



A HIGHER STANDARD

Toshiba Digital Telephones

To Place a Call:

Lift handset or simply start to dial.

Internal Call: Dial the extension number of the location you are calling.

Outgoing Call: Dial "9" plus the telephone number.

Hold:

To place caller on hold press the **Hold** key and the LED light will flash green on your phone. To pick up the caller that is on hold press the flashing green light or flashing red from other phones.

Regular Hold: Press **Hold** once. Call can be picked up from any phone you see the blinking light on that line.

Exclusive Hold: Press **Hold** twice. Call is privately held on your phone only. To retrieve the call press blinking line key. Can only be picked up from phone it was put on hold.

Conference/Transfer Key:

To make a conference call: While connected to original caller, press **Cnf/Trn** key, and dial extension number or external telephone number of party you are adding and wait for them to answer, press **Cnf/Trn** key and now the newest conference member is connected to call.

To make a call transfer: Press the **Cnf/Trn** key and dial the desired extension and announce the call. Hang up phone to complete or press flashing line to return to caller.

Redial:

Press the **Redial** key to dial the last outgoing number dialed from it -internal or external.

Mute (Mic):

Station user can turn the speaker's microphone on or off. It mutes out your end of the conversation. Only works while on active call on speakerphone.

When Mic key is not lit it is deactivated, the party on the other end **cannot** hear you. (muted)

When the Mic key is lit it is active, the party on the other end **can** hear you.

Volume Controls:

The arrow buttons control the following separate volume controls:

- Handset -Must be on handset to adjust
- Speaker/Music (BGM) -Must be on speaker to adjust
- Ring/Intercom -Phone must be sitting idle to adjust

Paging:

To access paging, you need to lift the handset & press the **Page** key. Make your announcement & then hang up. If you do not have a **Page** key, you can dial #30 to access paging.

FWD to Cell:

When the employee leaves the office, press **Fwd to Cell** button and that will forward all of the calls that are directed to that extension directly to the cell phone that is programmed into that station phone.

To program yourself: Dial #9876, press the **Fwd to cell** button, enter in 9 + cell number # and then press the **Fwd to cell** button again.

FWD to Ext.:

When the employee leaves the office, press **Fwd to Ext** key followed by the extension desired. All calls will be directed to this extension now. Remember to take off this key when you return to your office.

To program yourself: Dial #9876, press the **Fwd to Ext** button, enter in the extension and press the **Fwd to extension** button again.

Direct to Voicemail:

With a caller on the line, press the **Direct to VMail** key, enter the mailbox number, press the # key & hang up immediately. You have sent the caller directly to the person's voicemail. If you have the person's one touch key on your phone, you can press the **Direct to VMail** key followed by the person's one touch key (doing it this way you do not need the pound sign).

Fwd to Voicemail:

This feature will send all of your telephone calls directly to your voicemail without ringing your telephone when activated. To activate, press the **Fwd to Vmail** key. The LED light will be lit a solid red. To cancel, press the **Fwd to Vmail** key again. The LED light will go out & you can receive calls.

One Touch Buttons:

Any blank button on your telephone can be programmed as a one-touch button for frequently called numbers.

To program: Leave the handset down and dial #9876.

This will take you into "User Programming Mode"

Press the one-touch button you want to program.

Enter the telephone number (be sure to use 9 if applicable).

Press the one-touch button again.

Lift & replace handset.

To Access: Press the one-touch button

Station Speed Dial:

Each telephone will have a group of station speed dial numbers that can be programmed.

To program: Do not lift handset.

Dial #9876 to get to "User Programming Mode"

Press the **Spdial** key

Press the speed dial number ex: 108 (100-119)

Key in the telephone number (including 9 first and area code if necessary).

Press the **Spdial** key to store the entry

Lift & replace the handset

To call: Press **Spdial** key, dial in the 3 digit bin number (100-119) you are calling.

You can program station speed dials for your phone up to 119 by following the above directions for each individual speed dial phone number and the bin number of 100-119.

System Speed Dial:

System Speed Dials can be accessed from any telephone on the system. The bin numbers begin @ 200 & can go up to 899. These are added by your administrator. To access System Speed Dials: Press **[Spdial]** key, dial in the 3-digit bin number you are calling.

To change Ring Tones:

Each station can change their own desk phone so that it rings differently for incoming, and external calls. Press # 9876, press the line key or the extension key, to toggle between external and internal calls press the hold key, and then enter in the two digit tone with the two digits being 01, 02, 11-18.

Extension Pick Up:

Used to pick up a call that is on hold or ringing at another extension. To use: pick up handset & press the **[Ext Pickup]** key and dial the extension number where the call is on hold or ringing. If you do not have this key, press #5#5 and the extension to pick up ext.

Pickup:

Press the labeled key to answer the extension that is on the **[Pickup xxxx]** button. This will automatically get the call to your phone that you are at. Once you press this button the caller will be there immediately for you to talk to.

Caller ID:

To view Call History, while station is idle, press the key labeled **[Caller ID]**. The Caller ID LED lights green & the latest record will appear on your display. Press the Vol ↑ to view the next record or Vol ↓ for the previous record. The Caller ID feature will store the last 10 incoming calls.

Record to Voicemail:

This feature will allow you to record a telephone conversation & send it to your voice mailbox as a new message (This is legal in WI: w/o having to tell the caller they are being recorded into your voicemail-you may still record the call-Single party notification law)
To record: While on a call, press the **[Rec to VM]** key, then press the # sign. The light on the **[Rec to VM]** key will be lit. When the call is finished, hang up. Your message waiting light will be flashing & the recorded call will be in your mailbox as a new message.

Night Button: (reception phones)

To put the phones into "Nights"

[INT XXX] has a key labeled **[NIGHTS]**. To put the phone system into night mode, press the **[NIGHTS]** key, and then press the number 3. The light on the **[NIGHTS]** key will come on and the system is in night mode.

To take the phones out of NIGHTS: Press the **[NIGHTS]** key, and then press the number 1. The light on the **[NIGHTS]** key will go out and the system is in day mode.