Brock University

QUICK REFERENCE GUIDE
M3900 SERIES TELEPHONES

TELUS ®

M3902 Model

Message Indicator   Line key

Feature keys   Navigation Keys

FEB 1 9:45A   5000

Forward   RngAg   Conf

Options

Message

Transfer

Hold

Goodbye

Mute

Handsfree Key and LED   Volume up/down
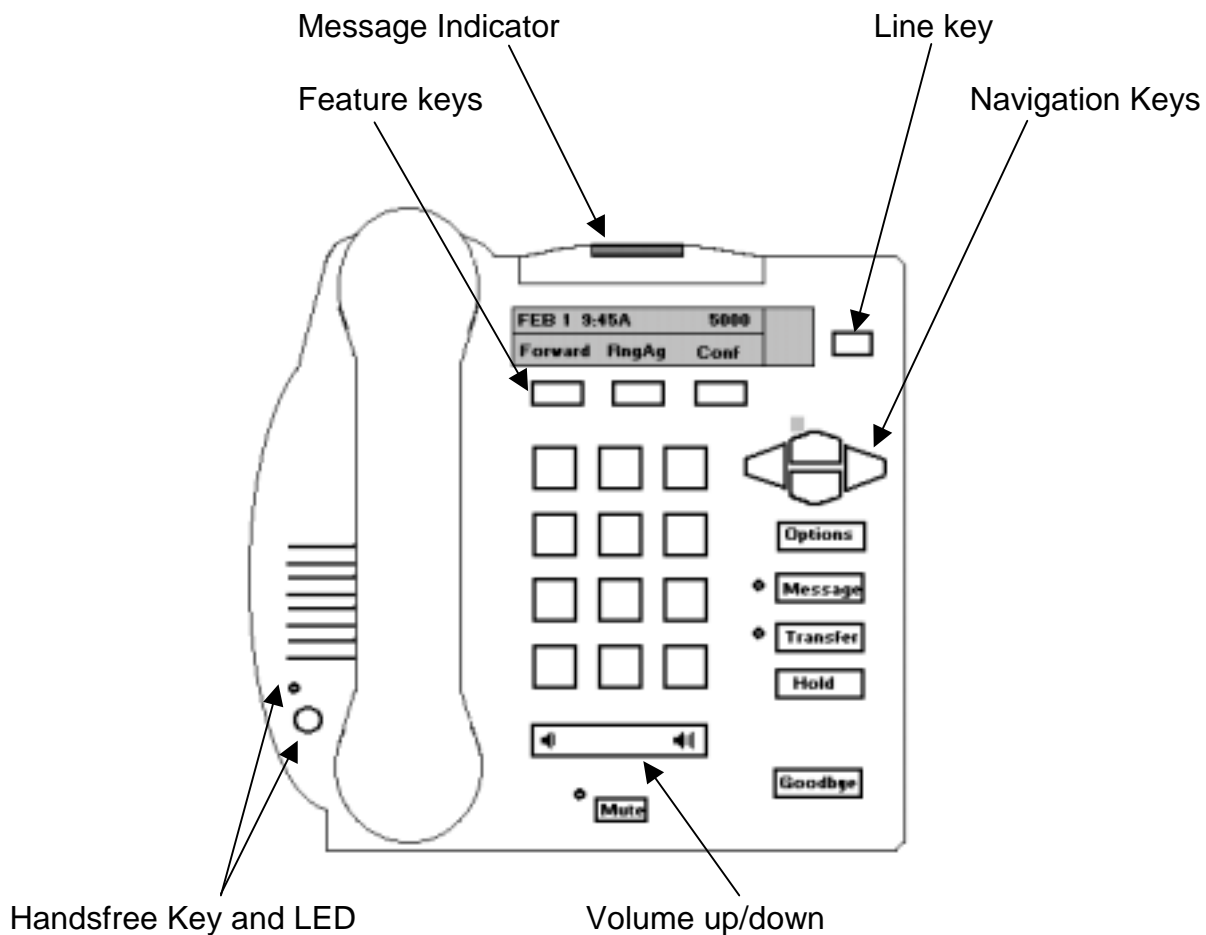
Other Keys

Options: The Options key allows you to customize features on your telephone set. It is used in conjunction with the Navigator keys and screen prompts step you through the procedures. The user guide details all the features that can be accessed.

