



24-button Digital Display Telephone Features Guide

ANSWERING LINE 1 / LINE 2

When you hear your Line 1 ringing, simply lift the handset to be automatically connected. If you are on Line 1 and Line 2 rings, ask the party on Line 1 to hold. Next, press the **Line 2** button, at which point you will be connected the caller on Line 2. The call on Line 1 will automatically be placed on hold. There is no need to press the Hold button before answering a second call. If you need to go back to the caller on Line 1 to tell them you will call them back later, press **Line 1**. Line 2 will now be on hold automatically. You can switch back and forth as many times as necessary, without disconnecting the callers on either line.

ARROW UP/DOWN BUTTONS

This button is located just below the telephone touch pad, and has an up and down arrow on either side of the RG Tone dimple (*the dimple is used with the "Phone Book" feature listed below*).

Display contrast, handset receiver volume, ringer volume, speaker volume, and it will allow you to access the Phone Book Feature.

With this button you can regulate the volume of the ringer (only while the phone is ringing), the handset receiver volume (when you are on a call and using the handset), the speaker volume (while on a call and using the speaker mode), and the contrast of the display (while the phone is idle and not in use). To adjust any of these settings, you need to toggle (press and release, press and release) the button. Do not press and hold the button as it will only increment one step.

AUTO DIAL LINE CHANGE

This button is located on the top row of buttons, just below the Up/Down arrow buttons, and just to the right of the Program button. It has two small LED's associated with it, and either the upper or lower light will be lit. If you press the button, you will see the light switch from upper to lower.

This button is used in association with the Program button, for the purpose of programming Auto Dial buttons, and allows you to store two auto dial numbers per button.

AUTO DIAL

The *Auto Dial* feature lets you store and automatically dial frequently called numbers, access codes, etc, with the touch of one button. There are two levels (dual) of programming available for each *auto dial* button by using the Auto Dial Line Change button. To store a number, press the **Auto Dial Line Change** button to select the upper or lower position, then press the **Program** button. Next, press an **auto dial** button where you choose to store the number and then enter the digits to be dialed (on-campus, four digit extension number (XXXX) or 9 + outside number for the off-campus number, etc). Look at the display to verify that you have entered the correct numbers, then press the **Program** button again.

Your number is now stored on that particular auto dial button. You can overwrite an existing number at any time by following the same steps.

Note: Most unmarked buttons on your telephone are autodial buttons. If you have trouble storing a number on an unmarked button, it is possible that the button is not set up correctly. Call the system administrator to have the buttons set up for auto dial, or any other feature mentioned below that you would like to use.

BASIC DIALING

Campus Calls: To reach an office or Residence Hall on campus simply dial the four-digit extension number (XXXX).

Local Calls: For local calls, dial **9**, then the seven digit telephone number. If the call is in a different area code, but is still a local call, dial **9, 1**, then area code, then the seven digit number.

Toll Free Calls: Dial **9**, then 1-800-xxx-xxxx (888, 877, 866, etc).

Long Distance: Dial **9, 1**, then the area code, then the seven digit number.

International Calling: Dial 9, 011, the country code, the city code, then the telephone number.

CALL TRANSFER

To transfer a caller to another person on campus, ask the caller to hold. Press **Flash** (caller is placed on hold), then dial the four digit ext. (XXXX) where you want to transfer the call. Announce the call when the called party answers and then hang up, or hang up before the call is answered without announcing the call (blind transfer). In either instance, the original caller will be on hold until you hang up your phone.

Note 1: If the person you are transferring the call to, does not answer and you reach their voicemail unexpectedly, press **Flash** twice (**flash, flash**) to cancel the transfer and return to the original caller.

Note 2: We do not allow the transfer of calls to off campus numbers for the purposes of toll fraud.

CAMP-ON (Fixed button)

When you call a phone on campus that is busy, and the phone does not forward to a secretary or voicemail, you may hear a camp-on busy tone (a repetitive, double busy). At this point you can press the **Camp-On** button. You can then do one of three things. You hang up and the system will call you back when the station you have camped-on to hangs up, or you can remain on the line after pressing camp-on. You will hear a series of beeps (for approximately 2 seconds). When the beeping stops, the system will send a single, *call waiting tone* to the phone. If the called station ignores the call waiting tone, the third thing you can do is to remain on the line an additional 15 seconds and you will reach the called party's Voice Mail.

Note: Most phones on campus are forwarded to voice mail or to a secretary when busy. In this instance you will receive the camp-on busy tone. All student, residence hall phones will be busy if the phone is in use.

