

# Toshiba Telephone User Guides

## Telephone Basics

### PDN:

Prime Directory Number - the button on your telephone where all calling activity begins. This button also lists your extension number.

### ROLLOVER LINE:

Your phone may have been designed to rollover to a second line on your phone called a **VIRTUAL** line. You can also make outgoing calls on this 'second line'. It is a non-published number.

### MESSAGE WAITING LIGHT:

Located directly below the telephone Keypad. It will flash **RED** when you have a new Voicemail message

### SPEAKER

The **SPEAKER** button allows for hands free conversation.

### MIC LAMP:

This allows the station user to turn the telephone speaker's microphone on or off. It mutes out your end of the conversation. Only works while on an active call on the speakerphone (DOES NOT WORK WITH HANDSET)

- When the MIC button is not lit (deactivated), the party on the other end cannot hear you - you are muted.
- When the MIC button is lit (activated), the party on the other end of the call can hear you.

### HOLD:

Allows a station user to place a call in a hold state - two types of hold. An automatic recall to the holding station is provided for calls that exceed a predetermined time interval.

Regular Hold: Press **HOLD** button once. Call can be obtained from any phone that share that line appearance. To retrieve, press blinking line key.

Exclusive Hold: Press **HOLD** button twice. Call is privately held on your phone only. To retrieve, press blinking line key.

### VOLUME CONTROL:

- 1) Handset- must be on the handset to adjust
- 2) Speaker / Music (BGM) - must be on speaker to adjust
- 3) Ringer / Intercom - phone must be sitting idle to adjust

NOTE: Hold the button to adjust, do not press repeatedly.

### SOFT KEYS:

#### DISPLAY PHONE ONLY

The buttons located directly below the LCD display. They control various telephone/voicemail features.

## **Telephone Features:**

### TO PLACE A CALL:

Lift handset - OR - simply begin dialing (phone will activate speaker automatically on your PDN)

Internal Call: Dial 4-digit extension number of location you are calling

Outside Call: Pick up handset and dial 8 plus telephone number.

### TRANSFER:

1. With call in progress, press CNF/TRN button. Dial the extension number and wait for answer.
2. Announce call, then hang up to complete the transfer.

NOTE 1: If you need to retrieve the call, press the green flashing LINE button again & you will have the original caller back.

### CONFERENCE CALL:

1. While call is in progress, press the CNF/TRN button.
2. Dial the desired number. Remember to first dial 8 if it is an outside number.
3. After call is answered, press CNF/TRN and all 3 lines will be connected.

### SPEED DIAL

One-Touch Speed Dials are programmed at each individual phone each blank button is a one-touch speed dial.

- To Program: Leave the handset down. Dial # 9876 to enter user programming mode, press the One-Touch button to set, dial 8 + the entire phone number, press the One-Touch button to save the entry and lift and replace the handset to store.
- To Call: Press the One-Touch button
- NOTE: Do not program over existing voice mail buttons or line appearances. Only use available buttons.

### REDIAL:

Your phone will redial the last number dialed from it - internal or external.

To Activate: Press REDIAL button

Telephone Features:

### STATION SPEED DIAL:

To Program:

Do not lift handset

Press the INT button

Dial # 9876 (This is the code to enter User Programming Mode)

Press the Spdial button.

Press 1, then enter the speed dial bin # (00 – 09).

Enter the telephone number. (Include an 8 ).

Press the Spdial button to store the entry.

Lift & replace the handset.

To Call: Press SPDIAL button, dial in the 3 digit bin number you are calling. Example:  
SPDIAL + 103

#### PARK:

When a call comes into the main number the operator will press the PARK key & dial the extension number of the person. The call is now parked on that extension.

- To retrieve the call from your telephone, press the PARK button.
- To retrieve the call from any other telephone, press the PARK button & dial your extension number.

L.D. Code: This feature is used for all long distance calling.

To use: Press the INT button, press the LD CODE button, enter your 4-digit account code, then dial 8 + the telephone number.

## **VOICEMAIL INFORMATION**

### **1<sup>st</sup> TIME ACCESS TO VOICEMAIL - FROM YOUR PHONE:**

Dial 6000.

