

# Telephone Guide ADVANCED



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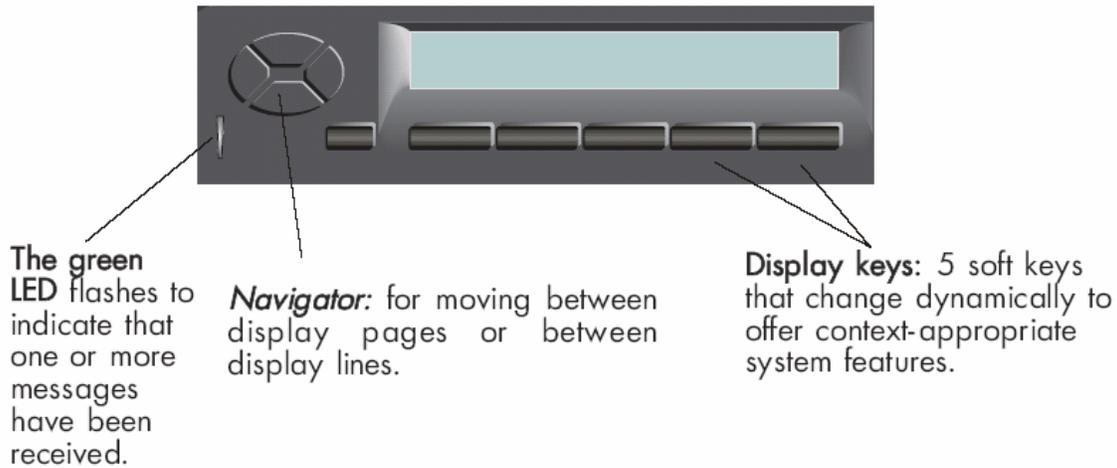
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## Helpful hints about the display area

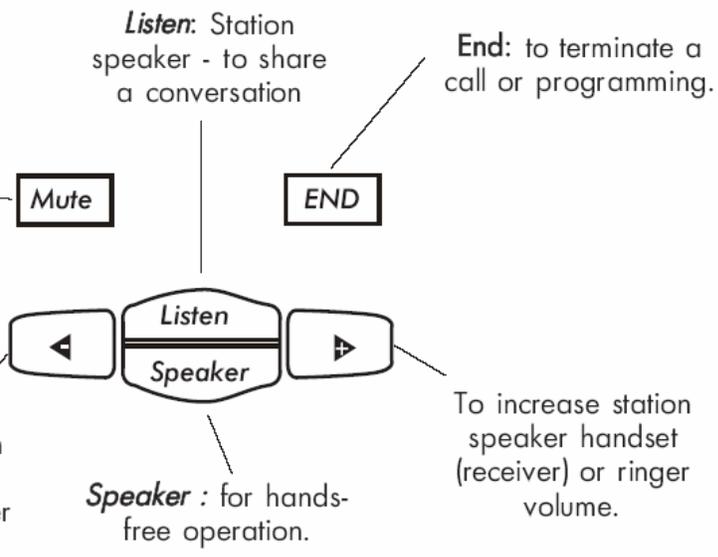


## Audio Keys

**Mute:** to temporarily turn off your station mic, during your call  
or

to leave your mic on ("hot") to answer internal calls automatically - without having to lift the handset (**Interphone**).

To reduce station speaker handset (receiver) or ringer volume.



## Helpful hints about the Advanced phone

- 1) This phone allows calling without picking up the hand set or pressing the Speaker key. Begin calling and the phone will automatically activate the speaker feature.
- 2) When looking at the top of the display area, the current date and time are displayed.
- 3) The bottom of the display screen can be pre-programmed to speed dial. Use the keys below that correspond to the writing at the bottom of the display screen.
- 4) The alpha pad at the bottom of this phone can be used for text messages, dial by name, and entering letters into the phone for other reasons. More detail will be explained later.
- 5) The END (key) is a good way to exit a menu and return to the default display.

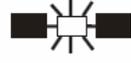
## Helpful hints that show in gray areas between columns of pre-programmed key

The following icons are associated with the keys:

### Call icons

-  Call ringing (flashing).
-  Call in progress.
-  Call on hold.
-  Call on common hold.

