UNIVERSAL COM·ONE
LOUISIANA LLC

Expanding Telecommunications

Telephone User Guide
(3-digit Extensions)

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TOSHIBA

"Business phones that build business"

Volume Control

To adjust Handset Volume

➤ During a call**,** press down **Vol ▲** or **Vol ▼.** When you hang up, volume returns to default.

To adjust Speaker Volume for internal/external calls & background music.

➤ Press **Spkr** and use **Vol▲** or **Vol▼** to adjust level. Press **Spkr** to exit.

LCD Contrast

Available on backlit telephones and backlit add-on module.

To adjust the LCD contrast on the backlit telephones

1. Press and hold down the **Mic** button.
2. Press and release **Vol ▲** or **Vol ▼** <u>repeatedly</u>.
   Note   Holding down the **Vol** key does not continue to change the setting.

To adjust the LCD contrast on the Add-on Module

1. Press **Hold+3+6+9** (simultaneously).
2. Press *Contrast "+"* or *Contrast "−" (in screen)* to change setting.
3. Lift the handset off-hook / on-hook to save settings.

Answering a Call

Incoming calls will ring on your telephone and be accompanied by a green flashing PDN button (your extension button). The status light on the top of your phone will also flash (RED for external or GREEN for internal calls)

➤ Lift the handset, press **Spkr**, or press the flashing line**.**

Mic/Mute Button

Mute works both the speakerphone mic and the handset mic. The **Mic** button toggles between "speaker on" and Mute. (When **Mic** light is off, mute is enabled).

➤ During a conversation, press the **Mic** key, the red indicator will turn off; the microphone <u>and</u> handset are muted.
➤ Press the **Mic** key again to resume communication, the red indicator will turn on.

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Making a Call

Handset

1. To make a call, lift the handset then enter the extension number, or select a line and dial the telephone number.
2. When connected, you can continue to use the handset or switch to speakerphone by pressing the **Spkr** button and replacing the handset.

Speakerphone

1. To make a call, enter extension number or **9**+ telephone number.
2. When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

Dial Directory

1. Press *DIR (in screen)* to access the Select Directory menu (some phones will need to press *MODE* first to get to *DIR*).
2. Choose directory you wish to access then use the dial pad to enter name. *MY* = Personal Speed Dial Names, *EXTR* = System-Wide Speed Dial Names, *INTR* = Internal Extension Names, *DIAL* = Exits directory, get dial tone.
3. Press *FIND* to start search, Press *NEXT* to move forward, Press *BACK* to move backwards, Press *CALL* to connect to the directory entry selected, Press *CNCL* to quit the directory search.

Note   If a directory is not selected and a name is entered, all directories will be searched. To enter names from the dial pad, press the dial pad button associated with the letter to be entered. Press the button once for the first letter, twice for the second letter, etc. Left and Right soft keys are available to move the cursor.

Call Transfer

1. While on a call, press *TRNS (in screen)*
2. Dial the extension number; then hang up to transfer the call.
      Or
1. While on a call, press **Cnf/Trn** button; then dial the extension number
2. Announce the call (if desired); then hang up to transfer the call.

Note   During call transfer you can reconnect to the original caller by pressing your flashing (PDN) button.

Hold

1. To place a call on Hold, press the **Hold** button.
2. To return to the held call, press the blinking line on hold.

   If you do not return to the held call, it rings back to your phone.
   If you are busy on another call, you hear two tone bursts. If the held party hangs up, the call is released.

Call Park

➤ **To park a call**
   1. While on a call, press **Call Park**.
   2. Specify the location using <u>one</u> of the following:
      - Enter a valid extension number.
      - Press ***** and the system automatically selects a General Park Orbit between **7000~7019**.
      - Press **#** and the system automatically selects your extension as the orbit.
   3. Hang up.

Note   The chosen "park orbit" appears on the LCD. If the parked call is not retrieved, the call rings back to your phone.

➤ **To retrieve a parked call**
   1. Press **Call Park**.
   2. Enter the Orbit Number where the call is parked.

Paging

To make an ALL Call Page (idle phones and external speakers)
   1. With the handset off-hook, press **Page**. (If no **Page** button is programmed, press **#30)**.
   2. Make your announcement; then hang up.
Hint: To hang up quietly, press the *RLS* (in screen).