CONFERENCE CALL / THREE-WAY

While connected to a caller, press **Flash** (caller is placed on hold), dial the four digit extension (**XXXX**) or **9 + outside number**. When the second caller answers, press **Flash** to establish the conference.

Note: If the person you are trying to add to the conference does not answer, press Flash to terminate the second call and to return to the original party. If you reach third party's voice mail unexpectedly, press **Flash** twice (**flash, flash**) to cancel the transfer and return to the original caller.

DISTINCTIVE RINGING

Station users can audibly identify the type of call ringing on their phone. **Internal** calls will ring with a ringing cycle on one (1) long ring with a three (3) second pause between rings, and **external** (off-campus) calls will ring of two (2) short rings, with a two (2) second pause between rings.

DO NOT DISTURB (DND)

The DND feature allows you forward all calls directly to voicemail. Simply press the **DND** button (the DND lamp will light). It is not necessary to lift your handset to invoke this feature. All calls made to your extension will now go directly to your mailbox greeting. To cancel, press **DND** once again and the light will extinguish.

Note: If you have an "Intercom" feature programmed on your phone, the other person to whom your intercom is associated (in most cases it is a secretary), can override the DND feature to ring your phone. This is helpful if you are in a meeting and there is a valid reason to contact you.

E 911 EMERGENCY SERVICES

In case of an emergency, dial 911 or 9 (outside line), then 911 (either way will work) and you will be connected to the local Public Safety Answering Point (PSAP). When your call is answered, identify your emergency. Your location should automatically be displayed to the dispatcher. If you accidentally dial 911, DO NOT HANG UP. Stay on the line and notify the dispatcher of the error. If you hang up, you will receive a call back.

FLASH (Fixed button)

This button is used for many different functions. You will notice the flash feature listed in many feature descriptions. Its main function is to transfer calls.

FLEXIBLE FORWARD

This feature allows you to forward an already ringing line, to another person or to voice mail. This is helpful when you are on Line 1, and you want to stop Line 2 from ringing if you are too busy to answer it. When you hear your main line, or your rollover line ringing, press the **Flexible Forward** button (the flexible forward feature must already be programmed on your phone). Next, press the flashing **line button** associated with the ringing line (Line 1 or Line 2). Lastly, dial the four digit extension number (XXXX), and press **#**, or press an **auto dial** button to direct the call to another extension.

Note: There is normally an auto dial button for voice mail (7000) programmed on your phone in conjunction with this feature. This will not interfere with your current call, and the person you are talking to will not hear you pressing the buttons.

FORWARD ALL-CALLS

Lift handset and dial ***34**. "FORWARD ALL CALLS" will appear on your display. Next, enter the four digit extension (**XXXX**) number where you want your calls to forward to (enter 7000 if you want to forward your calls to your voicemail). After you hear the *confirmation beep* (a series of three short beeps), hang up. Your phone will no longer ring but will immediately forward to new destination. The other option is to lift the handset and press the **Forward All Calls** button. (the *forward all calls* button must already be programmed on your phone). "FORWARD ALL CALLS" will appear in the display. At this point you will enter the four digit extension number (XXXX) where you want your calls forwarded to.

FORWARD ALL CALLS – CANCEL

Lift handset and press dial **#30**, or press **Forward All Calls**. You will hear a confirmation beep. Hang up.

HOLD (Fixed button)

While on a conversation, ask the caller to hold and press the **Hold** key on your phone, then hang up.

HOLD RETRIEVE (Fixed button)

Lift the handset and press the flashing **line** button (held call).

JOIN CALL

The Join Call feature allows you to join an established call with a call holding on the other line. While talking to the current caller, ask them to hold then press the **Join Call** button. Next, press the **line button** of the caller on hold. All parties are now joined in a three-way conference.

LAST NUMBER REDIAL

This feature will redial the last number you called using your telephone touch pad. To use the feature simply lift handset and press the **Last Number Redial** button on your telephone (the redial feature must be programmed on your telephone in order to use this feature).

Note: This feature will not redial the last call you made if you used an **auto dial** button, or a **station speed dial** button to place the call.

MEET-ME CONFERENCE

The Meet-Me Conference feature lets you schedule in advance, up to eight on campus extensions (including yourself) for a dial-up conference call. The parties must be notified of the intended date, time, and meet-me conference code. To establish the conference at the agreed date and time, each participant (including yourself) will lift the handset, dial the meet-me conference access code **# 8**, then the agreed upon, virtual conference room number **(0-9)**.

Example: You send out an email, that on Monday, at 9:00 AM, everyone should call into the conference call. You will meet in Virtual Conference Room # 7. At that time, the participants will be in their office and dial **# 8 7**. Everyone who dials this code at that time will be included in the conference call.

