Humboldt State University

ITS
Technology Help Desk
826-4357

225 Digital

Humboldt State University owns and operates its own telephone switch, often referred to as a PBX (Private Branch Exchange). The campus PBX is a Model MX1, manufactured by Mitel.

The MX1 supports two kinds of signaling; digital and analog. Digital telephones are proprietary, and are designed to take full advantage of the rich feature set available with the MX1.

Ericsson and Aastra digital telephones are used with the MX1 telephone switch and provide single-key access to many of the MX1 features.

The 225 instrument offers on-hook dialing, programmable function keys, adjustable ringer tone and volume, speaker phone, and the display feature which displays date, time, number dialed, as well as programming information.
.

Important Note:

Digital and Analog telephones are NOT interchangeable.

Damage may result, either to the instrument or the PBX if these telephones are plugged into the wrong jack.

If unsure, please call extension 4357 for assistance.

Important Numbers and Access Codes

EMERGENCY	9 1 1
Campus Operator	0
Off-Campus Calls	9 Plus the number
Voice Mail System	6 9 9 9
Telephone Problems	4 3 5 7
On-Line Directory	http://www.humboldt.edu/tns/directory.php

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Exclusive Hold (Page 6)

To place call on Exclusive Hold

- Press line key that received call

OR

- Press vacant line key

Lamp will change from steady to slow flash

Common Hold (Page 6)

With party on the line

- Press Common Hold
- Hang up

Inquiry/Consultation Hold (Page 7)

With party on the line

- Press Access 2
- Dial second party
- To alternate between parties if answered,
  press Access 2 or Access 1

Conference Calls (Page 7)

With first party on the line

- Press Access 2
- Dial second party
- If answered, press Conference and
  wait for long beep
- If no answer, press C for Clear

Transfer (Page 8)

To transfer with party on the line

- Press **Conf/Transfer**
- Dial second party
- Press **Transfer**
- Hang up

Call Waiting (Page 10)

To send to busy extension

- Press [5]
- Busy tone changes to ring
- Wait for party to answer

Speed redial (Page 15)

Last off-campus call:

- Press [*] [*] [*]

Automatic Call-Back (On-campus Only) (Page 17)

Extension is busy or does not answer:

- Press [6]
- Listen for 3 beeps
- When extension becomes available your phone will have eight seconds of fast ringing
- Lift handset before ringing stops
- Called extension rings

The 225 digital telephone has 33 function keys; 16 of these keys have fixed functions, and the remaining 17 can be programmed for additional features.

FIXED KEYS

Access 1	Receives and places calls
Access 2	Receives and places calls
Inquiry	Place calls on exclusive hold and serves as third access line to place calls
Mute	🎙/🔇 Mutes your voice to other end while other end still audible
Volume down	- Adjust volume softer
Volume up	+ Adjust volume louder
Speaker	🔊 Activates speaker
Headset key	Press 🎧 key to turn on Headset functionality
Clear	C Disconnects active call or operation
Function Keys	(4) ⬤ Function keys for programming the phone features
Left Key	◂ Move cursor on top menu left one selection at a time
Middle Key	▭ Move cursor on top menu to center (off of choices)
Right Key	▸ Move cursor on top menu right one selection at a time
ShowMenu	One of the 4 Function keys ⬤ Toggles menu on the bottom display screen showing additional menu options

Programmable keys are designated A00 through A23 and may be set to several different features. See next page for picture of phone.

List of Functions that can be programmed onto keys of a digital phone:
    Accept Second Call (ODN2)

    Call Back (CAB)   [can also use the ⬚ 6 ⬚ key]