Caller ID History Button

To scroll through a list of numbers that called your telephone
1. Press the **Caller ID** button.
2. Use **Vol ▲** and **Vol ▲** or *NEXT* and *PREV (in screen)* to scroll through the numbers.
3. Press *CALL* (if feature is available with dial tone provider) to dial a LOCAL number or 9-1 plus caller id button to dial a Long Distance

Conference Calls

To make a Conference Call
1. While on a call, press *CONF (in screen)* or **Cnf/Trn**.
2. Call another station or dial 9+ telephone number for an outside line.
3. When the called party answers, press *JOIN (in screen)* or **Cnf/Trn**. All parties are connected.
4. Repeat Steps 1-3 to add up to eight parties.

Note   If you receive a busy tone or no answer, press the flashing "line" button or *RTRN (in screen)* to return to original call.

To talk privately to one party while other party is on hold or to disconnect certain callers
1. Press *SPLT (in screen)*.
2. Using the dial pad, press the number to the far left of screen which reflects the order in which callers joined the conference. If desired line does not appear in screen press *NEXT (in screen)* to see additional callers.
3. Press *JOIN (in screen)* to talk privately or *DROP (in screen)* to disconnect caller. Call then resumes with remaining callers.

One Touch (Fixed Speed Dial Button)

To store a number on the One Touch button
1. Dial **#9876**
2. Press a **One Touch** button.
3. Enter 9+ the number to be stored.
4. Press the **One Touch** button again.

Note   Either use blank button on phone or reprogram current "Flexible Button."

To program speed dial numbers
1. Dial *#9876*
2. Press **Spd Dial** button.
3. Enter a 3-digit location (*100~119* personal) or (*200~299* system).
4. Enter the 9+ telephone number to be stored.
5. Press **Spkr** button and input the name for the directory using the dial pad on your phone. Use the 2nd soft key on the LCD display to backspace and the 3rd soft key to space to the right.
6. Press **Spd Dial** button to save.
7. Lift and replace the handset.

To make a call using Speed Dial
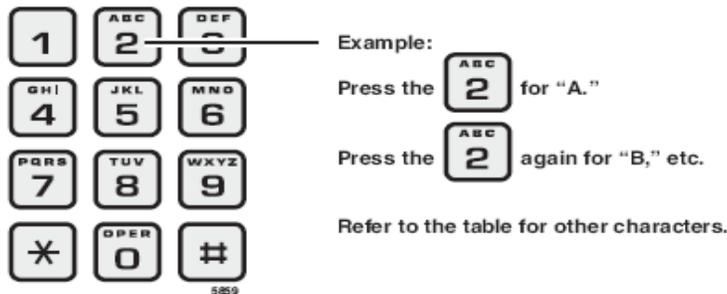1. Lift the handset, Press **Spd Dial**, then dial the Speed Dial Number.

Example:

Press the **2** (ABC) for "A."

Press the **2** (ABC) again for "B," etc.

Refer to the table for other characters.

Table 13   Dial Pad Alphanumeric Characters

Dial Pad Buttons	Number of times to press the dial pad button				
	1	2	3	4	5
1	-	.	:	,	1
2	A	B	C	‘	2
3	D	E	F	!	3
4	G	H	I	&	4
5	J	K	L	*	5
6	M	N	O	#	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	(	)	&	/	0

Distinctive Ringing (Ring Tones)

To set distinctive ringing

1. Press **#9876** to enter User Programming Mode.
2. Press the **Line** or **PDN** button. The LED is solid green.
3. Press **Hold** to switch between internal and external calls.
4. Enter the two-digit pitch number **(see table below)**.
5. Press the same button that you pressed in Step 2 (**Line** or **PDN**) "DATA PROGRAMMED" displays on your screen.
6. Lift and replace the handset.

Tone No.	Frequency and Cadence	Description
01	500 Hz 1 sec. On, 3 sec. Off, repeat	Intercom
02	1300 Hz 1 sec. On, 1 sec. Off, repeat	Alert
11	500/640 Hz 1 sec. On, 3 sec. Off, repeat	Standard
12	500/640 Hz 1 sec. On, 1 sec. Off, repeat	Standard
13	860/1180 Hz 1 sec. On, 3 sec. Off, repeat	Medium
14	860/1180 Hz 1 sec. On, 1 sec. Off, repeat	Medium
15	1300/1780 Hz 1 sec. On, 3 sec. Off, repeat	High
16	1300/1780 Hz 1 sec. On, 1 sec. Off, repeat	High
17	860/1180 Hz 0.5 sec. On, 1300/1780 Hz 3 sec. Off, repeat	Low – High
18	860/1180 Hz 0.5 sec. On, 1300/1780 Hz 1 sec. Off, repeat	Low – High