Note 1: The first party to enter the conference hears a short series of beeps. When the beeps stop, they are the first conferee. As each subsequent conferee joins the conference call, a short service tone will be heard by the person joining, as well as by those already in the conference.

MESSAGE WAITING (RETRIEVAL)

When your Message Waiting lamp is flashing, lift the handset and press the **Message Waiting** button or, dial extension **7000**, or press an auto dial button that has 7000 stored on it.

MIC-OFF/MUTE (Fixed button)

While you are talking to a caller, you can press the **Mic-Off (Mute)** button and the transmitter on your handset will be muted. This is better than cupping your hand over the transmitter, and can be used in place of the hold button, for confidentiality. This feature mutes calls in the speaker mode as well.

NEW CALL (Fixed button)

If you are on a call and want to hang up in order to make another call, press the **New Call** button. This will insure a proper disconnect from the first call and give you a new dial tone. Most people tend to hold down the hook switch to disconnect a call. If you do not hold the hook switch down for at least a second, the system thinks you are pressing flash and will place the previous call on hold. It will still allow you to make your next call, but when you hang up from your second call, the system may ring you back with the first held call (even though that party has already hung up).

PARK (Fixed button)

Park allows you to place a call on hold in a specific parking position for the purpose of retrieving the call from another phone on campus. Ask the caller to hold and press the **Park** button. Then dial your four-digit extension number (XXXX). The call will be parked (held) in the system on your extension.

PARK RETRIEVE

You can go to any phone on campus and dial ***9** + your extension number (XXXX), or go to another *digital display telephone* and press **Park** + your extension number (XXXX). You will be connected to the parked call.

PHONE BOOK

The Phone Book feature allows you to register a person's name and associated phone number into the local directory book database of your digital telephone. Calls can be made directly to the destination using the information set in the Phone Book. Up to 50 name and number entries can be registered.

Phone Book Registration – 1) Press the **RG Tone** button to access Phone Book. 2) Press and release the **Hold** button to select between the alpha or numeric character modes, then press again until the desired Mode is found (it will toggle between “Enter name” or “Enter name to dial”). 3) Enter a name in the alpha character mode. Use the dial pad to enter the associated letters. Each number on the keypad will display first upper case, then lower case letters. Up to 10 characters can be entered.

Note: If the same button must be used twice in a row, press the # button at the bottom of the keypad to advance to the next entry. Use the Camp-On button to backspace. 4) After the name has been entered, press the **Mute** button. If no name is to be entered, press **Mute** at the alpha character prompt. 5) Enter the directory number for the name. Up to 30 digits may be entered. 6) When complete, press the **Mute** button. You see “SET COMPLETE REST XXX” on the screen. 7) Press the **RG TONE** button twice to exit Phone Book and return to normal telephone operation.

Phone Book Calling – 1) Press the **RG Tone** button to access Directory mode. You will see “Enter name to dial.” 2) Press and release the **Hold** button to select the alpha character mode. You see “Enter name.” 3) Enter the first letter or two (example “SE”) of the name you are searching, then press the **RG Tone** button to display the entry. You see “SECURITY XXXX.” If you do not see the correct match for the entry you made, press the **Up** or **Down** arrow buttons to scroll up or down until you find your entry. If you do not wish to place the call, press **RG Tone** to exit Phone Book.

Phone Book Deletion – 1) After searching for the name and number to be deleted, press the **Mute** button, then the **Camp-On** button. You will see “Delete? Yes (1) / No (0).” 2) Press the “1” digit to delete the entry. 3) Press the **RG Tone** button to exit Phone Book.

Phone Book Entry Correction – 1) Display the directory data to be corrected by searching or scrolling for the name. 2) Press and release the **Hold** button to select the alpha character mode. You will see the cursor “_” underneath the last character of the display name. 3) Press the * (backward) or the # (forward) keys on the touchpad to move the cursor underneath the character to be corrected. 4) Enter the correct characters. **Note: You can press the CAMP-ON button to delete spaces up to the character to be deleted. If you want to delete the entire entry, hold the CAMP-ON button down until all entries are cleared.** 5) After verifying in the display, that you have entered the correct character(s), press the **Mute** button to save the changes. 6) Press the **RG Tone** button to exit Phone Book.

Notes: 1) **You can press the Camp-On button to delete spaces up to the character to be deleted. If you want to delete the entire entry, hold the Camp-On button down until all entries are cleared.**

PRIVATE INTERCOM

To reach your intercom associate, lift the handset and press the ICM button. The associate phone will ring as an interrupted ring, which will distinguish it from a normal call. The intercom ring will override a phone in either a Do Not Disturb or Forwarded condition.

