User Guide

Model 4225 Display Phone

If you need assistance with your phone, please contact the **UMW Help Desk at, 68643**. A telecom representative will contact you to schedule a training session with you as soon as possible.

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Model 4225 Telephone User Guide

Overview

This User Guide will help you navigate and change Options that are available on the top menu of the display screen. The "**arrow keys**" below the screen (see example below), are what you will use to move thru the different Options along the top menu. As you press the arrow keys, the **Selection you are on** will be **shadowed in "black".** The **"square"** button in the middle of the 2 arrows will bring you back to normal view (idle).

Once a Menu option is selected, you will see what functions are available to you in the display screen. The words at the "**Bottom"** of the display will also change. The **"oval"** button below each word is what you will use to scroll thru the functions and select the one you want to activate or change.

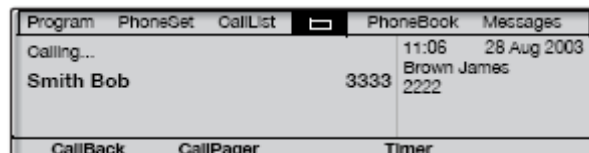**See examples below of the display screen:**

Idle View

When your phone is idle, the display shows the top menu. Below the top menu, on the right, you will see the time, date, name and your extension number. Below the line, are Options that are available in this mode. The Options below the line will change if your phone is diverted or if you have a missed call. **Please note:** some of these options are used for specific programming needs and may not apply to your phone or be available.

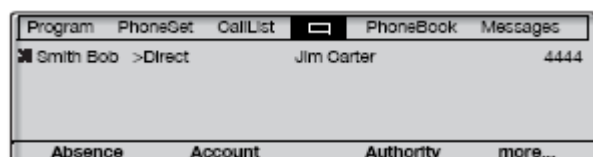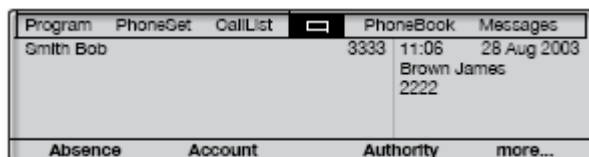| Program	PhoneSet	CallList	▭	PhoneBook	Messages
				11:06 28 Aug 2003	
				Brown James	
				2222	
	Absence	Account		Authority	more...

Arrow Keys

Outgoing Call View

When you make an outgoing call you will see the dialed name (if available) and the phone number dialed. If the phone is diverted, the display will show you the call forward icon and that it is diverting. It may show you the number and name it is diverting to (if available). Below the line, are Options that are available in this mode. **Please note:** some of these options are used for specific programming needs and may not apply to your phone or be available.

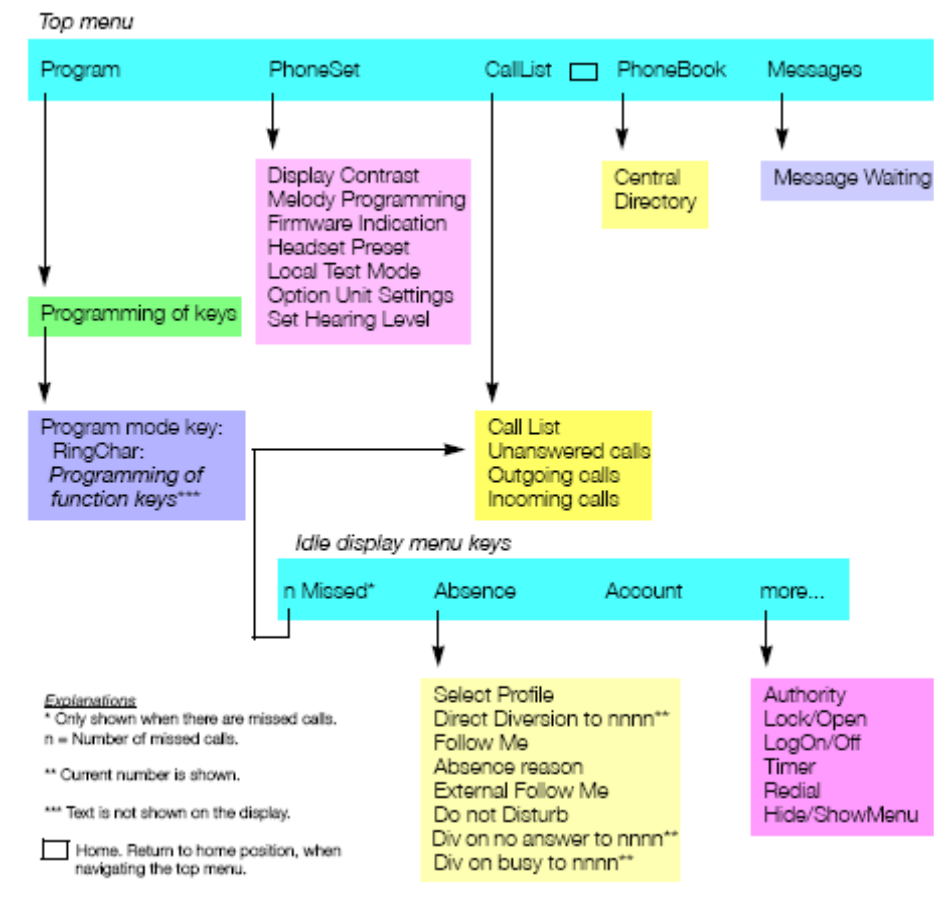| Program	PhoneSet	CallList	▭	PhoneBook	Messages
Calling...				11:06 28 Aug 2003	
Smith Bob			3333	Brown James	
				2222	
	CallBack	CallPager		Timer	