    Call Divert (CAD)
    Call Pick Up [Common Hold] (CUP)
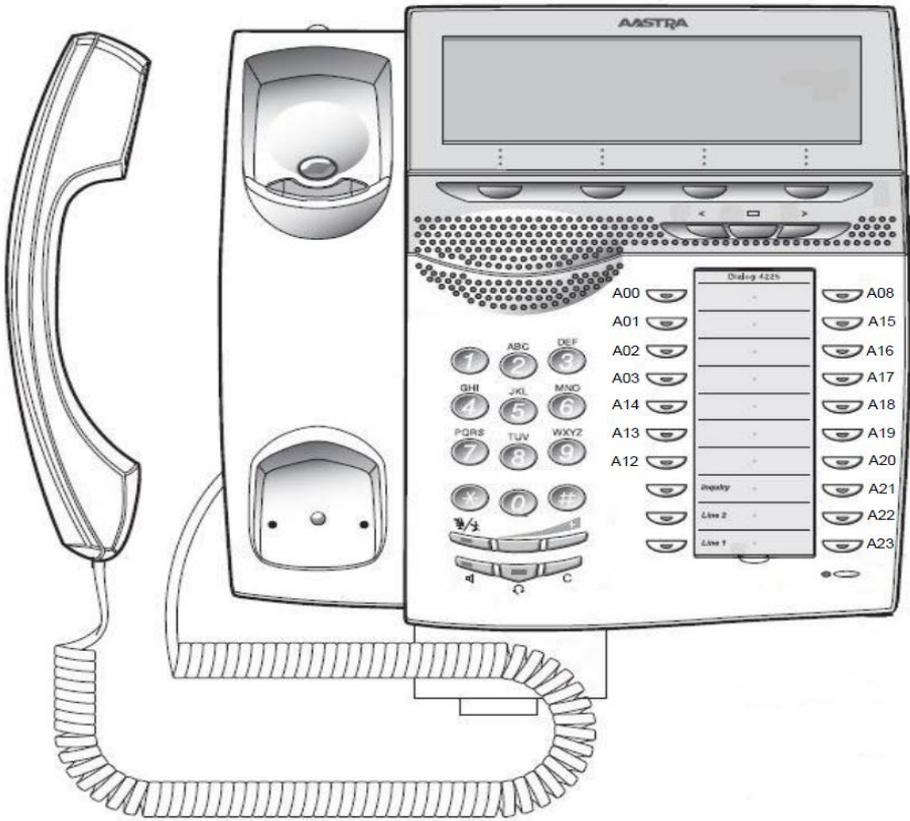   Conference (CNF)
    External Number Redial (ENR)
    Telephone Number Store (TNS)
    Voice Mail Message Waiting (MEW)

The Features in this guide that are for the 225 phone exclusively are shown with a light grey highlight to set them apart. All other features not highlighted in this manual, ie Call Pickup, Conference, and Common Hold, work on all other digital phone models as well.

PLACING CALLS

To place a call
- Lift handset and dial   **OR**
- Dial without lifting handset *(Call set up is heard through speaker. See below)*
- Pickup handset to speak OR
- Listen and speak hands-free through speaker and microphone.

To receive a call or calls on other lines
- Lift handset   **OR**
- Press flashing key
  (Call is heard through speaker. Speak to microphone.)

SPEAKER

The 225 is equipped with a speaker and microphone to permit hands-free conversations. The lamp is on the speaker key indicates hands-free mode. To change from handset to hands-free listening, press the speaker key and replace handset into cradle. To change from hands-free to handset operation, pick up handset from cradle. Adjust speaker volume with the **+** and **-** keys.

DIRECTED CALL PICK UP

Any call ringing into a campus extension may be picked up from another telephone. This feature works only on extensions which have not initiated the Divert to Voice Mail when Busy feature.

To pick up a call ringing on another line
- Dial the number of the ringing extension
- Listen for the busy tone
- Press [8]

GROUP CALL PICK UP

Multiple extensions may be put into a common pickup group. Calls to an extension within the group may be picked up by another extension within the group.

To pick up a call within the pickup group
- Press [7] [7]

EXCLUSIVE HOLD
Calls may be placed on hold and cannot be retrieved from another telephone*.*

To place call on Exclusive Hold
- Press line key that received call

OR
- Press vacant line key (Access 1, Access 2 or Hold)

OR
- Press the   Inquiry   Key
- Lamp will change from steady light to a slow flashing light

Retrieve Call on Exclusive Hold
- Press line key
- Slow flash goes steady

COMMON HOLD
The Common Hold feature permits a user to place a party on hold. A call placed on common hold may be picked up from another extension with the same line appearance.

With the party on the line
- Press   Common Hold
- Hang up

To retrieve a call on Common Hold
From your desk
- Pick up the handset
- Press flashing line to retrieve call

From another location
- Dial the extension where call placed on hold
- Listen for busy tone
- Press   8

Note: If you have diverted your calls to go to voice mail when you are on the telephone, this feature does not work.

INQUIRY/CONSULTATION HOLD

The Inquiry feature allows a user to place a call on exclusive hold that cannot be picked up by another extension. While on hold, the user can alternate between the original call and a second call.