### Feature icons

-  Feature active.
-  Feature requiring action.
-  Terminal or line busy (supervision).

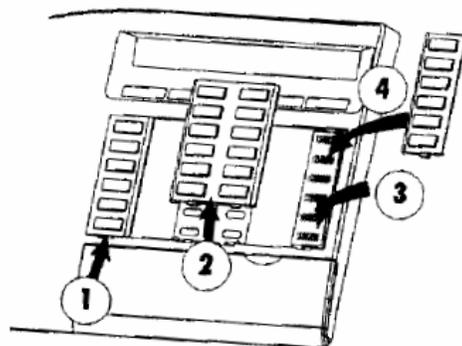
## Advanced phone pre-programmed keys

Pre-programmed station keys are used to:

-  : select a line or operate a feature during a call
-  : put a call on hold
-  : forward calls to another terminal
-  : access message services
-  : review the list of unanswered identified external calls
-  : automatically redial the last number dialed

To insert the [paper label](#) for the pre-programmed keys follow the picture below.

- ① Insert 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.  
Press '9', then the local number.

OR

Press '8', then 1 and the long distance number.

OR

Press 9, then and the 1-800 number of the credit card. Then enter the number and the credit card number. The credit card number will not appear on the Call Detail Records.

The screen will display the number called and a phone icon will appear next to the line being used to call out.

## Internal Calls

1 Press the extension.

2) Use the alpha pad located under the flip door at the bottom of the phone to dial by name. Start pressing letters of the person's last name. After a few letters press  (Enter) or *Name* (softkey) to see if the name has been found in the directory.

3) Use the [online directory](#). Search by first letter of last name.

4) Press one of the pre-programmed keys on the columns.

Once the name appears on the display, press *Call*, press enter a second time, or call the extension.

The screen will display the number called and a phone icon will appear next to the line being used to call out.

## Answering Calls

Caller information will be displayed on the screen (if the number is not blocked). To answer, lift the handset or press the Speaker key.

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

## Dialing From the 2<sup>nd</sup> 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  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 2<sup>nd</sup> Line

When a second call comes in a beep will sound and the second line will flash. The options are to answer or forward the call.

- 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 softkey *Line* and the first call will automatically be put on hold.
  - 2) Press the number the caller wishes to be transferred to and you will be connected to the second party.
  - 3) At this point press the softkey *Transf* and press END..
- HINT:** If you misdial, simply hang up - the telephone will ring and you will be returned to your first call.

## ADVANCED FEATURES

### Dial by Name

To search the directory, enter the first few letters of the last name, the initials or the full last name and first name of the individual.

- 1) First letters of last name – Press enter on numeric keypad or *Name*.
- 2) Initials of name – Press *Init*

If search IS successful a name and extension number will be offered.

If more than one entry in the directory matches, the phone will display the first name and the number of selections available.

Example Jon Doe 1234 01/05

This is the first John Doe of five in the system.

Scroll through the list by pressing *Next/Prev* (or up/down arrows).

Press *Call* or the enter key  when the correct person is displayed.

If search is NOT successful, the system will offer *Modify* (to modify the name requested) or *Cancel* (to back out).

### **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.

### **Leaving Direct Voicemail**

To call directly into voicemail without ringing the phone, press \*4 followed by the extension number.

### **Park**

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

- 1) During the call, press *Park*.
- 2) The prompt will ask you to enter in the extension to which the call should be sent.
- 3) Press the extension, hang up, the caller will hear music and the display will read PARKING.
- 4) Pick up the call at the other station by calling \*75. The call will immediately connect.

### **Requesting Callback**

A request can be left to left to have someone call YOUR extension back.

- 1) Initiate this by pressing *CallBk* 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. A green blinking light indicates a call back has been requested.

## Camping On:

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 *CampOn* 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 *Conference softkey*.
- 3) To cancel the conference and recover the first call, press the *Conference softkey* 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 Phone Keys

1) Press the *Menu* key. The prompts will begin with "You are in guide mode." The screen options are *Access, Prog., WhoAml, Lang* and *Test*.

