OPERATING INSTRUCTIONS 8 BUTTON SERIES E TELEPHONE

Terms

- PRIME LINE - The PRIME LINE refers to your telephone number which is the upper left hand button on your telephone.
- OFF HOOK - OFF HOOK means you lift the handset and receive dial tone. A green light will indicate the line is in use.
- FLASH - FLASH is a programmed button on your phone. You can program features such as Call Back, Message, or Voice.
- * AND # - The * (star) and # (pound) buttons on the telephone keypad are used with certain numbers for accessing certain features.
- ACCESS CODE - An ACCESS CODE is a two button code that lets you use certain features on the telephone, such as Call Forward, (*+7).
- HUNT GROUP - A HUNT GROUP allows a call to be directed to an idle station in a prearranged group when the called station is busy.
- PICK-UP GROUP - A PICK-UP GROUP feature allows you to answer calls directed to other telephones in a programmed group by simply dialing an access code or by pressing a PICK button.
- TIE LINES - A telephone line which connects you to the V.A. Hospital, University Hospital, UT Health Science Center's or University Health Center - Downtown, by dialing a tie line access code and a four- or five-digit extension number:
  Example: 94 + XXXX or 98 + 8 + XXXX.
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Rings

- SELECTING RING SOUNDS
  - With a code you can select different ring tones. While your telephone is ringing:
    - Press FEATURE + 3.
    - Continue to press FEATURE + 3 to hear all four tones.
- SELECTING THE TELEPHONE RING VOLUME
  - The ringer volume is controlled by the UP or DOWN arrow button located on the bottom right side of the keypad on the telephone. While your telephone is ringing, press either the UP or DOWN arrow button. The volume will change accordingly.
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Tones

Each telephone has five different tones. You will be able to hear those tones through the handset or speaker if you press the SPEAKER button.

- DIAL TONE - DIAL TONE is the steady tone you hear before you make a call.
- BUSY SIGNAL - The BUSY SIGNAL indicates you dialed a number that is being used.
- REORDER TONE - The REORDER TONE is a fast busy signal. This means that an unassigned number was dialed, a service feature was denied or your handset was off the hook.
- SPECIAL DIAL TONE - The SPECIAL DIAL TONE is a pulsating busy signal. This means you may proceed to use a feature.
- SERVICE SET TONE - The SERVICE SET TONE is a high steady tone that tells you a feature was set or canceled.

Dedicated Keys

There are dedicated keys located on the bottom, right side and on the top of your telephone.

- HOLD BUTTON
  - The red HOLD button allows you to put a call on hold.
    - Press HOLD button once and the other person will hear music. The light under the line you are using will begin blinking.

- To retrieve the call, simply press the extension number where the call was put on hold.
- If you press the HOLD button twice, your telephone is the only one that can retrieve that call even if the line appears on any other telephone.

- **TRANSFER BUTTON**
  - o There are three types of TRANSFERS: TRANSFER, CONSULTATION HOLD and CALL PARK.
    - TRANSFER - The TRANSFER button allows you to transfer a call to another telephone.
      - Press the TRANSFER button. You will hear the special dial tone.
      - Dial the number you want to transfer to.
      - Once the person answers, either announce the call or you may hang up. The call will be connected.
      - If the number you called is busy or there is no answer, press your TRANSFER button to go back to the caller.
    - CONSULTATION HOLD - Allows you to place a call on hold, call someone else and go back to the first caller.
      - Press TRANSFER. You will hear the special dial tone.
      - Dial the number you need. You can talk with either person you called by pressing your TRANSFER button. If either person hangs up, you will be connected to the other caller.
    - CALL PARK - Allows you to "PARK" a call until you retrieve it from your own or another telephone.
      Example: I receive a call and must go to the file room to look up some information. I "PARK" the call, get the information needed and retrieve the "parked" call on the telephone in the file room.
      - Press TRANSFER + *+ 0. You will hear the service set tone. Hang up.
      - To retrieve the call from the original telephone, lift the handset and press * + 0. You are automatically reconnected with your caller.
      - To retrieve the call from another telephone, lift the handset and press # + 0 and the Prime Line # of the telephone where you "parked" the call. You are automatically reconnected with the caller.
      - A "parked" call must be retrieved. If the call is not retrieved, it will ring back to the original extension.
    - ANSWER BUTTON
      - This feature will never be used.
    - SPEAKER BUTTON
      - By pressing the SPEAKER button you will be able to dial or monitor a call without lifting your handset. When the SPEAKER is activated, the speaker light will be lit red.
        Note: This telephone is a speakerphone.
        - To use your telephone as a speakerphone:
          - Press FEATURE + 5.
          - Press FEATURE + 1 or your MIC button. Your light must be lit red.
          - To make a call, press SPEAKER (the red light shows the speaker is on).
          - To hang up, press the SPEAKER button. This shuts off the speaker capability and the red speaker light turns off .
          - I f you leave your SPEAKER light on, you will hear a reorder tone to alert you.
    - REDIAL BUTTON
      - This feature allows your telephone to redial the last five numbers you dialed.
        - Leave your handset in its cradle and press REDIAL.
        - You will hear dial tone.
        - Press * and the number is automatically redialed.
        - Use your speakerphone or lift the handset to talk.
    - CONFERENCE (CONF) BUTTON
      - The CONF button allows you to set up a three-party conversation.
        Note: You can conference people who are located off campus.
        - Make or receive the first call.
        - Press TRANSFER. You will hear the special dial tone.
        - Call third party.
        - When third party answers, press CONF. Your conference light will be lit red. The light will remain lit until someone hangs up. Note: If the conference call includes a long distance number, dial it first.
    - FEATURE BUTTON
      - The FEATURE button allows you to activate telephone setup functions and program your speed dial buttons.

