



Telephone User Guide

Telecommunications- Extension 4800

Buttons on your phone

DN key (button)-The Directory Number is the identity of a telephone set. Also referred to as the extension number.

ROLLOVER line- The Rollover line is the second line for your telephone set. The system is programmed that if you are busy on your primary DN, a second call will "rollover" to this additional line. This allows you to handle multiple calls at once. There may be more than one rollover number on your phone.

Shift or Shift/Outbox- This button allows access to the second layer of the programmed DN/Feature screen.

Hold- This button is used to put a caller on hold. To take the call of off hold, press the line button next to the flashing indicator.

Mute- While on the handset or **Handsfree**, you can mute the microphone by pressing this button. While muted, the mute button flashes. To turn the mute off, press this button again.

Handsfree- A feature used to place calls without lifting the handset. (two-way handsfree is an option)

Headset- This button is used to toggle the Headset mode on/off.

Services or Options- This button can be used to access commonly used features and customize your phone.

Volume Control- The Volume Control is used to adjust the handset, headset, handsfree speaker, and ringer volume.

Goodbye- This button is used to hang up.

Navigation keys - These keys are used to scroll through menus and lists in the display area. Depending on the phone type, it will be as one of the following:



Message or Msg/Inbox- This button is used to access your voicemail. Broadcast Center CallPilot extension **4200**

Directory or Directory/Log- This button is used to access the *personal directory*, *callers list*, and *redial* list.

Quit- Press this button to end an active application. Pressing the **Quit** button does not affect the status of the calls currently on your phone.

Expand (if applicable)- This key is reserved for future development.

Soft Display Buttons- The four buttons located directly beneath the LCD display window are used during feature operation or programming. If an option is available, it is shown in the bottom line of the two-line display directly above the display buttons. Press the soft button to activate the available feature or option.



*Do not unplug or move telephones
Telephones are documented on the location placed.*

Dialing Instructions

To Answer an Incoming Call

- Lift the handset or press the **Handsfree** button.
- You are connected to the incoming ringing line.

To Place an Internal Call

- Lift the handset or press the **Handsfree** button.
- Dial the **4-digit** extension number.

To Place an External Call

- Lift the handset or press the **Handsfree** button.
- Dial **9** plus the desired external number.

To use last number redial

- Press the line button twice.
- The last number you called will be dialed.

Features

CALL TRANSFER

- With the caller on the line, press the **Trans** display button.
- Dial the extension number of the person you wish to transfer the call to.
- If you wish, you may announce the caller in privacy.
- Press the **Trans** display button to complete the transfer.

***NOTE:** To go back to the original call if the transfer is incomplete, press the **LINE (DN)** button next to the flashing LCD indicator.*

CALL TRANSFER AN OUTSIDE CALLER DIRECTLY TO VOICEMAIL

- With the caller on the line, press the **Trans** display button.
- Dial the **"Express Messaging" access number of 4215**.
- **Wait for the voice mail system to answer**, then dial the extension number of the person you wish to transfer the call to.
- Press **#**.
- Press the **Trans** display button to complete the transfer.

CONFERENCE

- With the caller on the line, press the **Conf** display button.
- Dial the number of the person you want to add into the conference.
- When the call is answered, press the **Conf** display key. All parties are connected.
- Repeat to add additional parties. (up to 6, including yourself)

CALL FORWARD

To Forward Your Phone

- Without lifting the handset, press the **Forward** display button.
- **DIAL** the number to forward calls to. (Voicemail: **4200**)
- Press the **Forward** display button again to activate Call Forward.

To Cancel Call Forward

- Press the **Forward** display button.

To reinstate Call Forward to the same number

- Press the **Forward** display button twice.

Features continued

CALL PICKUP (if applicable)

- Lift the handset.
- Press the **Pickup** display button.
- Answer a call from another ringing telephone in your group.

AUTO DIAL

To Program an Auto Dial button:

- Without lifting the handset, press an available **AutoDial** button.
- Enter the phone number to store.
- Press that **AutoDial** button again to store the number.
- **AutoDial** buttons can be labeled. Use the “**Change FeatureKey Label**” option in the **Services/Telephone Options**.

