TELCOM SOLUTIONS

2400/5400/5600 SERIES VOICE TERMINAL INSTRUCTIONS

Call-Handling Features:

Answer a Call

When a call arrives at your Digital Telephone, you hear a ringing tone and a blinking bell icon appears on the associated call appearance. In addition, call identification information is displayed.

To answer an incoming call, do one of the following:

* If not active on another call, answer the call using your handset, headset, or speakerphone.
* If active on a call already, place the active call on hold and then answer the incoming call.

Make a Call

To make a call manually:

1. Go off hook using the handset, headset, or speaker.
2. When you hear dial tone, enter the extension or press 9, then the telephone number using the dial pad.

To have the telephone make a call automatically, do one of the following:

* Press Redial to have the phone dial the last number that you dialed
* Access the Call Log and initiate a call to a specific entry.
* Access the Speed Dial List in your personal directory and initiate call to a specific entry

Hold

* To put call on hold, press red hold button. Call stays on hold until you can return to it.
* To return to held call, press the call appearance button of the held call.

Speakerphone

1. To make or answer call without lifting the handset, press Speaker button.
2. Place or answer the call.
3. Adjust the speaker volume if needed by pressing the volume control arrow buttons
4. Press Speaker button again to end the call.

Transfer

1. While on a call, press the Transfer button
2. When you hear dial tone, dial the number to which you want to transfer the call.
3. Do one of the following:
   a. To transfer without announcing it, press the Transfer button again and hang up. Transfer is complete.
   b. To announce the call before transferring it, wait for the called party to answer. Go to step 4.
4. When the called party answers, announce the call.
5. Press Transfer again and hang up to complete the transfer

Conference

The conference feature allows you to conference up to six parties (including yourself) on a call.

To add another party to a call:
1. Press Conference button.
2. When you hear dial tone, dial the number of the person you want to add to a call.
3. Wait for an answer
4. Press the Conference button again to add the new party to the call.
5. Repeat steps 1-4 for each party you want to conference in to the call.

To add a held call to an active call:
1. Press Conference button
2. When you hear dial tone, press the call appearance button corresponding to the held call.
3. Press Conference again.

To remove the last person added to the conference call:
1. Press the Drop button. The last person added to the conference call is dropped from the call.

Selected Voice Features

Do Not Disturb
1. Press the do not disturb button (while on-hook). All calls will be sent to your voicemail box.
2. To cancel, press the do not disturb again.

Call Forwarding All Calls
1. Press the call forward button.
2. When you hear dial tone, dial the extension or outside number where calls will be sent temporally.
3. When you hear confirmation tome, hang up.
4. Press the button again to cancel.

Call Park

This feature allows you to put call on hold at your extension for retrieval from any extension.
1. Press the Park 1 or Park 2 button.
2. Hang up.

To retrieve a parked call from another extension:
1. Press the Park 1 or Park 2 button.

Directory
1. Press the Directory button
2. Key in the selected name with the dial pad keys: last name, first name
3. Press the next button for each successive directory name you wish to see.
4. When ready to exit the directory, press the Exit button.

To place a call to the name shown on the display:
1. Pickup the handset
2. While the name is shown, press Exit button and then dial the number using the dial pad.

Busy Indicators

Provides user with visual indication when extension is off hook as well as direct access to the extension by pressing the button

Personal Settings/ Options

To access the personal Options application:
· Step 1 is to press the Options softkey from the Home screen.
· To select an option, press the Feature button for the desired option
· To return to the Home screen, press the Exit button.

Ring Pattern
1. Press the Ring Pattern feature button.
2. Use the arrow keys to cycle through the eight ringing patterns
   Press the Save softkey if you want to save the pattern that you just selected.

Display Contrast
1. Press the Contrast button
2. Use the arrow key to adjust the level of contrast. The display shows the contrast level for the EU24 module also.
3. Press the Done softkey to return to the Options screen.

Call Log Setup

You can program the telephone to log any or all of these call types:

* Answered (incoming)
* Un-answered (incoming)
* Outgoing

To specify the call types you want to appear in the Call Log:

1. From the Home screen, press the Option softkey.
2. Press the Log Setup feature button.
3. Press the appropriate button on the right side of the display
4. Press the Save softkey. You will hear confirmation tone, and you are returned to the Options screen.