2) To program the softkeys, press *Prog*. Another screen appears with *Melody, Keys, Displ, Passwd, Assoc >*.

3) Press *Keys*. This will allow the selection of the pre-programmable keys for speed dialing. *Empty* is repeated five times, for five softkeys.

4) Press the key to pre-program and the display reads:

"Speed Dial: (the number you have picked) Dial/press Service"  
"Service Back"

5) At this point enter the number you wish to program. This feature can be used for internal, external, and long distance numbers (remember to use 9 for long distance calls when using a pre-programmed key).

6) Press *Apply*. The screen will then change to Enter mnemonic\_.

Use the alpha pad to enter the text.

The upward arrow key is the shift button.

The left arrow is the backspace.

The return arrow is the enter key.

SPCE is the space bar.

7) Once the name is entered, press *Accept*.

There are 45 spaces that can be pre-programmed. To access available spaces use the down arrow navigator key.

### Softkeys

Once the softkeys have been pre-programmed, the names will be displayed on the bottom line of the display screen. If more than one row has been pre-programmed, use the up and down arrow navigator keys to view displayed names. The keys change with the display. Press the softkey to call the selected displayed name.

### Text Messaging (from and to Advanced phones ONLY)

Text messaging an extension is a useful tool for leaving a short message that is not in voicemail. Press the envelope key near the bottom of the phone, then press *Text*. Press *Send* to enter in the extension. Press *Apply* to get to the types of text menu. Options include sending a pre-programmed or custom text.

*Fix Msg* – A predefined message.

1) To view predefined messages use the soft keys to go to *Previous*, *Next* or *Back*.

OR

2) Press *Apply* when the appropriate text appears.

*Prg Msg* – A partially defined message completed by the caller.

1) To view partially defined messages, use the soft keys as above BUT when the appropriate message appears, fill in blanks with the numeric keypad and alpha pad.

2) Once entered, options are *Apply*, *Prev*, *Next*, *ERASE*, or *Back*.

*Apply* will send message.

*Prev* will go to previous message.

*Next* will go to next message in line.

*ERASE* will delete one letter at a time.

*Back* will go to previous menu.

3) When finished, press *Apply* and the phone will confirm that the message was sent.

**HINT:** Where \* appears in predefined messages, fill in blanks using the numeric keypad and alpha pad.

*My Msg* – An undefined message created using numeric keypad and alpha pad.

1) Use the softkey to select an option. (Press *Back* at any time to exit current menu.)

- 2) To view various partially defined messages, use the soft keys the as above BUT when appropriate message appears, fill in blanks with the numeric keypad and alpha pad.
- 3) Once entered, the options are *Apply*, *Prev*, *Next*, *ERASE*, or *Back*.
  - Apply* will send the message.
  - Prev* will go to previous message.
  - Next* will go to next message in line.
  - ERASE* will delete one letter at a time.
  - Back* will go to previous menu.
- 4) When finished, press *Apply* and the phone will confirm that the message was sent.

**HINT:** Where \* appears in predefined messages, fill in blanks using the numeric keypad and alpha pad.

### Useful Keys

Press Menu (black and white key), to get into guide mode.

- 1) *Access* - For pre-programming softkeys, accessing the feature groups and viewing pre-programmed buttons.
- 2) *Prog.* - To customize the Melody, Keys, Display, Password, Associate Line, and Intercom.
- 3) *WhoAml* - To display the extension and name of the phone.
- 4) *Lang.* - To display the alternate languages that can be selected.
- 5) *Test* - To initiate a self test mode on the phone that tests if the display and ring are working properly.

### Feature Groups

To find the code for a specific feature, select the feature and the name of the feature, along with the code will appear on the display.

OR

See the table of codes sheet.

If the name and code do not come up, the feature is not available.

To get to the feature lists press Menu -> *Access* -> *Service*.

Press *Next* to navigate through the options.

### 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 and Unlocking

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

## Forwarding - 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.

## Forwarding - Busy

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

## Forwarding - No Answer

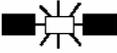
- 1) Press \*62
- 2) Prss *NoAns*>, enter extension to forward call to, press END.
- 3) To cancel forwarding press \*64.