To Make an Autodial Call:

- Lift the handset or press **Handsfree** button for dial tone.
- Press the **AutoDial** key to call.

HANDSFREE/SPEAKERPHONE (if optioned)

To answer a call with Handsfree

- Press the **Handsfree** button

To switch from Handsfree to Handset

- Simply lift the **Handset**.
- Replace the **Handset** to end the call.

To switch from Handset to Handsfree

- Press the **Handsfree** button.
- Replace the **Handset**.
- Press the **Goodbye** button to end the call.

To disconnect a Handsfree call

- Press the **Goodbye** key.

MAKE SET BUSY (if optioned)

Used to mute the ringer on a phone. If there are multiple appearances of an extension number, only the make set busy activated set will muted from ringing.

- To activate, press the “**MakeSetBsy**” button. The indicator next to the button is activated and “Set Bust Activated” is displayed.
- To deactivate, press the “**MakeSetBsy**” button once.

NO HOLD CONFERENCE (if optioned)

A conference call initiated without putting the attendees on hold

- With a caller on the line, press the **NoHoldConf** display button. No dial tone is given; the display shows “**Conference party, Enter digits**”. Dial the number of the next person to join the conference. When that person answers, they are immediately joined in the current conference. Up to 6 people can be conferenced.

CONFEREE SELECT DISPLAY (if optioned)

While on a conference call initiated by you, the display can be scrolled to drop conference attendees.

- While in a conference call, press the **ConfSelDsp** display button.
- Keep pressing the **ConfSelDsp** button until the caller identification is displayed for the caller to disconnect.
- Press the extension button that is currently in use with this conference and the caller is disconnected.
- To go back to a regular display, press the **Goodbye** button.

TELEPHONE DISPLAY

The upper display area is used for lines and feature key/button status. The middle display area contains a single line information display for items such as party and set information. The lower display area provides feature key labels.

TO CUSTOMIZE YOUR PHONE

The **Services** or **Options** menu contains items that allow you to customize your phone.

- Press the **Services/Options** key to access the phone options menu.
- Use the **NAVIGATION KEYS** to move through the list and highlight **TELEPHONE OPTIONS**. (Depending on the model phone you have, if **Telephone Options** is not available, just scroll through the current list to see available features.
- Press the **SELECT** display button
- **HIGHLIGHT** the item that you would like to adjust. These items include:
 - Volume Adjustment
 - Contrast Adjustment
 - Language (please do not change)
 - Date/Time Format
 - On-Hook Default Path
 - Call Timer
 - Diagnostics
 - Local Dialpad Tone
 - Key Click Enable
 - Ring Type
 - Change Feature Key Label
 - Set Information
- Press **Select** to choose that option

***Note:** If you press the Cancel key before the Select key, you exit the Services Menu without saving changes. If you press the Select key to exit, you save the change.*

DIRECTORY/LOG

- The Directory key allows you to access Personal Directory, Callers List and Redial List.
- The Call Log feature provides access to the name and number of incoming calls if available.
- The incoming calls are stored in order of date and time received.
- The Call Log holds up to 100 entries for incoming calls in the Callers List and 20 outgoing calls in the Redial List.
- You can **copy** a number from the callers log and store it in the Personal Directory.
- The Personal Directory allows you to add, delete, and change any entry.
- The Personal Directory holds up to 100 entries.
- Directory, Callers List and Redial List can be password protected.

To Add a Number to the Directory:

- Press the **ADD** key.
- **DIAL** the new name using the dial pad.
- Press the **NEXT** key.
- **DIAL** the telephone number using the dial pad (Be sure to include the 9).
- When you are finished entering all of the digits, press the **DONE** key.
- Press the **QUIT** key to exit the Directory.

To Copy a number from the Callers List to the Directory:

- Use the navigation keys to highlight the name or number you want to copy
- Press the **COPY** button
- The name can be changed or just press **NEXT**.
- Edit the number if needed. Press **DONE**.
- Press **QUIT** button to exit.
- The entry is saved to your Personal Directory