Incoming Call View

When you receive an incoming call, the idle information is shown. Below the top menu, the calling party's name and extension number is displayed (if available) on the left side of the screen. If the call is coming from a diverted extension, you will see the originating name as well.

Program	PhoneSet	CallList	▭	PhoneBook	Messages
Smith Bob			3333	11:06 28 Aug 2003	
				Brown James	
				2222	
Absence	Account		Authority	more...	

Program	PhoneSet	CallList	▭	PhoneBook	Messages
⌧ Smith Bob >Direct			Jim Carter		4444
Absence	Account		Authority	more...	

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Menu Structure

This is a list of the Options that are available for each Menu Selection. Some Options are in the development stage and will be introduced once they have been tested and the databases built.

Top menu

Program	PhoneSet	CallList ▯	PhoneBook	Messages

PhoneSet:
Display Contrast
Melody Programming
Firmware Indication
Headset Preset
Local Test Mode
Option Unit Settings
Set Hearing Level

PhoneBook:
Central Directory

Messages:
Message Waiting

Programming of keys

Program mode key:
RingChar:
Programming of function keys***

Call List
Unanswered calls
Outgoing calls
Incoming calls

Idle display menu keys

n Missed*	Absence	Account	more...

Explanations
* Only shown when there are missed calls.
n = Number of missed calls.

** Current number is shown.

*** Text is not shown on the display.

▯ Home. Return to home position, when navigating the top menu.

Absence:
Select Profile
Direct Diversion to nnnn**
Follow Me
Absence reason
External Follow Me
Do not Disturb
Div on no answer to nnnn**
Div on busy to nnnn**

more...:
Authority
Lock/Open
LogOn/Off
Timer
Redial
Hide/ShowMenu

Display Screen in Idle condition

Program	PhoneSet	CallList	▭	PhoneBook	Messages

11:06   28 Aug 2003
Brown James
2222

| Absence	Account	Authority	more...

Arrow Keys

Model 4225 Telephone User Guide, cont'd

<u>**Menu Options**</u>

Call List- This option allows you to view, redial or delete numbers that have been presented to your phone.
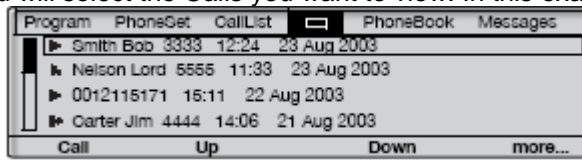
There are 4 options under the Call List Menu:
Call List (shows all calls), Unanswered Calls, Outgoing Calls, Incoming Calls

Select the **Call List** from the top menu using the by using the button.
Note: If you select the top option once in the Call List menu, it will show all calls together.
Select the calls you want to view using the **"Up/Down"** buttons.
Press **"Select"**

This screen shows what you will select the Calls you want to view. In this example it shows all calls:

Program	PhoneSet	CallList	▭	PhoneBook	Messages
▶ Smith Bob 3333 12:24 23 Aug 2003					
▶ Nelson Lord 5555 11:33 23 Aug 2003					
▶ 0012115171 16:11 22 Aug 2003					
▶ Carter Jim 4444 14:06 21 Aug 2003					
Call		Up		Down	more...