With the party on the line

- Press | Access 2 |

OR

- Press the | Inquiry | key
- Dial second party

To alternate between parties

- Press | Access 2 | **OR** | Access 1 | **OR** | Inquiry |

OR

- Initiate a conference call with all parties by pressing | Conference |

CONFERENCE

The Conference feature allows a user to initiate a conference call with up to eight parties. After establishing a conference call, conference members may drop out or be added at any time.

With the first party on the line

- Press | Access 2 |
- Dial second party

After Answer

- Press | Conference |
- Listen for long beep
- All parties connected
- Repeat steps to connect up to 8 parties

No Answer

- Press | C | for Clear

TRANSFER

Transfer allows a station user to forward a call to another extension. Calls may be "blind" transferred by pressing Transfer before the other extension answers or the call may be "announced" by waiting for the other extension to answer.

To transfer with the party on the line
- Press **Conf/Transfer**
- Dial second party

After answer	*Before answer*	*If busy or no answer*
• Announce Call	• Press **Transfer**	• Press ⎡ C ⎤ for Clear
• Press **Transfer**	• Hang up	
• Hang up		• Press ⎡ Access 1 ⎤
		• Returned to caller

INDICATOR LAMPS

Each function key has an associated Lamp.

Lamp is	**Indicating**
On	Line engaged or feature activated
Off	Line available or feature is idle
Flash	Incoming Call
Slow Flash	Call on hold
Fast Flash	Line in use by another

RING VOLUME

The ringer volume changes with the **+** and **-** keys.

RING TONE

The ringer tone is changed using the **Program Function** and the digit keys ⎡ (0 - 9) ⎤

To change ring tone
- Press the **<** key three times to highlight the **Program** option
- Press **Select** to choose **Program**
- Press a digit from ⎡ (0 - 9) ⎤ to select the ring. A sample of the ring tone will be played
- Press **Exit** to keep the selected tone.

DISTINCTIVE RINGS

A unique pattern of ringing permits station users to distinguish between different types of incoming calls. There are three types of ringing signals.

Ring Signal	**Indication**
Single Ring	On-campus call
Double Ring	Off-campus call
Interrupted Fast Ring	Call back

RING OPTIONS

Ring options can be programmed by the user to flash lamps and delay or suspend ringing as required.

To change ring options	Ring Options	
• Press the **<** key three times to highlight **Program**	0	Silent (flashes only)
• Press **Select** to choose **Program**		
• Press the line key to be changed (Lamp is on)	1	Normal Ring
• Enter ring option	2	Rings after delay
• Press line key again	3	Two rings, continues to flash
• Press **Exit** to keep selected Ring Option	4	Two rings after delay, continues to flash
• Lamp is off	5	Conditional Automatic Answer Call answered after a warning tone Requires Auto Answer function key
	6	Unconditional Automatic Answer Call answered after a warning tone if access line is free.

DISTINCTIVE SYSTEM TONES

Distinctive Tones inform the user of call progress and feature activation.

Sound	Tone Indication	Tone Name
Single long beep	Member joined conference call	Conference
Single short beep	Member left conference call	
Three short beeps	Feature accepted and confirmed	Confirmation
Stuttered dial tone	Message waiting **OR**	Message Waiting
	Phone has been diverted	Diverted
Single beep	On-campus call waiting	Call Waiting
Double beep	Off-campus call waiting	

CALL WAITING

Call Waiting alerts a station engaged on a call that another call is attempting to ring in. Campus extensions can choose to send a call waiting tone to another campus extension. Call waiting tone is automatic from off campus calls.

To Send call waiting tone
- Hear busy signal
- Press   5
- Busy tone changes to ring if Call Waiting is accepted
- Wait for party to answer

To Answer Call Waiting
- Press the flashing key, Access 2

EXTERNAL NUMBER REDIAL

Like the Speed Redial feature, the External Number Redial (ENR) feature will dial an off-campus number. The difference is that you will choose the number to save.

To save a number using External Number Redial
- Dial an off-campus number (include the 9)
- Press the ENR function key to save the number onto that key

To use the External Number Redial function key
- Press the ENR key to dial the number
- The number will be dialed automatically

Pressing this key will recall the stored number and dial it automatically.

TELEPHONE NUMBER STORE (TNS)

TNS keys may be programmed to store key sequences up to 20 keystrokes.

