

## Your Telephone Controls

### Volume bar

Use the volume bar to control the volume of the handset, the speaker, and the ringer. Raise the volume by pressing the right side of the bar. Lower it by pressing the left side.

### Microphone

A microphone is integrated into some telephones, allowing you to have a telephone conversation without using the handset (known as Handsfree calling).

### Release

You can terminate an active call by pressing **Rls** (Release), or by hanging up the handset. **Rls** is especially useful for disconnecting handsfree calls.

### LCD indicator

A steady appearing in one of the LCD indicators means that the feature or line beside it is active. A flashing means the line is on hold or the feature is being programmed.

### Hold

By pressing you can put an active call on hold. Return to the caller by pressing the extension key beside the flashing.

### Handset

Lift the handset to place or answer a call.

### Feature keys

You access telephone features and telephone lines with the feature keys. The keys are labeled for your convenience.

### Main extension key or Directory Number (DN) key

The lower right-hand key is the main extension key, also known as a Directory Number (DN) key. When you pick up the handset, the line associated with this key is ready for you to make a call. You may have more than one DN key assigned to your telephone. (This does not apply to the M2006 or M3902 since they only support one line.)

### Message Waiting Light

The Message Waiting light turns on to indicate that a message has been left for you.

### Program

The **Program** key gives you access to several parameters through the Display Module Option. You can adjust the volume of the ringer, buzzer, speaker, and, handset. You can turn key clicking on or off, adjust the display contrast, set the format of the date and time, and turn the call timer on or off.

## Terms you should know

**Attendant** — the attendant is a telephone operator in your organization.

**Directory Number (DN)** — a DN is any extension on a telephone.

**Primary Directory Number (DN) Key**—the key on your telephone which corresponds to the main number for the telephone.

**Ring back/Ring tone**— ringback/ring tone is the sound you hear when a call you've made is ringing at its destination.

**Interrupted dial tone**— a broken, or pulsed dial tone that you will hear when accessing some of your telephone's features.

**Special dial tone**— three consecutive tones followed by dial tone that you will hear when accessing some of your telephone's features.

**Shared Directory Numbers** — a DN (extension) that is shared by two or more persons.

**Switchhook** — the switchhook is the button which the handset presses down, disconnecting your call when you replace the handset.

# JGI

## Telephone Features

### Quick Reference Guide



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## Dialing Instructions

Internal dial 4 digits.

External Dial 9 + local number (for 925 area code).

Or Dial 9 + 1 + area code for a long distance number.

## Your Telephone Features

### Answering Calls

To Answer a call:

1. **Lift the handset** or press a **DN** Key.
2. Press the **Handsfree Mute** Key.
3. Press the **Primary DN** Key twice beside the flashing LCD indicator.

### Auto Dial

Auto Dial lets you dial a specific telephone number by pressing a feature key.

To store an Auto Dial number:

1. Without lifting the handset, press **Auto Dial**. The associated LCD Indicator flashes.
2. **Dial** the number.
3. Press **Auto Dial** again.

To use Auto Dial:

1. **Lift the handset** or press a **DN** Key.
2. Press **Auto Dial**. The stored number is dialed automatically.

To display the Auto Dial number:

1. Press **Display**.
2. Press **Auto Dial**. The number is displayed.

### Call Forward

Call Forward allows you to transfer all your calls so that they ring at another **DN**.

To Forward all of your calls:

1. Press **Forward**. The LCD indicator flashes.
2. **Dial** the **DN** that you want to forward your calls to.
3. Press **Forward**. The LCD indicator remains on.

To cancel Call Forward :

1. Press **Forward**. The LCD indicator turns off.

To reinstate Call Forward to the same number:

1. Press **Forward** twice. The LCD indicator turns on again.

### Call Transfer

Use the Transfer feature to redirect a call to a third party.

To transfer a call to another number:

1. Press **Transfer**. The other party is on hold and you hear dial tone. The LCD indicator lights steadily.
2. **Dial** the DN that you want to transfer the call to.
3. Press **Transfer** again, either when you hear ringing, or after you talk privately to the person you are transferring the call to. The LCD indicator goes from steady to off.

If the person you are calling is not available:

1. Press the **DN** Key beside the flashing LCD indicator. You will be reconnected with the call. The LCD indicator goes from flashing to Steady.

### Conference

You can set up a conference call for up to three (or six) people, including yourself.

To set up a Conference Call:

1. While on a call, press **Conference**. The other party is on hold and you hear dial tone.
2. **Dial** the next number to add to the conference. When the call is answered, you may talk privately with the person before they join the conference.
3. Press **Conference** again to join all callers. If necessary, repeat the procedure to include up to six people in the conference.

If the person you are adding to the conference is not available:

1. Press **Release** (Rls)
2. Press the **DN** Key with the flashing LCD indicator.

### Handsfree

To use Handsfree on a call:

1. Press the **Handsfree Mute** Key.

To discontinue a Handsfree call:

1. Press **Release** (Rls) to end your call.

To switch from the handset to Handsfree:

1. Press the **Handsfree Mute** Key.

To mute a Handsfree call:

1. Press the **Handsfree Mute** Key. The LCD indicator flashes.
2. Press the **Handsfree Mute** Key again to return to a two-way conversation.

### Last Number Redial

Last Number Redial allows you to automatically redial the last number you dialed.

To use Last Number Redial:

1. **Lift the handset**
2. Press **Redial** Key or your **Primary DN** Key twice.

### Placing a Call on Hold

To place a call on Hold:

1. Press **Hold**. The LCD indicator flashes slowly.

To retrieve a call on Hold:

1. Press the **DN** Key besides the flashing LCD indicator.

### Speed Call

Speed Call allows you to dial frequently called telephone numbers using a brief code to represent the number. The codes are one, two, or three digits long (i.e. 000-999). Only a telephone that has been designated as a Speed Call Controller telephone can program the numbers to be stored.

To store a Speed Call number:

1. Press **Speed Call**.
2. **Dial** the code to be added to the Speed Call list.
3. **Dial** the access code (if required), internal, external, or long-distance telephone number.
4. Press **Speed Call** again.

To change a Speed Call number:

1. Press **Speed Call**.
2. **Dial** the Speed Call code that you want to change.
3. **Dial** the new access code (if required), internal, external, or long-distance telephone number.
4. Press **Speed Call** again.

To delete a Speed Call number:

1. Press **Speed Call**.
2. **Dial** the Speed Call code that you want to delete.
3. Press **Star**.
4. Press **Speed Call** again.

To make a Speed Call:

1. **Lift the handset** or press a **DN** Key.
2. Press **Speed Call**.
3. **Dial** the Speed Call code.

## Voice Mail

To retrieve your Voice Mail messages:

1. Press **Message Key** or
2. Dial 5800
3. When prompted enter your Extension number.
4. Then your password.

For more Voice Mail instructions see the Call Pilot voice mail quick reference guide.