Note: If you press the Save softkey to change settings, all entries that do not match the call types you have just specified will be deleted from the call log.

Visual Ring

When you enable this option, the telephone rings and the lamp above the telephone display area flashes when an incoming call arrives.

1. Press the Visual Ring feature button.
2. Press the yes/no softkey to indicate whether you want Visual Ring enabled.
3. Press the Save softkey.

Display Mode (Call Center Mode)

1. Press the Display Mode feature button.
2. Press yes/no softkey to indicate whether you want Call Center Mode enabled.
3. Press Save softkey.

Erase All

This option allows you to erase all of the personalized settings and reset the telephone to its default settings.

1. Press the Erase feature button.
2. Press the Erase softkey.
3. "the confirm erase" screen is displayed. Press Erase softkey is you want to erase all settings.

Speed Dial /Personal Directory

Adding Speed Dial Entries
You can store up to 104 personal speed dial entries.

To add speed dial entries to your personal directory.
1. From the Home screen, Press the SpDial softkey.
2. Press the Add softkey.
3. Using the dial pad, enter the name for your speed dial entry. You can enter up to 13 characters.
   By default, the first letter you enter appears in uppercase and the following characters
   appear in lowercase.

Note: You can use the Case softkey switch between uppercase and lowercase. You can use the Space key to insert a space between first and last names. After you enter a space, the next character will be an uppercase letter, and the following characters will appear in lowercase.

4. When you are done, press the feature button to the left of the Number field to advance to that field.
5. Using dial pad, enter the telephone number. Don't forget to enter "9" or "8" for an outside lin
6. Press Save softkey to add the information. (Press Cancel softkey to exit without saving.)
7. Repeat steps 2-6 for additional entries.
8. To exit the speed dial application, press the Exit button to return to the Home page.

Note: The Name/Number entry is added to Speed Dial list in alphabetical order by Name.

Making Calls from a Speed Dial

1. From the Home screen. Press the SpDial softkey.
2. Press the feature button for the entry you want to call.
   (Use the Left/Right arrow keys to cycle to other pages)

Editing Speed Dial Entries
1. From the Home screen, press the SpDial softkey.
2. Press the Edit softkey.
3. Press the feature button corresponding to the entry you want to edit.

Note: To move to the end of any text displayed on the Name line, press the button to the right of the line. To move to the beginning of any text, press the button to the left of the line. Press the feature button to the right of Insert Mode so that you can backspace without erasing characters during text entry.

4. Using dial pad, edit the Name.
5. When finished, press feature button to the left of the Number field.
6. Using dial pad, edit the number.
7. When done with changes, press Save softkey.

Deleting Speed Dial Entries
1   From Home screen, press the SpDial softkey
2. Press Delete softkey.
3. Press feature button corresponding to entry to be deleted.
4. "the Delete this entry? "prompt is displayed. Press yes softkey to delete.

Call Log

Call Log Setup

You can program the telephone to log any or all of these call types:
*   Answered (incoming)
*   Un-answered (incoming)
*   Outgoing

To specify the call types you want to appear in the Call Log:
5. From the Home screen, press the Option softkey.
6. Press the Log Setup feature button.
7. Press the appropriate button on the right side of the display
8. Press the Save softkey. You will hear confirmation tone, and you are returned to the Options screen.

Note: If you press the Save softkey to change settings, all entries that do not match the call types you have just specified will be deleted from the call log.

Viewing the Call Log
1. From the Home screen, press the Log softkey.
2. Use left/right arrow buttons to scroll through the Call Log Summary pages.
3. To view information about a specific entry, press the button corresponding to the entry.

Making Calls from the Call Log
1. rom the Home screen, press the Log softkey
2. FUse left/right arrow buttons to scroll through the Call Log Summary pages.
3. When you locate an entry you want to call, press the button corresponding to the entry.
4. Press the Call softkey to make the call.

Saving a Call Log Entry to Your Speed Dial List
1. From the Home screen, press the Log softkey.
2. Use left/right arrow buttons to scroll through the Call Log pages.
3. When you locate entry to be saved, press the button corresponding to the entry.
4. Press the Save softkey.
5. Do one of the following;
    a. To save entry as shown, press the Save softkey.
    b. To edit, press the button to the left of the Number line twice.
        Then, make your changes. When you are done entering changes, press the Save softkey.