To Store Number
- Press the **<** key three times to highlight **Program**
- Press **Select** to choose **Program**
- Press vacant TNS key
  Lamp is on
- Enter the number (include 9 if off-campus)
- Press TNS key again
  Lamp is off
- Press **Exit**
  Lamp is off

To clear a Stored Number
- Press the **<** key three times to highlight **Program**
- Press **Select** to choose **Program**
- Press TNS key you wish to clear
  Lamp is on
- Press the [C] for Clear
- Press TNS key again
  Lamp is off
- Press **Exit**
  Lamp is off

To use a Stored Number
- Press TNS key
- Number is automatically dialed

CALL DIVERSION

The Call Diversion feature re-routes a station's incoming calls to an alternate number. There are four types of call diversion; All Calls, No Answer, Busy and Follow Me. Preprogrammed answering points may be voice mail or to another campus extension. Preprogramming of the answer point is done by the System Administrator.

The Divert All Calls feature automatically re-routes all incoming calls to a preprogrammed answering point.

Divert All Calls
- Lift handset
- Press ` * ` ` 2 ` ` # `
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert All Calls
- Lift handset
- Press ` # ` ` 2 ` ` # `
- Listen for dial tone
- Hang up

Divert All Calls to 6999 through Menu Display

Divert All Calls to 6999 (VMS)
- Press **ShowMenu**
- Press **Absence**
- Press **Down** once to 'Divert to 6999'
- Press **Activate**
- Your display now says "Divert to 6999"

Undivert All Calls
- If you have a Call Divert (CAD) key on your phone, it will be lit up. Press it once to undivert the phone

OR
- Press **NoDiversion** to undivert the phone

The Diversion No Answer feature re-routes all incoming calls not answered within a given interval (four to five rings) to the preprogrammed answering point. After the first diversion, subsequent calls are diverted in two rings until a call is again placed or answered from the extension.

Divert No Answer
- Lift Handset
- Press ` * ` ` 2 ` ` 1 ` ` # `
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert No Answer
- Lift Handset
- Press ` # ` ` 2 ` ` 1 ` ` # `
- Listen for dial tone
- Hang up

See next page to divert No Answer through phone Menu

Divert All Calls to 6999 on No Answer through Menu Display

Divert No Answer
- Press **ShowMenu**
- Press **Absence**
- Press **Up** twice
- If this is already active, it will say "Div on no answer to 6999 : Active". If not active, it will say "Div on no answer to 6999 : Not active"
- To activate, press **Activate**
- There will be no display for this feature

Undivert No Answer
- Press **ShowMenu**
- Press **Absence**
- Press **Up** twice
- If this is already active, it will say "Div on no answer to 6999 : Active: Active"
- To deactivate, press **Deactivate** to undivert the phone. Then the phone will say "Div on no answer to 6999 : Not active"
- Press **Exit** to exit menu

The Diversion Busy feature diverts incoming calls placed to a busy station to a preprogrammed answering point, e.g. voice mail.

Note: If this option is in place a caller to your extension may not use automatic call back, nor will you be able to pick up calls on your instrument from another telephone.

Divert Busy
- Lift handset
- Press `*` `2` `2` `#`
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert Busy
- Lift handset
- Press `#` `2` `2` `#`
- Listen for dial tone
- Hang up

Divert All Calls to 6999 when Busy through Menu Display

Divert No Answer
- Press **ShowMenu**
- Press **Absence**
- Press **Up** once
- If this is already active, it will say "Div on busy to 6999 : Active". If not active, it will say "Div on busy to 6999 : Not active"
- To activate, press **Activate**
- There will be no display for this feature

Undivert No Answer
- Press **ShowMenu**
- Press **Absence**
- Press **Up** once
- If this is already active, it will say "Div on busy to 6999 : Active" at the end of the line
- To deactivate, press **Deactivate** to undivert the phone, then it will say "Div on busy to 6999 : Not Active"
- Press **Exit** to exit menu

CALL DIVERSION - FOLLOW ME

The Follow Me feature allows a user to forward all calls to another campus extension. It is possible to redirect and/or cancel the Follow Me from the other extension without returning to your station.

