

Telephone Guide PREMIUM



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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.

Audio Keys

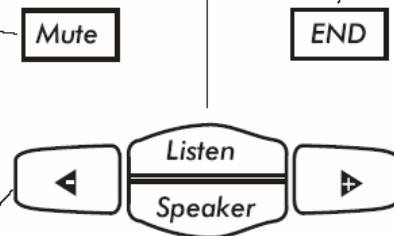
Mute: to temporarily turn off your station mic, during your call
or

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.

Listen: Station speaker - to share a conversation

End: to terminate a call or programming.



Speaker: for hands-free operation.

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



to get to voicemail, NoAns calls and text messaging.



Directory: to access your personal directory





Hints about the Premium 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 alpha pad at the bottom of this phone can be used for dial by name. More detail will be explained later.
- 4) The END (key) is a good way to exit a menu and return to the default display.
- 5) 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.


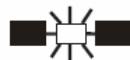

Pre-programmed keys

The following icons are associated with the keys:

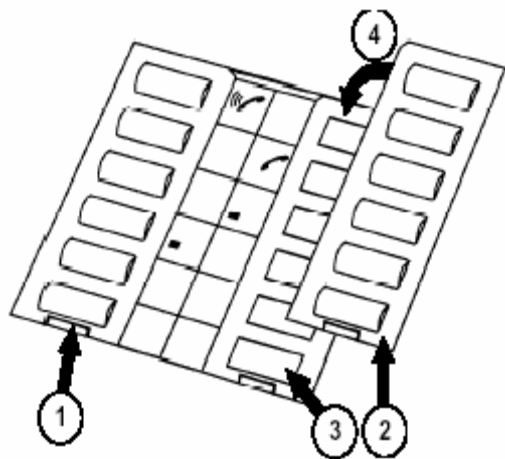
Call icons

-  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).

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.

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 number.

2) Use the alpha pad located under the flip door at the bottom of the phone to press by name. Start pressing letters of the person's last name. After a few letters press  (Enter) to see if the name has been found in the directory. If more than one name matches, the display will display the first name then how many there are. Scroll through by using the down arrow on the alpha pad.

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 enter a second time or call the extension.

The screen will display the person's name 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 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  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. 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 Transfer button (last button in last column). The prompt will ask for an extension number.
- 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

Dial by Name

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

First letters of last name – Press enter on numeric keypad.

If the search IS successful it will offer a name and extension number.

If there is more than one entry in the directory that matches, the phone will display the first name that matches and how many names match.

Example Jon Doe 01/05

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

Scroll through the list by pressing the up/down arrows on the keypad.

Press the enter key  when the correct person is displayed to call.

If search is NOT successful, the system will display *No Match, please mod.* To modify, press the backspace key (top right). Or press END and try again.

To view the extension number associated with the name press the SPCE key on the dial by name keypad. Pressing the down arrow will take you back to the name.

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) Call the extension, hang up, the caller will hear music and 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 call

- 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 + to navigate the menu.
- 3) Access = 1 Prog = 2 >. Press + again to see <WhoAml = 3.
- 4) At this point enter the menu option number you wish to enter.
Option 1 = Access (non supported)
Option 2 = Prog. Display will read "Programming Mode>," press + to see "Key=1 PrsDirectry=2."
- 5) Press 1, to program a speed dial key on the white line keys.
 - a) Enter the extension, then press the button to be programmed. Remember to use 9 for an outside number.
 - b) Press END.

- 6) Press 2, to program the personal directory  (middle button next to the number pad).
- Press the internal or external (press 9 first) number in the directory as speed dial. **EX: 93955000**
 - Press the directory key ().
 - Press 1 to program 93955000 into that key (the key options are 0-9, * and #).
 - Press END.

In short....menu, 2, 2, the phone # you want to speed dial, directory button, # you want to use for speed dial (0 through 9, * or #), directory again, then END. Whew!!! EX: menu 2 2 93955000 directory 1 directory end

To dial 3955000 press the directory button , then 1.

Useful keys

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

- Access – (non-supported)
- Prog. - To customize Keys and Directory.
- WhoAml - To display the extension and name of the phone.

Personal code

- Press **4.
- Press default password (0000) or the existing personal code.
- Press a new code.
- Press again to confirm.
- 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)

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

Forward (busy)

- Press *61.
- Press *Busy*>, enter extension to forward calls to, press END.
- To cancel forwarding press *64.

Forward (no answer)


- Press *62
- Prss *NoAns*>, enter extension to forward call to, press END.
 - 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 center square of envelope button is blinking  there is an unanswered internal call or voice message.

When the **GREEN** light is flashing and the **RED** light on the envelope key is flashing, there is a call back request.

To check callback requests, press the envelope key then ListenOK then, +-> to see XXMsg Callbk. This means that there are call back requests. Press Listen OK again to see the first name that requested a callback, press the +> to see the next name etc. 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.

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

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 voicemail without ringing the phone, press *4 followed by the extension number.

ADDITIONAL FEATURES

Display language


- 1) Press *84.
- 2) Press the corresponding number for the selected language.
- 3) END exits the menu.

Speaker

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

- 1) Press the Listen OK 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 un-mute.

Redial

Press the black Redial key at the bottom right hand side of the phone. This works with the handset on or off the hook.

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 .

- 1) Listen to various melodies by pressing Listen OK repeatedly.
- 2) This will automatically change the melody.

Change display

To adjust display for better visibility, press *67 and press the + or – keys to adjust the level.

The display will change with each keystroke.

Appointment reminder

Press *80 and following the voice prompts, enter the time using four digits, then select 1 for AM or 2 for PM. Press 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.

EX: If the appointment is for one pm enter time as 0100 then press 2.

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