- **FEATURE + 1** - Turns the built-in microphone on or off. The MIC light is red when it is on.
- **FEATURE + 3** - Selects the tone of the ring. The telephone has four ringer tones. While your telephone is ringing, press FEATURE + 3 to change the ring tone. Continue to press FEATURE + 3 to hear other tones. Stop at the tone of your choice.
- **FEATURE + 5** - Activates the speakerphone. Press FEATURE + 5 to use your telephone as a speakerphone. Your MIC light must be lit red.
  <u>Note</u>: If your speaker-phone is not working properly, make sure you have your "HANDS FREE ON". Check this by pressing FEATURE + 5.
- **FEATURE + 6** - Deactivates the speakerphone. Press FEATURE + 6 to deactivate the speakerphone.
- **FEATURE + 7** - This feature turns your indicator light, located on the top right hand corner of your telephone, OFF or ON. The light indicates when your telephone is ringing or when you have a voice mail message waiting.
- RECALL BUTTON
  - The RECALL button is used to end a call and get a new dial tone.
    <u>Note</u>: RECALL is not used to "re-call" another number. It simply means getting dial tone.

Programmed Keys And Features

- CALL FORWARD (FWD) -
  - CALL FORWARD allows you to forward all calls to another telephone number.
    - With programmed button (FWD) or Access Code (* + 7)
    - Lift handset or press SPEAKER and press the FWD button or * + 7. You will hear the special dial tone.
    - Dial the extension # you want to fwd your calls to. You will hear the service set tone. Hang up or press SPEAKER. The FWD button light will remain lit until you cancel the calls that are being forwarded.
    - To cancel, lift handset or press SPEAKER and press # + 7 or your FWD button. You will hear the service set tone. Hang up or press the SPEAKER button.
- CALL FORWARD/BUSY/NO ANSWER (FWBNA)
  - CALL FORWARD/BUSY/NO ANSWER allows you to forward your calls to another telephone number when you are away from your desk or if your line is busy.
    - With programmed button (FWBNA) or Access Code (* + 8)*
      - Lift your handset or press SPEAKER. Press the FWBNA button or * + 8. You will hear the special dial tone.
      - Dial the extension number you want your calls to FWBNA to. You will hear the service set tone. Hang up or press SPEAKER . The FWBNA button light remains lit until you cancel the calls that are being forwarded.
      - To cancel, lift your handset or press SPEAKER. Press the FWBNA button or # + 8. You will hear the service set tone. Hang Up or press SPEAKER.
- CALL PICK-UP (PICK)
  - PICK allows you to answer up to twenty numbers whose telephones are physically close together. You can answer a telephone that is in your Pick-Up Group and does not show as a line on your telephone. You must be able to hear the telephone ring.
    - With programmed button (PICK) or Access code (* + 6)
      - Lift your handset or press SPEAKER. Press your PICK button or * + 6 to answer another ringing telephone within your Pick-up Group. You will be connected to the caller.
- DIRECTED CALL PICK-UP
  - This feature allows you to answer another ringing telephone that is not in your Pick-Up Group.
    <u>Example</u>: You are in the office next door and you hear your telephone ring. To answer your call use DIRECTED CALL PICK-UP.
    - Lift your handset or press the SPEAKER button. Press # + 6 then the extension # you want to pick-up.
      <u>Example</u>: #+ 6 + 2991. You will be connected to the caller.
- VOICE CALL (VOICE)
  - Two-way intercom.
    - With programmed button (VOICE) and Access Code (FLASH+*+3)
    - Lift your handset or press SPEAKER and dial the extension.

