

Essex County College



Information Technology

A MESSAGE FROM US...

As the college continues to expand and voice technology continues to become more sophisticated, the Information Technology Department has been steadfast in ensuring that the College's voice infrastructure can effectively support the institution's communications needs. This reference card should provide you with sufficient information on how to use the available features on your telephone.

AVAILABLE M3904 PHONE FEATURES

To make a call:	Lift the handset, press line key or the speakerphone key and dial the number. Dial 9 to receive an outside line.
Goodbye key:	Press this key to disconnect a call.
Last number redial:	Lift the handset and press the line key one time.
Handsfree key:	Use this key to activate speakerphone. While on a call, you can mute the microphone by pressing the mute key. A red light will stay lit to indicate the microphone is muted. To disable the mute, press the mute key again, and the microphone is now active.
Hold:	To put a call on hold, press the hold key. The LCD indicator will flash beside the line (DN) on hold. To retrieve a call on hold, press the line (DN) key beside the flashing indicator.
Transfer:	Press the trans key and the first caller is put on hold. The screen will then display <i>Call on hold, dial number</i> . Dial the number of the telephone where the call is to be transferred. Press the swap key to switch between talking with the original and the new caller. Press the connect key to complete the transfer.
Conference:	Press the conf. key while you are on a call and the first caller is put on hold. The screen will then display <i>Call on hold, dial number</i> . Dial the telephone number of the person you want to add to the conference. Press the swap key to switch between talking with the original and the new caller. Press the connect key to complete the conference. To add more people repeat the above process. You can add up to 6 people on a conference call.
Make Set Busy:	Allows you to make your telephone appear busy to all callers. To activate: press the make set bsy key. Press the MakeSetBsy key a second time to deactivate the feature.
Group Listen:	Allows others to listen to a call through the speaker, while you are talking through the handset. To set up: press the options key, using the navigation keys (arrow keys) scroll through the options, highlight group listening, then press select, then press "on" key and then the "done" key. Press the quit key to exit the screen. To use: While on a call press the handsfree key, everyone will hear the caller over the speaker, but the caller will only hear what is picked up by the handset.
Intercom:	A station to station voice intercom. To use intercom: press your intercom key and dial the two digit intercom # of the person you wish to call. You can only intercom people in your group.

Call Forward:	Allows you to direct your calls to ring at another line DN. Press the forward key and the screen will then display <i>enter forward number</i> . Dial the telephone number of where you want to calls to go and then press the done key. Call Forward can also be used as DND (Do Not Disturb) Simply call forward to the voicemail DN and all calls will go directly to voicemail
Corporate Directory:	Allows you to search by entering the characters of the name you are calling, beginning with the last name. To use this feature, press the applications key, then with the navigation keys (arrow keys) highlight corporate directory and press select in the display. Use the dial pad to enter the name in the display. You do not need enter the entire name. When the done key is pressed, the application key will highlight the first directory entry that matches the text you entered. Press the dial key to call the person that is highlighted.
Pick Up:	Allows you to pick up a call from any telephone in the same pick up group. Lift the handset and press the pick up key.
Options key:	Allows you to customize certain characteristics of your phone such as: Language, Change feature key label, screen contrast, volume adjustment, ring type, and call log options.
Call Log Key:	Records the name and number of incoming and outgoing call. The M3904 sets will hold up to 100 incoming calls and 20 entries for outgoing calls.
Message key:	Used to access voicemail
To program an auto dial:	When phone is hung up press the auto dial button you want to program. Dial the number you want to store there (dial a 9 first, if it is an outside number). Press the autodial button again. The number is now stored there. To dial the number, pick up the receiver and press the button.
To change the name on the button from AUTODIAL to the name of the person you programmed.	Press the option buttons. Scroll down the list until you see change feature key label. Press select in the display. Press select in the display again. Now Press the Autodial button you wish to name. Use the delete button in the display to delete out the word autodial. Now using the dial pad enter the new name. Remember - for example - if you want an A, you press the number 2 once; for a B, you press the number 2 twice; for a C, you press the 2 three times. When finished, press the done key. The button on the screen should now have changed from the word AUTODIAL to the word you typed.
To set up the Personal Directory	Press the directory log button Press select in the display when you see Personal Directory Press add new in the display Enter the name of the person you wish to add When done, press next Now enter the number 9 if you need an outside line When finished, press done. The number is now stored To dial a number from the directory log: Press the directory log button Press select when you see personal directory Now scroll to the name you want to call and press dial in the display.