To return to the **"Idle View"**, press the button below **"exit"** (you may have to press the "**More"** button depending on how many calls you have stored) **or** press the button above the **"C"** (this is located below the key pad of the phone).

<u>**Phone Set**</u>

Display Contrast: Changes the lightness of words in the display, lighter/darker

Select**: "PhoneSet"** from the top menu by using the Button.
Use the **"Up/Down"** buttons to frame the **"Display Contrast"** option.
Follow the prompts to change the contrast.

Melody Programming: Allows you to change the way your phone rings for internal/external calls.

Select**: "PhoneSet"** from the top menu by using the Button.
Use the **"Up/Down"** buttons to frame the **"Melody Programming"** option.
Follow the prompts to change either your internal or external calls to play a Melody.

Firmware Indication: Technicians use only. This is used for servicing your phone.

Local Test Mode: Technicians use only. This is used for servicing your phone.

Option Unit Settings: Technicians use only. This is used for servicing your phone.

Model 4225 Telephone User Guide, cont'd

Phone Set Menu, cont'd

> **Headset Preset:** If using a headset, you can change the setting to **Headset Preset mode** to get calls connected to the headset instead of the speaker (headset must be on). In **Headset Preset mode** you can make calls by pressing the digits directly. You can also answer calls by pressing the Access keys. When active, you will see a headset symbol 🎧 in your display on the right side.

> Select**: "PhoneSet"** from the top menu by using the ⌇ Button.
> Use the **"Up/Down"** buttons to frame the **"Headset Preset"** option.
> Follow the prompts to turn on the

> **Note:** When you lift the handset the call is always connected to the handset. Hands free and Speaker work as usual when the speaker key is pressed, the call is temporarily connected to the speaker. Activation/Deactivation of the Headset Preset can only be done in Idle Mode.

Program Menu

> **Program**- This allows you to change the ring tone of the phone, program speed dial keys and change ring options of lines that appear on your phone.

> **Changing the Ring Tone**

> Select**: "Program"** from the top menu by using the ⌇ Button.
> **Press "Select"** button
> **Press** the numbers on the key pad until you hear the ring tone you like and **Press Exit**.

> **To add, change a speed dial number:**

> Select**: "Program"** from the top menu by using the ⌇ Button.
> **Press "Select"** button
> **Press the line you want to change**, light will come on.
> Enter the new phone number; **Press the same line** to set.
> **Press Exit**

> **To delete a speed dial number:**

> Select**: "Program"** from the top menu by using the ⌇ Button.
> **Press** the line you want to delete, light will come on.
> **Press** the **"C" button** located under the key pad.
> **Press Exit**

> **To change the way a line that appears on your phone rings:**

> Select**: "Program"** from the top menu by using the ⌇ Button.

> **Press** the line you want to change, light will come on
> > Enter the ring pattern:
> > > **0=** no ring, key will flash only
> > > **1=** normal ring
> > > **2=** Rings after the main phone rings 3 times, normal volume level (note, the main phone will continue to ring)
> > > **3=** Rings twice at the same time the main phone rings, continues to flash. Ring tone has a lower volume level
> > > **4=** Rings after the main phone rings 3 times. Ring tone has a lower volume level
> **Press** the line you changed, light will go out
> **Press Exit**

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Absence Menu

Select Profile- Profiles (personal numbers) allow you to externally forward your phone number. This can be done from your phone or from a remote location. This feature needs management approval and needs to be programmed by a technician.

Direct Divert to 55555-sends all callers to Voice Mail

Follow Me- When a call comes to your number, you can send it to another 5 digit number that you type in. Number must be on the University phone system. This will override your normal preset divert to voice mail.

Absence - You can select from a list of pre-scripted prompts. If a call comes to your number from another internal display phone the caller will see the message and your phone will not ring. They will then be able to press a button labeled **"dial"** to connect to your voice mail.

External Follow Me- When a call comes to your number, you can send callers to a number outside of the University phone system. Type in 9+ the 10 digit phone number you want the calls to go to.