PROGRAM

This button is used to program (store) dialing information on unused *auto dial* buttons. See *auto dial*.

REFRESH

If you are on a call on Line 1 and a second call comes in Line 2, the display will change to reflect the ringing call information. To clear the Line 2 call information and redisplay the Line 1 information, press the **Refresh** button (the *refresh* button must already be programmed on your telephone).

If you place an off campus call and then hang up, your display will not refresh (show the time and date) for up to ten (10) seconds. You can press the Refresh button to immediately refresh the screen.

RG TONE (Fixed button)

This button is located just below the telephone touch pad, and is located between the up and down arrow and is marked RG Tone (*the dimple is used with the "Phone Book" feature listed below*).

The Ringer Tone Control button adjusts the ringer pitch to one of eight possible settings. These settings can be adjusted using the RG TONE button only while the telephone is ringing. You must toggle (press and release) the RG TONE button each time to hear one of eight different ring tones.

The purpose of this feature is to allow those who have a similar, digital phone (and are in close proximity to one another) to differentiate between who's phone is ringing (if you happen to be standing at some distance from your own phone while it is ringing).

RING OVER BUSY (ROB)

This feature provides a muted ring when you are busy on one line and a second call is ringing in. ROB is automatically activated, but you have the option to turn the ROB feature off and back on as necessary.

To turn ROB (other line ringing) off, press **Program**, dial **03#**, press **1**, then press **Program**.

To turn ROB (other line ringing) on again, press **Program**, dial **03#**, press **2**, press **Program**.

Note: IF you turn ROB off, you will not know a second line is ringing unless you are facing the phone and notice the flashing light on Line 2.

RINGER LED

There is a light located at the top of the phone (a white, upside down semi-circle). This light flashes whenever the set is in a ringing mode.

SPEAKER (Fixed button)

If your phone is a 12-button model, it may or may not be equipped with a speaker module. You can try placing a call and if the other party cannot hear you, then your phone is not a speakerphone. You can then refer to the Monitor feature. If your phone is a 24-button model, then this function is active on your phone. You can use this feature to place and receive hands-free phone calls.

MAKING A CALL - To place a speakerphone call, simply begin dialing the phone number from the telephone touch pad. The phone will go into speaker mode automatically, or press the **Speaker** button before dialing.

ANSWERING A CALL – When the telephone rings, press the **Speaker** button to answer the call.

Speaker (cont'd)

SWITCHING from Handset to Speaker – If you are using the handset and you want to switch to the speaker mode, press the **Speaker** button (the light will light red), then place the handset on the cradle to continue the call in the speaker mode. If you are already in the speaker mode and you want to switch to the handset mode, simply lift the handset.

Note: If you want to temporarily mute a call while in speaker mode, press the Mic-Off (Mute) button. To un-mute, press the button again.

STATION SPEED DIALING

You can dial up to ten, previously stored speed dial numbers by dialing an access code and then the stored digit location.

Dial the system speed dial access code ***_0**. Next, press the touch tone digit associated with a particular stored number (**0-9**). The phone number will be dialed and you will hear to called number begin to ring.

Example: Dial ***_0_0**, or ***_0_1**, etc)

STATION SPEED DIAL REGISTRATION

To register a Station Speed Dial number, dial the Station Speed Dial Registration, feature access code, **#_0**. Next, press the touch tone digit to which you want to associate your first speed dial number (**0-9**). Then, enter the phone number that you want to store.

For an on campus number, enter the four digit extension (**XXXX**).

For an local off campus number, enter **9**, then the seven digit phone number (include 1 + area code if it is a local call in another area code, or if it is a long distance number)

After entering the phone extension or outside phone number, wait until you hear a “service tone.” This will indicate that the number was stored successfully.

Example: Dial **#_0 + 0 + 4664** (on campus) or **9 + 1 + 440-XXX-XXXX** (local call in another area code). Remain on the line until you hear service tone.

SYSTEM SPEED DIAL

Your phone is automatically forwarded via “*System Forwarding*,” to Voice Mail on a NA (No Answer) condition. In most cases your phone transfers to the department secretary on a BY (Busy), but if you prefer, it can be sent it to voicemail on a busy condition. If you activate a “Station Forwarding” feature as previously mentioned, it will override the **system forward** until you cancel the feature.

Note: If you want a change made to your busy forwarding condition, contact the system administrator.

TRANSFER (Fixed button)

This button is redundant to the *flash* button and can be ignored. The flash button does everything the transfer button does, plus allows you to transfer calls to the switchboard operator. (**See Call Transfer feature**) **Note:** To transfer calls to someone's voice mail, see the Voice Mail instruction guide.