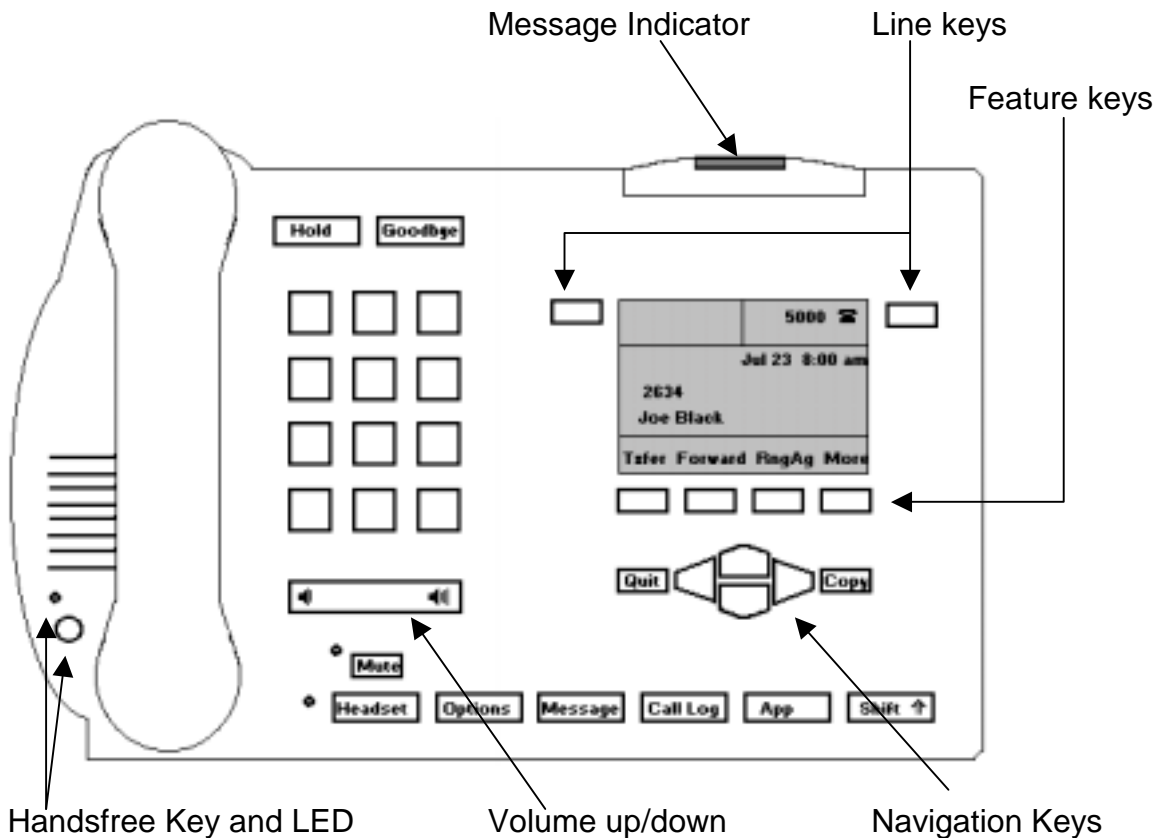Message: Press this key to call your voice mail system to retrieve your messages.

Transfer: Used to transfer a call

Hold: To place a call on hold. Press the Line key to retrieve the call.

Goodbye: Hangs up a call. Typically used when not using the handset.

Mute: When using the Handsfree feature or when using the handset, to mute yourself out. You can still hear your party but they can not hear you. The LED indicates when Mute is active. Press Mute again to deactivate it – the LED will go out.

M3903 Model

Message Indicator   Line keys

Feature keys

Handsfree Key and LED   Volume up/down   Navigation Keys

Other Keys

Hold: To place a call on hold. Press the Line key to retrieve the call.

Goodbye: Hangs up a call. Typically used when not using the handset.

Mute: When using the Handsfree feature or when using the handset, to mute yourself out. You can still hear your party but they can not hear you. The LED indicates when Mute is active. Press Mute again to deactivate it – the LED will go out.

Headset: To initiate or to receive a call with a headset plugged into the headset port.