The system will prompt you for your password. The default is 0000

The system tutorial will walk you through setting up your voicemail box. You will be prompted to record your name, a greeting & setting a new security code.

### **ACCESS VOICEMAIL BOX – FROM ANOTHER PHONE (WITHIN YOUR NETWORK):**

Dial the internal extension number for voice mail (6000).

When voicemail answers, press [ # ] to return to the main greeting of voicemail.

Press [ \* ], followed by your personal mailbox number.

The system will prompt you to enter your security code.

You will now hear the **User Menu**

### **ACCESS VOICEMAIL BOX – FROM ANOTHER PHONE (OUTSIDE YOUR NETWORK):**

Dial your DID (phone number) e.g. 562-xxxx (remember to dial the area code if it is long distance)

Allow the phone to ring until your voice mail picks up.

When you hear your greeting, and before your greeting ends hit the \* (star) key.

This will send you into voice mail management, put in your information and access your messages, set your greetings, etc.

### **TO RETRIEVE MESSAGES:**

When you have messages in your mailbox, your **Msg** light will flash red. To access your messages from your phone:

Press the **Msg** button

Enter your security code

At this point the **User Menu** will play:

Press ( **1** ) - to play your messages  
Press ( **2** ) - to send a message  
Press ( **3** ) - to manage your mailbox  
Press ( **0** ) - to exit user mode  
Press ( **#** ) - to hang up

**Once you have listened to a message you must take action on it before going on to the next message:**

Press ( **1** ) - to skip and play the next message  
Press ( **2** ) - to save the current message  
Press ( **3** ) - to delete the current message  
Press ( **4** ) - to pause/resume  
Press ( **5** ) - to forward a copy of the message to another mailbox user  
Press ( **6** ) - to reply to the message (if it was sent from another mailbox user)  
Press ( **77** ) - to toggle between the New and Saved Messages  
Press ( **0** ) - to turn down volume (press multiple times to adjust)  
Press ( **\*** ) - to backup the current message five seconds  
Press ( **\* 1** ) - to replay the entire current message  
Press ( **#** ) - to advance the current message five seconds  
Press ( **9** ) - to return to the Main Menu

### **TO RECORD & SEND A MESSAGE TO ANOTHER VOICE MAIL SUBSCRIBER (Inter-Office Messaging)**

1. Access your voice mailbox.
2. Press ( **2** ) to send a message to another voice mailbox user

3. Enter the mailbox number of the person to whom your message should be sent, followed by [ # ]

- or, press [ 00 ] to access the company directory
- or, press [ 04 ] to enter multiple destinations

4. Record the message, press [ # ] when finished with the recording

5. Press [ # ] once more to send the message immediately, or, before sending you can use any of the following options:

Press ( 1 ) - to review the recording

Press ( 2 ) - to discard the recording and rerecord it

Press ( 3 ) - to append to the recording

Press ( 4 ) - to add additional mailbox users to receive your recording

Press ( 7 ) - for special delivery options

( 1 ) - to mark the message Urgent

( 2 ) - to mark the message Private

( 3 ) - to send the message with Return Receipt

( 9 ) - to return to the previous menu

( 8 ) - to set future delivery

( \* ) - to cancel message and select new destination

Press ( \* \* ) - to cancel the entire message and return to the user menu

### **TO LEAVE A SIMPLE VOICE MAIL - "Quick Message Internal"**

This allows you to leave a message for a voice mail user, without ringing their phone.

Dial 2 + the extension number Leave a message after the tone

### **TO MANAGE YOUR MAILBOX: (personal greetings)**

1. Access your voice mailbox

2. Press ( 3 ) to Manage your Mailbox

( 1 ) To Change your Greeting

Select (1-7) for Your Greeting

( 2 ) To Change your User Options

Press (3) to reset your Security Code

Press (6) to re-record your Name

( 3 ) To Change your Personal Lists

Select List Number (1-25)

### **TELEPHONE HELPDESK INFORMATION:**

For assistance with your telephone, or to report a problem with your telephone service, please call the Telephone Helpdesk by dialing: **HELP - Extension: 4357**