Divert on no answer: Allows you to deactivate the divert to voice mail on a ring no answer
Divert on busy: Allows you to deactivate the divert on a busy signal to voice mail

To activate one of the above features:
Press the **Absence button**
Use the **"Up/Down"** buttons to frame the option you want to activate or deactivate
Press "Select"
Follow the individual prompts to set the option.

Call back:

When placing a call to another Internal number, you will see **"call back"** in the display screen. If the person you are calling does not answer or the line is busy, press the button under **"call back".** Once the person picks up the handset to their phone, your phone will start ringing (no connection has been made). In the display you will see their name and number (if available). If you still want to speak with them, pick up your receiver and their phone will ring.

***The **Phonebook** Option is in development. This feature will have a directory of published phone numbers on the University phone system. You will be able to search by a persons name and then press one button to call them.

***The **Message** Option is the same as the message waiting key on your phone. It allows you to dial the voice mail system.

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Conference Calling:

To establish a conference call:

After contacting the first party, **Press** an **unlit "ACCESS" or "Inquiry" button**. Dial second party, **after they answer**, the conference button will appear in your display screen as **"Conf/Transf"**, press the oval button directly beneath the **"Conf/Transf"**, you will hear a confirmation **"Tone"** that indicates all parties are connected. To add additional parties to the call, repeat the process above.

Transferring a call:

To transfer a caller to another line: with the caller on the line
    Press an **unlit "Access" or "Inquiry" button**
    Dial second party, **after they answer**, announce that you are transferring a call to them
    Press the ⬭ next to **"Transfer"**

If the phone that you are transferring to is not answered, you can **Press** the **"C"** on the bottom of the phone. That clears the line you were on. **Press** the **Line** where the person you were speaking to is holding. You are now connected to them.

If they would like to be transferred to the persons Voice Mail:

    Press an **unlit "line button" or "Inquiry" button**
    Dial the **Voice Mail Main Number, X 5-5555**
    When you hear your voice, Press the [*] key. This will bring you to the Main Menu
    Enter the **person's mailbox number** to transfer to
    Press the ⬭ next to **"Transfer"**

        ***Be sure to press the Transfer immediately. Otherwise the person you are transferring will not hear the mailbox greeting

Dialing from your phone

Access Lines- Access Lines are where incoming calls come in on if your phone number is dialed.

Inquiry button- This button can be used to make outbound calls without tying up your Access Lines.

Accept 2nd Call Button- If the light is on for this button you will be able to get 2 calls to your **Access Lines**. If it is **not lit** and you are on a call on one of your **Access Lines** and another call comes in, the caller would be sent to your diversion point. In most cases this is voicemail. You can turn the **Accept 2nd Call Button** on and off even during a call.

Placing a call on Hold-
- Press the **Access Line** that you are talking on. The call is placed on hold. To get the call again, press the **Access Line** again, the call is now live.
- If you are on a call and another line is ringing, **press** the **ringing line** to answer. The original call you were on is automatically placed on hold. To get back to the original call, **press the line** of the **original call**. If the other call is still live, that call will now be on hold.
- **Common Hold-** Placing a call hold with the **Common Hold** button, allows you to pick up your line at another phone if that phone has your line as an appearance on it.
        Note If you use **Common Hold**, the **phone system thinks you are no longer at your phone** and if another call comes into your line, **even if the Accept 2nd Call is lit**, that call will go to your diversion point.

IS Telecommunication Services

Dialing from your phone, cont'd

To make internal calls:

Dial the 5-digit extension number

To make calls off campus:

Local and Long Distance Calls- 9+ 10 digit phone number
International Calls- 9+ 011, country code city code

Note The calling area that is set to your phone is what controls where you can call to.
If you need to make a call outside of the area you are allowed, a manager will need to approve the change to the calling area.

Information- 9+411

To reach the school operators from your phone- press zero or dial 60029

To reach the hospital operators- 41000

To transfer your phone line to an External phone number:

Get dial tone on the line you want to Externally Forward:

- Press- ***23# 9 plus the 10 digit phone number, then # sign**
- Calls should now ring to the External Number

To remove the External Forwarding:

- **Get Dial Tone** on the line to Unforward
- **Press #23#**
- Calls should now ring to the phone

Note

If you are going to transfer your number off site on a regular basis, it is recommended that you setup the Personal Number Feature. This needs management approval for setup. Click on this link for further information:
http://inside.umassmed.edu/Wiki.aspx?id=46826