Options: The Options key allows you to customize features on your telephone set. It is used in conjunction with the Navigator keys and screen prompts step you through the procedures. The user guide details all the features that can be accessed.
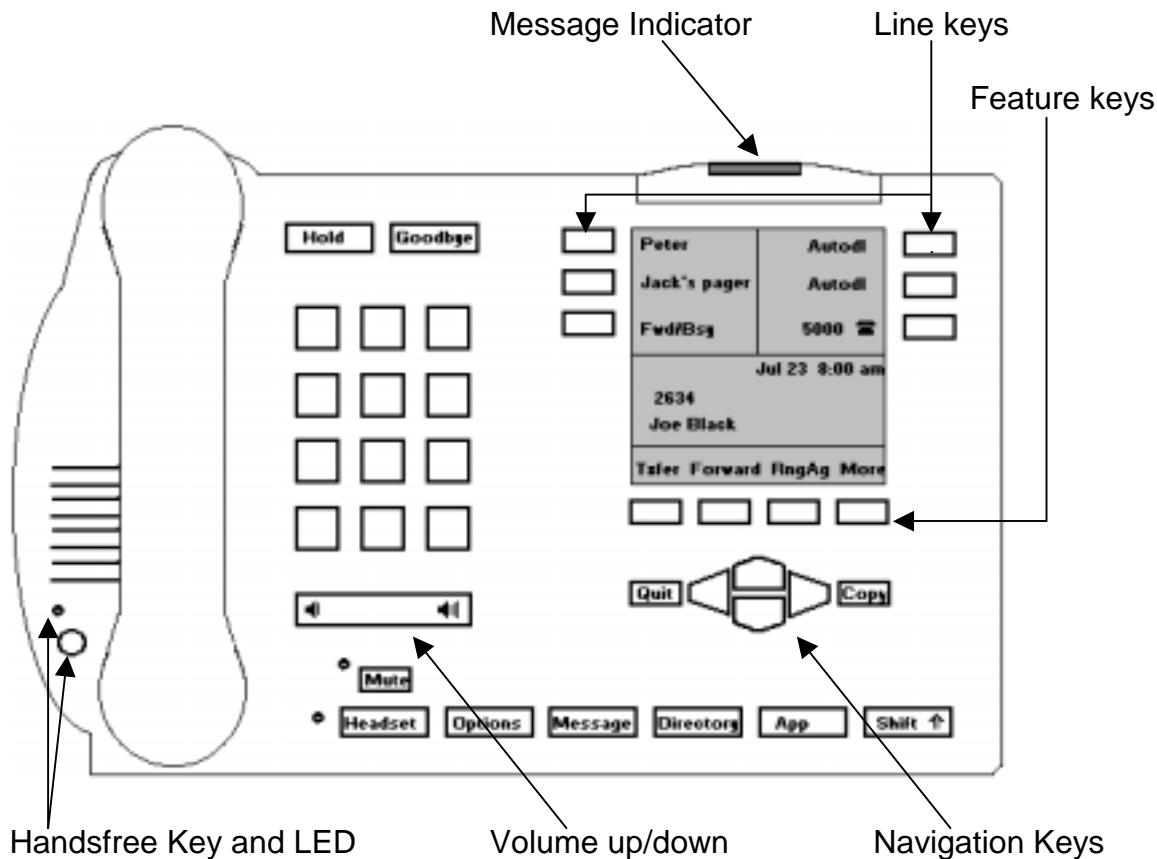
Message: Press this key to call your voice mail system to retrieve your messages.

Call Log: Used to view a list of calls coming to or from the telephone. The Navigation keys are used to scroll through the entries and you can make a call to one of the entries. The Quit and Copy keys are also used with Call Log. The user guide describes the feature in detail.

App: The Application key is used for any optional accessories.

<u>Shift</u>: This is a page up/down key to two pages of lines/features on the display (up to 4 lines/features).

M3904 Model

Message Indicator   Line keys

Feature keys

	Peter	Autodl	
	Jack's pager	Autodl	
	Fwd/Bsg	5000 ☎	

Jul 23 8:00 am

2634
Joe Black

Tsfer Forward RngAg More

Quit   Copy

Hold   Goodbye

◀ ▬▬▬ ◀|

Mute

Headset Options Message Directory App Shift ⬆

Handsfree Key and LED   Volume up/down   Navigation Keys

Other Keys

Hold: To place a call on hold. Press the Line key to retrieve the call.

Goodbye: Hangs up a call. Typically used when not using the handset.

Mute: When using the Handsfree feature or when using the handset, to mute yourself out. You can still hear your party but they can not hear you. The LED indicates when Mute is active. Press Mute again to deactivate it – the LED will go out.

Headset: To initiate or to receive a call with a headset plugged into the headset port.

Options: The Options key allows you to customize features on your telephone set. It is used in conjunction with the Navigator keys and screen prompts step you through the procedures. The user guide details all the features that can be accessed.

Message: Press this key to call your voice mail system to retrieve your messages.

Directory: Used to view a list of calls coming to or from the telephone (call log) and to maintain a directory of frequently called numbers (up to 100 entries). The Navigation keys are used to scroll through the entries. The Quit and Copy keys are also used with Directory. The user guide describes the feature in detail.

App: The Application key is used for any optional accessories.

<u>Shift</u>: This is a page up/down key to two pages of lines/features on the display (up to 12 lines/features).