Activate Follow Me

- Lift handset
- Press ⬚ * ⬚ ⬚ 2 ⬚ ⬚ * ⬚
- Dial extension where calls are to follow to
- Press ⬚ # ⬚
- Listen for 3 beeps and then the dial tone
- Hang up

Redirect Follow Me

- Lift handset at current answer point
- Press ⬚ * ⬚ ⬚ 2 ⬚ ⬚ * ⬚
- Dial your extension
- Press ⬚ * ⬚
- Dial the new answer point number
- Press ⬚ # ⬚
  Listen for dial tone
- Hang up

Activate Follow Me from Menu Display	Redirect Follow Me from Menu Display
Activate Follow Me • Press **ShowMenu** • Press **Absence** • Press **Down** 2 times • Press **Select** • Type in the extension where calls are to follow at "Enter Follow Me num:" • Press **Enter** • Your display now says "FOLLOW-ME Extn#"	**Redirect Follow Me** • Press **ShowMenu** • Press **Absence** • Press **Down** 2 times • Press **Select** • Type in the **new** extension where calls are to follow at "Enter Follow Me num:" • Press **Enter** • Your display now says "FOLLOW-ME Extn#" • To activate, press **Activate**

Note: Stuttered dial tone will remind the user that calls are diverted.

Cancel Follow Me instructions see next page

Cancel Follow Me from

Answer Point	**Your Phone**

Answer Point
- Lift handset
- Press # 2 *
- Dial your extension
- Press #
- Listen for 3 beeps and then the dial tone
- Hang up

Your Phone
- Lift handset
- Press # 2 #
- Listen for dial tone
- Hang up

Cancel Follow Me from the Menu Display

Cancel Follow Me Diversion
- If you have a Call Divert (CAD) key on your phone, it will be lit up. Press it once to undivert the phone

OR
- Press **NoDiversion** to undivert the phone

SPEED REDIAL (Off-campus calls only)
This Speed Redial feature will redial the last off-campus number called.

To use speed dial
- Press * * *

Redial from the Menu Display
Redial - allows you to press the key and dial the last off-campus number you dialed.

- Press **ShowMenu**
- Press **more…**
- Press **more…**
- Press **Redial**
- The phone will automatically dial the last off-campus number dialed.

INDIVIDUAL ABBREVIATED DIALING (optional feature programmed by System Administrator)

The Individual Abbreviated Dialing (IAD) feature allows users to program a speed dial code for frequently called numbers or features. When an IAD code is dialed, the system automatically dials the preprogrammed number. Stations can have up to ten individual abbreviated numbers of up to 20 digits in length. IAD numbers can represent on-campus and/or off-campus numbers, as well as feature codes.
.

To Program or Reprogram Numbers
- Lift the handset
- Press | * | | 5 | | 1 | | * |
- Enter one Digit | (0 - 9) | to represent dialed number
- Press | * |
- Enter number (include access code 9 if off-campus)
- Press | # |
- Hang up

To Dial Abbreviated Number
- Lift handset
- Press | * | | * | | (0 - 9) |
- The system will dial automatically

To Cancel/Reprogram Abbreviated Number
- Lift the handset
- Press | # | | 5 | | 1 | | * | | (0 - 9) | | # |
- Hang up **or** Follow program numbers (see above)

To Cancel All Abbreviated Numbers
- Lift the handset
- Press | # | | 5 | | 1 | | # |
- Hang up

AUTOMATIC CALL BACK (On-campus calls only)

Automatic Call Back (ACB) feature allows a user calling a station that is busy, or does not answer, to request a callback when the station becomes free.   (The user may make and/or receive calls while the Automatic Call Back feature is in effect.) When the station marked for call back becomes available, the system will ring the user's extension with eight seconds of fast ringing. Lifting the handset will place a call to the extension marked for Automatic Call Back. The user must pick up the handset before the ringing stops, or the call back will be canceled.

Several Automatic Call Backs can be activated at the same time. An Automatic Call Back cannot be initiated on an off-campus number.

To request an automatic call back

- Dial the on-campus extension, hear busy signal or no answer
- Press ⬚ 6
- Listen for three beeps
- Hang up
- When marked extension becomes available, there will be eight seconds of fast ringing. Lift the handset, the extension on call back will ring

To cancel an automatic call back

One Extension

- Lift handset
- Press ⬚ # ⬚ 6 ⬚ *
- Dial extension number
- Press ⬚ #

All Extensions

- Lift handset
- Press ⬚ # ⬚ 6 ⬚ #

225 Screen Display

Program	PhoneSet	CallList	▭	PhoneBook	Messages
			| TIME	Day:Mon:Year	
			| CallerId		
			| Extn #		
					ShowMenu

This is what the function keys look like right under the menu display:

Top Menu Options.   Move Left "<" or Right ">" to highlight menu options:

Program

The menu options under **Program** are used to change the ring tone of the phone, change the ring options on the keys, and program the TNS Telephone Number Stored keys.

