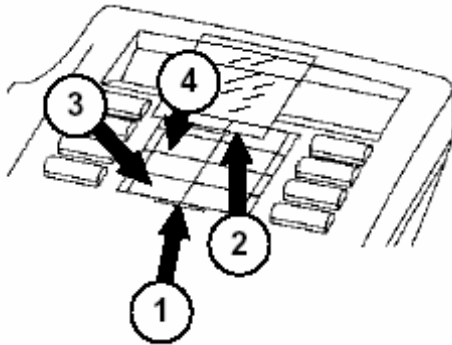
1) Insert a flat blade into the slot (1 slot for each block of keys).
2) Raise the cover.
3) Slide the printed label into position.
4) Replace the cover.

BASIC FEATURES

External Calls
Begin calling or pick up the handset.

For local calls press '9', then the area code (if necessary) and the 7 digit number.
> **EXAMPLE 7 DIGIT LOCAL DIALING**   **9, 202-1234**
> **EXAMPLE 10 DIGIT LOCAL DIALING**   **9, 352-202-1234**
>> OR

For authorized long distance calls press '8', then 1, then the area code and the 7 digit number.
> **EXAMPLE 10 DIGIT LONG DISTANCE DIALING**   **9, 1, 352-202-1234**
>> OR

For toll free calls press '9', then 1, then the 7 digit number.
> **EXAMPLE TOLL FREE DIALING**   **9, 1, 800-123-4567**

> NOTE: current toll free extensions include 800. 888. 877. 866. 855.
>> future toll free extensions include 844. 833. 822
> NOTE: personal calls are to be made using a personal calling card

The screen will display the number or person called and a red light will appear next to the line being used to call out.

Click here for more information on 10 digit local dialing.

Click here for more information on long-distance dialing and policies.

Internal Calls
> 1) Press the extension.
> 2) Use the online directory. Search by first letter of last name.
> 3) Use the personal directory key.

The screen will display the person's name and a red light will appear next to the line being used to call out.

Incoming Calls
> Caller information will be displayed on the screen (if the number is not blocked). To answer, lift the handset.

This phone has two pre-programmed lines for this extension meaning there are two incoming/outgoing lines on this phone.

Dialing from the 2nd line
To initiate a second call while on the phone with a client:

1) Push the second button in the first column. This will automatically put the caller on hold while a call is made on the second line. Look for a slow blinking red light next to the line on hold.

2) To return to the first caller, press that line button and the second call will be placed on hold.

3) To end either call, press the END key when on that line.

4) If a mistake is made, hang up. The phone will ring back and connect the caller.

Answering the 2nd line

When a second call comes in a beep will sound and the second line will flash a fast red.

1) To answer push the flashing line key. The other call will automatically be put on hold.

2) To return to the first caller press the line key that is on hold.

HINT: If either caller is lost or you misdial, hang up. The phone will ring back and connect the caller.

Hold

Press the HOLD key (one of the pre-programmed keys). A call will also automatically be put on hold when a new line key is pressed.

Transfer

1) Press the Transfer button (last button in last column). The prompt will ask for the extension number to transfer to.

2) Press the number the caller wishes to be transferred to and you will be connected to the second party.

3) Press END.

HINT: If you misdial, simply hang up - the telephone will ring and you will be returned to your first call.

ADVANCED FEATURES

Direct Call Pickup

Any ringing phone can be picked up from any other phone. To pick up the ringing line, press *72, then the extension of the ringing phone.

Group Call Pickup

To pick up a line in the same pickup group as the phone, press *73.

Park

Putting a call on hold to be picked up at another station is called PARK.

1) During the call, press *75.

2) The prompt will ask you to enter in the extension to which the call should be sent.
3) Press the extension, hang up, and the caller will hear music the display will read PARKING.
4) Pick up the call at another station by pressing *75. The call will immediately connect.

Requesting Callback
A request can be left to have someone call YOUR extension back.
1) Initiate this by pressing 5 while the line you called is ringing.
2) The busy line will receive notification when the line is free.
3) This will not automatically return the call. Red and green blinking lights indicate the call back request.

Camp
This option compensates for the lack of an immediate call back and will ring the caller's phone when the line is free. Camp on will keep trying the number called until the line is free, and will then ring the phone. To do this, press *67 and wait. Do NOT hang up; when the busy line is free it will ring.

HINT: Feel free to place the receiver on your desk instead of holding it to your ear the entire time.