Call Forward (Internal & External)

➢ **Enter the button sequence below**

All Calls: Press **#6011** + Destination Number + #

Busy: Press **#6021** + Destination Number + #

No Answer: Press **#6031** + Destination Number + Timer (seconds, 2-digits) + #

Busy No Answer: Press **#6041** + Destination Number + Timer (seconds, 2-digits) + #

Cancel: Press **# 6051**

Flexible Buttons

You can program features onto Flexible Buttons for easy access.
1. Press **#9876** to enter User Programming Mode.
2. Press **HOLD**.
3. Press the Flexible Button to set or change.
4. Enter the Flexible Button Code (see following list).
5. Press the same Flexible Button (flashing). "DATA PROGRAMMED" appears on your screen.

Flexible Button Codes:

Do Not Disturb	**180**
Direct Station Selection (DSS) Button	**610 + ext**
One Touch "Fixed Speed Dial" Button	**570**
Caller ID (History)	**580**
Page (Phones and Speakers / Horns)	**220**
Call Monitor (LVMU Voicemail Only)	**870**
Record to VM	**630**
Pause/Resume Recording	**640**

Voicemail Transfer

To transfer a call directly to someone's voicemail
- ➢ *without* **DSS key:**
  1. Press **Voicemail Transfer** Button
  2. Enter extension number
  3. Press #
  4. Hang up

- ➢ *with* **DSS keys:**
  1. Press **Voicemail Transfer** Button
  2. Press DSS key
  3. Hang up

Call Monitor (LVMU Voicemail Only)

To listen to and/or pickup callers leaving a message in voicemail
(Must have **Call Monitor** button programmed - see flexible buttons)

➢ **To Activate Feature:**
   1. Press **Call Monitor** (Button will be Red)
   2. Enter Voicemail password, then press #

➢ **To Use Feature:**
   1. When caller is leaving a message, **Call Monitor** will flash
   2. Simply press **Call Monitor** to listen
   3. Press **Call Monitor** again to talk to caller

➢ **To Cancel Feature:**
   1. Press **Call Monitor**

Call Record

To record conversations to your voicemail box
(Must have **Call Record** button programmed - see flexible buttons)

➢ **To Start Recording:**
   1. Press **Call Record** (Button will blink)

➢ **To Stop Recording:**
   1. Press **Call Record**

Note   Can program a **Pause/Resume** button (see flexible buttons) which allows you to stop recording temporarily during the conversation while only storing one voicemail message.

Voicemail (Box 400)

How to initially set up voicemail:
   1. Dial 400
   2. Enter default security code (your extension number + 997), press #
   3. Follow computer tutorial to change name, greeting, and password.

How to change your name, greeting, or password after initial setup:
   1. Dial 400
   2. Enter security code, press #
   3. Press 3 (Manage Mailbox)
   4. Follow prompts…ie
      - Press 1 (to change greeting)
      - Press 2-3 (to change security code)
      - Press 2-6 (to change name)

How to check voicemail messages (from your phone):
   1. Press the blinking message button (or dial 400)
   2. Enter security code, press #
   3. Follow prompts…ie (1-listen, then 2-save or 3-delete)

How to check voicemail messages (from another phone in the office):
   1. Dial 400 (wait for computer to answer)
   2. Press # *
   3. Enter your User ID (mailbox number), press #
   4. Enter security code, press #
   5. Follow prompts…ie (1-listen, then 2-save or 3-delete)

How to access voicemail from outside the office:
   1. Dial the main number to voicemail or your direct line
   2. Press * (after computer answers)
   3. Enter your User ID (mailbox number), press #
   4. Enter security code, press #

Mailbox control features:

      Press **4** (pause/resume when listening to a message)
      Press ***** (rewinds the message a few seconds)
      Press **#** (fast forwards the message a few seconds)
      Press **5** (forwards a COPY of the message to another mailbox)
      Press **8** (increases the volume of voicemail messages)
      Press **0** (decreases the volume of voicemail messages)

To program number for Cell Phone Notification or Turn On/Off this feature:

1. Dial 400
2. Enter security code, press #
3. Press 3-2-7-3#
4. Follow prompts (1-turn on/off, 2-add/change number)
5. Press # # (to save)
6. Hang Up

Notes

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