- Then press the VOICE button or FLASH+*+3. Four "pings" will be heard on the telephone being called.
- The person you are calling must have the MIC button on to speak to you without lifting the handset. The handset may be used at anytime.

- BOSS/SECRETARY
  - This feature allows a secretary to screen calls.
  - Press the boss's ringing line and answer the incoming call. This is the boss's prime line which is programmed to ring on your telephone.
  - Press the boss's line again to put the caller on hold and to send a voice call to your boss's prime line number. Four "pings" will alert the boss of the voice call. Announce the call through your handset. Your boss may respond by speakerphone if MIC button is on, or by lifting the handset to tell you what to do with the call.
  - If your boss wants to take the call, you hang up. The boss then presses his or her own prime line button, lifts the handset and speaks with the caller. If your boss does not want you to take the call, you may return to the caller by pressing the boss's line again to take a message.

- SAVE & REPEAT (S&R)
  - The S&R feature allows you to save a number and redial it.
    - Press S&R while you are listening to a telephone ring, get a busy signal, or talking to someone you need to call back. The light serves as a reminder that you have a number stored in S&R.
    - When you are ready to call the number again, lift your handset or press SPEAKER press S&R. The call is automatically dialed.

- SPEED DIAL/SPEED CALLING (SPD)
  - The SPD feature allows you to call a number you have preprogrammed in a SPD button. Each SPD button will hold up to twenty-four digits.
    - To program a SPD button
      - Leave the handset in its cradle and the SPEAKER button off.
      - Press the FEATURE button, then press the desired SPD button.
      - Enter the desired telephone number.
      - Press the FEATURE button again to store the number in the desired SPD button.
    - To use a SPD button
      - Leave your handset in its cradle and the SPEAKER button off.
      - Press the desired SPD button you programmed. The telephone # is automatically dialed. You will hear ringing or a busy signal.
      - Use your speakerphone or lift the handset to talk.

- CALL BACK (CB)
  - The CALL BACK feature allows you to have a busy extension call you back when both extensions are idle. If you call and receive a busy signal, you can set a CALL BACK. When the busy extension hangs up, your telephone will ring. When you lift your handset, their telephone will ring. If you are not in when the busy extension hangs up, the ringing will stop after three to five rings and the other extension will not ring at all. You can place only one extension # in CALL BACK at a time.
    - With programmed button (CB) and Access Code (FLASH+*+9)
    - When calling an extension # and you hear a busy signal, press CB or FLASH+*+9. You will hear the service set tone. Hang up.
    - When the "busy" extension hangs up, the CALL BACK process begins. Your telephone will begin to ring.
    - To cancel, lift your handset or press SPEAKER. Press the CB button or #+9. The red indicator light will go off and you will hear the service set tone. The CALL BACK is now canceled.

- DO NOT DISTURB (DND)
  - The DO NOT DISTURB feature allows you to turn your telephone off. Your callers will hear a reorder tone which indicates that your telephone is set in DND.
    Note: If you have Voice Mail, the call will go directly into your Voice Mail.
    - Leave your handset in its cradle and the SPEAKER button off.
    - Press the DND button.
    - To deactivate, leave your handset in its cradle and the SPEAKER button off. Press the DND button. The red light will turn off.

- MESSAGE (MSG)
  - The MESSAGE feature allows you to receive or leave a message.
    Note: Up to four messages may be left on any 8 or 16 button telephone. If a fifth message is attempted, the telephone line will continue to ring. If a telephone cannot receive messages, the telephone line will continue to ring.
    - With programmed button (MSG) or Access Code (FLASH+*+4)

- Lift the handset or press the SPEAKER button.
- Dial the extension #. If you receive a busy or no answer, press the MSG button or FLASH+*+4. You will hear the service set tone.
- Hang up or press the SPEAKER button. The message was left on the telephone that called.
- If you continue to hear ringing, it means you cannot leave a message on the telephone you are calling.
- To return a call when your message light is on, lift your handset or press SPEAKER. Press the MSG or FLASH+*+4 and the number will be dialed.