> **See page 15 for changing the Ring Tone on the phone**
> **See page 16 for changing the Ring Options on the phone**
> **See page 18 for programming the TNS Telephone Number Stored**

PhoneSet

The menu options under **PhoneSet** allow for the programming of certain features about the phone instrument. We are only using two features now – Display Contrast and Headset Preset.

> **Display Contrast – to set the contrast level of the displays back light**
> - Press the **<** key twice to highlight **PhoneSet**
> - Press **Select** once to choose **Display Contrast**
> - Press the **–** key to increase the contrast or the **+** key to decrease the contrast
> - Press **Save&Exit** to save your selection and exit

Top Menu Options
PhoneSet menu continued

Headset Preset **– to connect a headset to the phone**

- Press the **<** key twice to highlight the **PhoneSet** option
- Press **Down** three times to highlight **Headset Preset**
- Press **Select** once to choose **Headset Preset**
- The default selection is **Off**, Press **Change** to change setting to **On**
- Press **Save&Exit** to save your selection and exit
- Press the **Headset Key** ⌒ under number pad to use your headset

CallList

The **CallList** options allow you to look through the list of your calls (Unanswered, outgoing, and incoming calls). You can call on-campus and off-campus numbers that you dialed properly (used a 9 key for off-campus) by pressing **Call**.

Call List

- Press the **<** key once to highlight the **CallList** option
- Press **Select** once to choose **Call List**
- If there are no calls, the display will say "No logged calls"; otherwise, it will list all of the calls you have (unanswered, outgoing and incoming)
- Press **Down** or **UP** to scroll through the list to view your calls
- If the call is an on-campus or off-campus number that you dialed properly (used the 9 key for off-campus), you can Press **Call** and the phone will automatically dial that number.
- To delete one or more entries in your Call List
  - Press **Down** or **UP** to scroll through the list to the entry to delete
  - Press **more...** to bring up the next menu
  - Press **Delete** on the entry you want to delete from the list
  - Press **Exit** to exit the CallList menu

Top Menu Options continued:
CallList Continued

Unanswered Calls
- Press the **<** key once to highlight the **CallList** option
- Press **Down** once to highlight **Unanswered calls**
- Press **Select** to choose **Unanswered calls**
- If there are no calls, the display will say "No logged calls"; otherwise, it will list all of the unanswered calls
- Press **Down** or **UP** to scroll through the list to view your calls
- If the call is an on-campus or off-campus number that you dialed properly (used the 9 key for off-campus), you can Press **Call** and the phone will automatically dial that number.
- To delete one or more entries in your Call List
    - Press **Down** or **UP** to scroll through the list to the entry to delete
    - Press **more...** to bring up the next menu
    - Press **Delete** on the entry you want to delete from the list
    - Press **Exit** to exit the CallList menu

Outgoing Calls
- Press the **<** key once to highlight the **CallList** option
- Press **Down** twice to highlight **Outgoing calls**
- Press **Select** to choose **Outgoing calls**
- If there are no calls, the display will say "No logged calls"; otherwise, it will list all of the outgoing calls
- Press **Down** or **UP** to scroll through the list to view your calls
- If the call is an on-campus call or an off-campus number that you dialed properly (includes the 9), you can Press **Call** and the phone will automatically dial that number
- To delete one or more entries in your Call List
    - Press **Down** or **UP** to scroll through the list to the entry to delete
    - Press **more...** to bring up the next menu
    - Press **Delete** on the entry you want to delete from the list
    - Press **Exit** to exit the CallList menu

Top Menu Options continued
CallList continued

Incoming Calls
- Press the **<** key once to highlight the **CallList** option
- Press **Down** three times to highlight **Incoming calls**
- Press **Select** once to choose **Incoming calls**
- If there are no calls, the display will say "No logged calls"; otherwise, it will list all of the incoming calls.
- Press **Down** or **UP** to scroll through the list to view your calls
- If the call is an on-campus or off-campus number that you dialed properly (used the 9 key for off-campus), you can Press **Call** and the phone will automatically dial that number.
- To delete one or more entries in your Call List
  - Press **Down** or **UP** to scroll through the list to the entry to delete
  - Press **more…** to bring up the next menu
  - Press **Delete** on the entry you want to delete from the list
  - Press **Exit** to exit the CallList menu

PhoneBook
The **PhoneBook** option is not a feature we are using

Messages
The **Messages** option provides an alternative method to access your voicemail. If you have voicemail messages, you will see an Envelope ✉ on your screen in addition to your Message Waiting Indicator light.