EXPERT FEATURES

Conference calls
1) Initiating a call to a second party places first party on hold.
2) To speak to both parties at the same time: press the CONF key.
3) To cancel the conference and recover the first call, press the CONF key again.
4) The second call will be terminated.

NOTE: If you hang up during a conference, the remaining two parties will still be connected (this may occur even if both are on outside calls). Be aware that if either call was a long distance call that you originated, it will continue to be charged to your extension!

Programming keys
1) Press the *Menu* key. The prompts will begin with GUIDE MODE >.
2) Press the + key to navigate into the menu.
3) Access = 1   Prog = 2 >. Press + again.
4) At this point enter the number of the menu you wish to enter.
   Option 1 = Access: Not supported.
   Option 2 = Prog. The display will show "Programming Mode>," press + to see "Key=1   PrsDirectry=2."

5) Press 2 to program the personal directory located as the top button in the second column.
   a) Press the internal or external (press 9) number to store in the directory as speed dial. Example: Press 93955000.
   b) Press the Listen OK button, then press the directory key
   (   ).
   c) Then press 1 to program 93955000 into that key (the key options are 0-9, * and #).
   d) Press END.
6) To dial from using personal directory, press the directory key
   (   ), then key option 0-9. The call will automatically begin to dial.

Useful keys
Press Menu (black and white key), to get into guide mode.
1) Access – Not supported
2) Prog. - To customize the keys and personal directory.
3) WhoAmI - To display the name and extension of the phone.

Personal code
1) Press **4.
2) Press default password (0000) or the existing personal code.
3) Press a new code.
4) Press again to confirm.
5) Press END.

*Some features will require the use of this code.

Locking/unlocking
Press *77 to lock and unlock your phone. To unlock the set you will need your personal code. Press END.

Forward - immediate
1) Press *60.
2) Enter extension to forward calls to (5995 will forward directly to voicemail), press END.
3) To cancel forwarding, press *64.

Forward - busy
1) Press *61.
2) Press *Busy>*, enter extension to forward calls to, press END.
3) To cancel forwarding press *64.

Forward - no answer
Press *62
1) Prss *NoAns>*, enter extension to forward call to, press END.
2) To cancel forwarding press *64.

Hint: *64 will cancel any type of forwarding.

VOICEMAIL

The **Voicemail Flow Chart** and **Voicemail Guide** are separate documents.
Below are several frequently used features.

Checking messages
When the GREEN light is flashing and the RED light on the envelope key
is flashing, there is a voicemail or call back request.
When the RED light is solid next to the envelope button there is an
unanswered internal call.

To check callback requests, press the envelope key then ListenOK
to see XX Msg Callbk. This means that there are X call back requests. Press
Listen OK until the display shows the first name that requested a callback, press
the +> to see the next name etc. Press ListenOK to call that person back. Press
END when the names start to repeat themselves.

To check voicemail, press the envelope key, then the ListenOK
button two times. Follow the prompts or see the voicemail guide.

Unanswered calls
The solid red light means there are unanswered internal calls. To check
unanswered internal calls press the envelope button once, then ListenOK, then
press +> to get to menu.
Press ListenOk to see first name then +> to scroll through additional
numbers that went unanswered.
Press ListenOK to callback or END to exit.

Leaving direct voicemail
To call directly into a voice mailbox without ringing the phone, press *4
followed by the extension number.

ADDITIONAL FEATURES

Redial
Press the black Redial key at the bottom left hand side of the preprogrammed keys.

Display language
1) Press *84.
2) Press +> to see the options for languages.
3) Press the corresponding number for the selected language.
4) END exits the menu.

Change Ringer, Voice, or Speaker Volume

Press the or keys to increase or decrease volume. The display will show the results.

Change ring tone

The current melody can be heard by pressing . Listen to various melodies by pressing Listen OK repeatedly. This will automatically change the melody. Press END when the selected melody plays.

Change display
To adjust display for better visibility, press *67 and press the + or – keys to adjust. The display will change with each keystroke.

Appointment reminder
1) Press *80 and following the voice prompts.
2) Enter the time using 01xx through 12xx.
3) Press 1 for AM or 2 for PM.
4) Press END to confirm after the voice prompt.
5) To cancel the reminder, press *81.
6) When the alarm calls, lift and set down the handset to confirm.

EX: If the appointment is for 1:15 PM enter time as 0115, then 2.

For other features see the Table of Codes booklet that came with the phone.