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 or the center square of envelope button is blinking  there is an unanswered call, text message, callback request or voicemail.

To check text messages press the envelope key, then *Text* to scroll through the message.

To check callback requests, press the envelope key -> *callbk*. The options appear to save, *callbk*, or back. Press *callbk* to return to the caller as requested.

To check voicemail, press the envelope key -> *voice*, enter password and follow prompts.

Looking at the screen during your message will allow you to replay the message, forward the message, pause the message etc.

When the message is finished follow the prompts or look at the display to see the options for the message.

*Exit*  
*Send*  
*CHkRcp*  
*PrsOpt*  
*Rstart*

### **Call Log**

To check unanswered external calls, press the CALL LOG button and press the +> key to scroll through the numbers that went unanswered.

### **Unanswered Calls**

To check unanswered internal calls, press the envelope button, then softkey *NoAnsw*, and press +> to scroll through the numbers that went unanswered. Press END to exit.

## **ADDITIONAL FEATURES**

### **Display Language**

- 1) Press Menu then *Lang*.
- 2) Press the softkey for the selected language.
- 3) Press *Apply* to confirm.
- 4) END exits the menu.

### **Speaker**

This feature allows others in the room to hear the conversation.

- 1) Press the Listen button (bottom of the phone).
- 2) Announce to all involved that conversation is on speaker.

- 3) Press Listen again to turn the feature off. 

### **Mute**

To mute the set (so caller can't hear you), press the Mute key (next to END). Press Mute again to unmute.

### **Redial**

Press the REDIAL pre-programmed button.

### **Change Ringer, Voice, or Speaker Volume**

In any of the above modes, 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  or Menu -> *Prog -> Melody*.

- 1) Listen to various melodies by pressing Menu -> *Prog -> Melody*.
- 2) Press next or previous to navigate through the various melodies.
- 3) Confirm the choice by pressing Menu, or END.

### Change Display

To adjust display for better visibility, press Menu and use the up and down arrow navigator keys to adjust the level.

The display will change with each keystroke.

### Appointment Reminder

Press \*80 and following the voice prompts, enter the time to alarm, then press am or pm. END or hang up to confirm after the voice prompt.

To cancel the reminder, press \*81.

When the alarm calls, lift and set down the handset to confirm.

For other features see the [Table of Codes](#) booklet that came with the phone.

# Services Group Menus

## **Group 1: Forwarding Services**

Immed	Immediate call forward
Busy	Forward on busy
NoAns	Forward on no answer
ByNoA	Forward on busy or no answer
FwdOff	Turn forwarding off
FwdOff	Turn forwarding off
RemFwed	Remote Forwarding
FwdOff	Turning forwarding off
Cancel	Cancel the menu selection

## **Group 2: Set DND and Locking**

Lock	Station Lock/Unlock
DND	Do Not Disturb
Guide	Voice Guide ON/OFF

## **Group 3: Call Pickup Service**

GrpPic	Call Pickup (Group)
IndPic	Call Pickup (Station)
Parked	Call Park/Retrieve
Hold	Common Hold

## **Group 4: Associate Services**

Assoc	Call Associate
OvFlw	Overflow on no answer
Busy>	Immediate overflow on busy
ByNoAns	Overflow on no answer and immediate overflow on busy
OvFIOf	Cancel overflow

## **Group 5: Check/Callback**

LastCa – Call back last caller  
CalCharge – Charging Information

## **Group 6: Appointment Reminder**

Temp  
AptOff  
WakeSu  
#WakeSu

**Group 7: Voicemail Services:**

Vmail	Voicemail access
Check	Voicemail review
Notify	Notification of voicemail arrival
Mdepos	Voicemail deposit

**Group 8: Additional Services**

NoBeep	
Subst	Substitution
PriSub	
GrpIn	HuntGroup Entry
GrpOut	HuntGroup Exit
MeetMe	Meet me conference
PlnSel	Primary line selection on multinumber station
SlnSel	Secondary line selection on multinumber station
CUG	

**Group 9: Paging Services**

Paging	Paging answer
BEEP	Direct call to a paging device

**Group 10: Transparency:**

Rotary	Pulse instead of tone
AlphPg	Alphanumeric paging