Messages
- Press the **>** key twice to highlight **Messages**
- If you have messages waiting, the first option will be there and say **Messages Waiting**.
- Press **Select** to choose **Message Waiting**. 6999 will be automatically dialed. You will then be prompted for either your security code or your mailbox number and then you will be in your mailbox.
- If you do not have messages, you can Press **Down** until you highlight **Voice mail: 6999** and Press **Select** to automatically dial 6999 to access your voicemail

Menu Display and Function Keys

Bottom Menu Options

When you press the **ShowMenu** key, you see this menu on bottom screen:

Absence	Account	Authority	more…

Press **more…** and you see the next menu:

Lock	LogOn	Timer	more…

Press **more…** again and you see the next menu:

Redial	HideMenu		Return

Press **Return** and you would return to the top menu starting with Absence.

These features are accessed by pressing **ShowMenu**
HideMenu will remove the menu from the display

Absence

The menu options under Absence allow you to program your phone for Call Diversions and to set reasons for when you are away from your phone.

Direct Diversion to 6999 **- see page 19 for Call Diversion instructions**

Follow Me – see page 21 for Follow Me instructions

For Absence reason – see page 10 for Absence reason instructions

External Follow Me – Not a function we are using

Div on no answer to 6999 : Active (or Not active)- see page 20 for Call Diversion instructions

Div on busy to 6999 : Active (or Not active)- see page 20 for Call Diversion instructions

Bottom Menu continued
Absence Menu continued

> **Absence reason** – **allows you to set reasons why you will be out of the office. This will show on your screen, set diversion to voicemail, and show on the screen to anyone calling you.   Reason options are = Jury Duty, Lunch, Out:Day, Out:Bus, Meeting, Bus.Trip, Absent, Vacation, Out:ill, Seminar**

- Press **ShowMenu**
- Press **Absence**
- Press **Down** three times to highlight **Absence reason**
- Press **Select** once to choose **Absence reason**
- Press **Down** until you have highlighted the selection you want.
- Each option requires a response for Return Date or Return Time in the format of ddmm for Date or hhmm for Time
  - Jury Duty asks for Return Date ddmm.
  - Lunch asks for Return Time hhmm
  - Out:Day asks for Return Date ddmm
  - Out:Bus asks for Return Time hhmm
  - Meeting asks for Return Time hhmm
  - Bus. Trip asks for Return Date ddmm
  - Absent asks for Return Date ddmm
  - Vacation asks for Return Date ddmm
  - Out:ILL asks for Return Date ddmm
  - Seminar asks for Return Date ddmm
- Press **Select** once to choose the desired reason
- Type in the Return Date (ddmm) or Return Time (hhmm)
- Press **Enter** to save your selection and exit. (Press **Clear** to clear your entry to allow you to start re-typing. Press **Back** to go up a menu level so you can select a different Absence Reason).
- Your display will now show the Absence reason on your screen. Anyone calling your number will see it on their display as well. They can either hang up or Press the * key to dial and go into voicemail to leave a message.
- The Absence reason will go away at the Return Date or Time you entered in above. To remove the Absence reason before then, Press **NoDiversion**

Account, Authority, Lock, and LogOn – Are functions we are not using

Bottom (ShowMenu) options continued here:

Timer

Allows you to use the Timer function

Timer

- Press **ShowMenu**
- Press **more…**
- Press **Timer**
  - Press **Start** to start the timer clock
  - Pressing **Stop** will stop the timer clock
  - Pressing **Clear** will restart the timer clock at 0
  - Pressing **Start** will show the Date and Time. You can toggle back and forth to and from the timer (timer runs in background)
  - Pressing **ShowDate** will put the date and time back on your screen (timer is running in the background unless you stopped the timer)
  - Pressing **ShowTimer** will put the timer back on your screen. You can toggle back and forth between date and time and timer screens with **ShowDate** and **ShowTimer**
  - Pressing **Exit** will exit the timer menu. If you exit while the timer is still running, it will continue to run and show on your display. If you stop the timer and exit, it will show the stopped time on your display. You need to press **ShowDate** to make the timer disappear from your screen and then press **Exit** to exit the timer menu

Redial - allows you to press the key and dial the last off-campus number you dialed.

