

# Faculty Shared Telephone

Model #3904

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Full time faculty who share a phone will now have the convenience of having their own unique voicemail. Each officemate will use the telephone model #3904 to place and receive calls and access voicemail. See the figure above to see how to view if you have voicemail.

This document will briefly explain the different functions of the new phone in your office.

## **INSIDE CALLING**

☎ Dial the 4-digit extension number

## **EXTERNAL CALLING**

☎ **Local:** Dial 9 + Number

☎ **Long Distance:** Dial 9 + 1 + Area Code + Number.

## **GOODBYE**

You can terminate an active call by pressing the **GOODBYE** key. The **GOODBYE** key is useful for disconnecting a handsfree call.

☎ Press **GOODBYE** to disconnect calls

## **HANDSFREE**

The **HANDSFREE** (to the left of handset) key allows you to activate the handsfree and group listening features. The handsfree LED lights to indicate handsfree is active, the LED flashes to indicate group listening is active.

**NOTE:** If you wish to stop the **HANDSFREE** feature, simply pick up the handset and speak normally. If you would like to initiate the **HANDSFREE** feature but are using the handset, simply press **HANDSFREE KEY** and place the handset back in its place.

## **MUTE**

The **MUTE** key allows you to listen to the party(ies) whom you are speaking without them hearing you. This is especially useful when you only want to listen on a conference call. Press the **MUTE** key again to return to a two-way conversation. The **MUTE** key applies to handsfree, handset, and headset microphones. The **MUTE** LED flashes when the **MUTE** option is in use.

## **VOLUME CONTROL BAR**

Located just below the keypad, the **VOLUME CONTROL BAR** to control the volume of the handset, headset, speaker, ringer, and handsfree. Increase the volume by pressing the right side of the bar. Lower it by pressing the left side.

## **CALL HOLD**

Use the **HOLD** feature when you are on the line with one party and would like to place the caller on hold.

With active call:

- ☎ Press **HOLD**
- ☎ Your extension indicator will flash
- ☎ Hang up the phone
- ☎ To return to caller, press flashing extension

## **LAST NUMBER REDIAL**

- ☎ Lift handset and check for dial tone
- ☎ Press an idle extension number and the last number dialed by that particular extension will be dialed again

## **TRANSFER**

This feature allows you to transfer an active call to another extension.

While on an active call:

- ☎ Press **TRANSFER**
- ☎ Dial extension that will receive call
- ☎ Wait for third party to answer and announce caller (optional)
- ☎ Press **CONNECT** to complete

**NOTE:** If you make a mistake when dialing the extension of the person you wish to transfer the caller to or decide not to transfer the call, press the **GOODBYE** key, then press the flashing extension key to return to the caller.

## **CONFERENCE**

This feature allows you and up to 5 other people to simultaneously communicate via the same line. While on an active call (either incoming or outgoing):

- ☎ Press **CONFERENCE**
- ☎ Make second call
- ☎ Press **CONNECT**
- ☎ Repeat for a total of 6 people (yourself + 5 internal/external)

**NOTE:** If a person you attempted to add to the call is unavailable, press the **GOODBYE** key, then press the flashing extension key to return to the original call.

## **FORWARD**

This feature allows you to direct incoming calls to another extension (including voicemail) without ringing at your phone.

To forward incoming calls:

- ☎ Leave handset down
- ☎ Press **FORWARD** (Flashing indicator appears)
- ☎ Dial *extension number* to where you want your calls directed
- ☎ Press **DONE** again to confirm (Solid indicator appears)

If you need any further assistance, please contact the Help Desk at (412)237-3275

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## **FORWARD (cont'd)**

To cancel forward:

☎ Press **CHECKFWD** key twice (Indicator disappears)

To reinstate last forward

☎ Press **FORWARD**

☎ Press **DONE** (Solid indicator appears)

To forward directly to voicemail

☎ Leave handset down

☎ Press **FORWARD** (Flashing indicator appears)

☎ Enter voicemail extension: 2000 (AL, CO, SO), 4000 (BO), 5000 (NO)

☎ Press **DONE**. Incoming calls will go immediately to voicemail without ringing at your extension

## **CALL LOG**

This feature lists the name and number of incoming and outgoing calls (much like the Recent Calls on a cellular phone). You can activate CALL LOG/DIRECTORY to record all calls or record only the unanswered incoming calls.

To enter the **CALL LOG/DIRECTORY** list:

☎ Press **CALL LOG/DIRECTORY**

☎ Using the Navigation keys, scroll down and highlight **CALL LOG**

☎ Press **SELECT**

☎ Press the **OLD** key to go to the top of the old calls list or press the **NEW** key to go to the top of the new calls list

To return a call in the **CALL LOG/DIRECTORY** list:

☎ Use the Navigation key to scroll through the

**CALL LOG/DIRECTORY**

☎ When you find the number you wish to use, press **DIAL**

☎ Your call will be connected

## **REDIAL LIST**

This REDIAL LIST records your last 10 outgoing call numbers. To select a number on your REDIAL LIST:

☎ Press **CALL LOG/DIRECTORY**

☎ Using the Navigation keys, scroll down and highlight

**REDIAL LIST**

☎ Use the Navigation keys to select the entry you need

☎ Press **DIAL**

☎ Your call will be connected

**NOTE:** Most users may want to deactivate the CALL LOG feature. To turn this feature off: Call Log Options, select New Call Indicator, and select Turn Off.

## **OPTIONS**

The **OPTIONS KEY** lets you customize certain characteristics of your phone.

Options Feature List which may be valuable to you:

☎ Screen Contrast

☎ Volume Adjustment

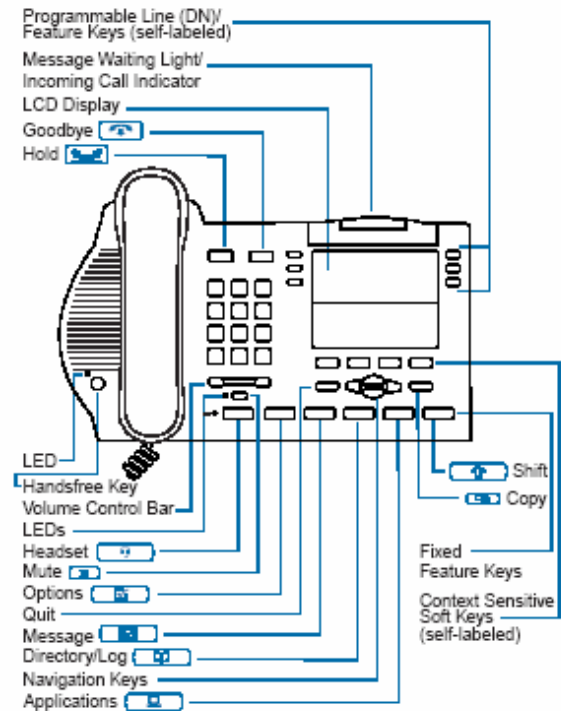
☎ Ring Type

☎ Call Log Options

☎ Call Timer

☎ Date/Time Format

**NOTE:** If you press the **QUIT** key before the **DONE** key, you exit the Options without saving the changes. If you press the **DONE** key to exit, you save the changes.



For Voicemail Startup and User's Guide,  
please refer to <http://www.ccac.edu/default.aspx?id=139197>.

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