- Press **ShowMenu**
- Press **more…**
- Press **more…**
- Press **Redial**
- The phone will automatically dial the last off-campus number dialed.

HideMenu – This will remove the ShowMenu options from the display

Return – This will return the menu to the first screen (Absence)

ACCEPT SECOND CALL (ODN2)

When engaged on a call, other incoming campus calls will ring through on the alternate access line if available and if ODN2 is set.

ADDITIONAL DIRECTORY NUMBER (ADN)

Additional extension numbers may be programmed into a function key. Calls may be placed and received from these extensions.

HOTLINE

This feature allows you to establish an immediate non-dialed connection between two stations. Each station requires a Hotline key dedicated to the other.

INTERCOM (ICL)

A function key may be programmed to allow individuals to be members of an intercom group. Calls may be made to an intercom member by pressing the intercom function key and dialing the last two digits of the intercom member's extension.

MULTIPLE DIRECTORY NUMBER (MDN)

Function keys may be programmed to have a line appearance of another campus extension. Calls may be placed or received from these extensions.

MULTIPLE DIRECTORY SPEED DIAL (MNS)

This feature is similar to the Multiple Directory Number; however, it will speed dial the line it is associated to.

VOICE MAIL MESSAGE WAITING (MEW)

A key programmed with this feature will light when a voice mail message is waiting. In this state and when the key is depressed, the system will dial the voice messaging server.

Voice Mail Quick Tips

Bypass System Greeting . . . . `#`

Date & time (while listening) . . . . `5`

Cancel Recording . . . . `*`

Greetings

    Standard Greeting . . . . `4` `1` `3` `2`

    Out of Office (can't leave messages) . . . `4` `1` `3` `3`

Locate messages

    On Campus . . . . `3` `1`

    Off Campus . . . . `3` `2`

Password, Changing . . . . `4` `1` `4`

Pause during playback . . . . `2`

Press the wrong key? (Quit action) . . . . `*`

Quick message delete . . . . `3` `3` `7`

Reply to message . . . . `8`

Skip to next message (mark as read) . . . . `#`

Slow message playback . . . . `4`

Quicken message playback . . . . `6`

Shared Type Mailbox
- If at your desk

  - Call the voicemail system number | 6 || 9 || 9 || 9 |
  - When prompted for mailbox #, enter your 4 digit mailbox #
  - When prompted for security code, enter your code

- If at another shared mailbox desk

  - Call the voicemail system number | 6 || 9 || 9 || 9 |
  - When prompted for mailbox #, enter your 4 digit mailbox #
  - When prompted for security code, enter your code

- If at an extension that is a single mailbox

  - Call the voicemail system number | 6 || 9 || 9 || 9 |
  - The system will prompt you for a security code
  - Press * # (the star key then the pound key)
  - When prompted for mailbox #, enter your 4 digit mailbox #
  - When prompted for security code, enter your code

  If setting up mailbox for first time, be sure to note your new password.

Single Type Mailbox
- From your phone

  - Call the voicemail system number | 6 || 9 || 9 || 9 |
  - When prompted for security code, enter your code

- From another phone

  - Call the voicemail system number | 6 || 9 || 9 || 9 |
  - The system will prompt you for a security code
  - Press * # (the star key then the pound key)
  - When prompted for mailbox #, enter your 4 digit mailbox #
  - When prompted for security code, enter your code

  If setting up mailbox for first time, be sure to note your new password.

CALLING IN FROM OFF-CAMPUS
- Call the system number = 707-826-6999 or toll free = 866-826-4867
- When prompted "*If you have a mailbox on the system*", press # (pound)
- When prompted for mailbox #, enter your 4 digit mailbox #
- When prompted for security code, enter your code

Automatic Call-back

| 6 |

Cancel

| # | 6 | # |

Call Diversion

<u>All Calls</u>

| * | 2 | # |

Cancel

| # | 2 | # |

<u>No Answer</u>

| * | 2 | 1 | # |

Cancel

| # | 2 | 1 | # |

<u>Busy</u>

| * | 2 | 2 | # |

Cancel

| # | 2 | 2 | # |

<u>Follow me</u>

| * | 2 | * | Extension | # |

Cancel

| # | 2 | # |

Call Pick Up

Group

| 7 | 7 |

Directed

extension number | 8 |

Call Waiting

Send

| 5 |

Individual Abbreviated Dialing

| * | * | (0 - 9) |

Last Number Redial (off campus)

| * | * | * |