The M3900 Series Display

The display screen on the M3902, M3903 and M3904 models is divided into three basic areas:

❑ The Line/Feature key information
❑ The Information display which contains the Date/time, Call Party Information, Feature Status Indicators and Options information
❑ The Programmable Features Keys information

The Line/Feature keys can be customized to provide a different name for the key. For example, an AutoDial key programmed with number 95551454 could be identified with that person's name (e.g. JACK). This is done through one of the Options selections.

The Date/time is generated by the telephone system but its format can be changed through the Options menu.

The Call Party Information will show the telephone number of an external incoming call with the area code (this information may be suppressed for cellular calls or private numbers). For internal calls, the extension number and the party's name will be shown (if the name has been programmed against the extension by the system administrator). When you dial an internal extension, the display will respond with the corresponding name. For support staff that receive forwarded calls, the display will indicate the reason for redirection in quotes "":
- "CFWD", when the sender has call forwarded the phone;
- "BUSY", if the sender's set is programmed to forward on a busy to this extension;
- "FNA", if the sender's set is programmed to forward on a no answer to this set.

When a feature such as Call Forward is activated the display will show an indicator (CFWD on the display and an arow next to the feature key).

Making and Answering Calls

Making a Call

You can make a call by:
- Picking up the handset. An indicator will come on beside your prime line key.
- Pressing a line key. An indicator will come on beside the line being used and dial tone will be heard across the speaker.
- Pressing the Handsfree button located on the left side of the handset. An indicator will come on beside your prime line key.
- Pressing the Headset key (on the M3903 and M3904 sets only).

Answering a Call

You can answer a call by:
- Picking up the handset. An indicator will come on beside your prime line key.
- Pressing a line key.
- Pressing the Handsfree button located on the left side of the handset. An indicator will come on beside your prime line key.
- Pressing the Headset key (on the M3903 and M3904 sets only).

Features

The following features may not appear on all sets. Features have been assigned based on user requirement and the number of keys on each given model.

Auto Dial   **To store one frequently called number on a key.**

To program:
- Press **AUTO DIAL** key
- Dial number to be programmed
- Press **AUTO DIAL** key

To use:
- Lift handset
- Press **AUTO DIAL**

Busy/Forward Status Keys

To see the status of another user's telephone set.

INDICATOR ☎	STATUS
None	Idle
Steady	Busy
Flash	Call forward/Busy
Wink	Call forward/Idle

Call Forward   Direct your incoming calls to another extension.

To activate:
- Press **FORWARD KEY**
- Dial desired extension number
- Press **FORWARD KEY** again

NOTE: **To forward to the same number as last time, press Forward key twice.**

To cancel:
- Press **FORWARD KEY**

Call Pickup   Answer a call to any telephone in your pickup group.

To use:

- Lift handset
- Press **CALL PICKUP KEY** or dial **113**
- You will be connected to the call

Conference   Establish up to a 6 party conference

During active call:

- Press **CONFERENCE KEY** (caller is placed on hold)
- Dial number or extension of next party
- Announce conference
- Press **CONFERENCE KEY** again to join parties
- Repeat for additional conferees (maximum of 6)

NOTE: **At least one party must remain connected to your telephone system.**

Features

Consult   Consult privately with a third party while connected to an internal or external call.

    To use:

- Press **TRANSFER** or **CONFERENCE KEY** (first party on hold)
- Dial extension
- Consult privately
- Press your **EXTENSION KEY** to return to original party (automatically released from consulting party)

Last Number Redial   Telephone set remembers last number dialed.

    To redial:

- Press **LINE KEY** twice, or lift handset and press line key once

Message Waiting   Red light at the top of the set indicates you have a message.

- Lift handset
- Press the MESSAGE key

Speed Call   Frequently called numbers condensed to a 1 digit code.

    To program:

- Do not lift handset
- Press **SPEED CALL KEY** (key flashes)
- Dial speed call code (either 0-9)
- Dial number to be stored (up to 16 digits)
- Press **SPEED CALL KEY** (key is dark).

    To use:

- Lift handset
- Press **SPEED CALL KEY** (key is steady)
- Dial speed call code

Transfer

- Press **TRANSFER KEY**
- Dial extension - hear ringing
- Press **TRANSFER KEY** again.

Dial Intercom   Press **LINE KEY** or lift handset

- Press **INTERCOM KEY**
- Dial the 1 or 2 digit code
- Begin speaking once call is answered

Call Park   **To park a call so that it may be picked up elsewhere**

To Park a call   Press the **CALL PARK** key

- On the display, it will show a number, which is what needs to be dialed in order to pickup, the parked call

To Retrieve a Call   Press **LINE KEY** or lift handset from any phone

- Enter the number that was displayed when the call was parked

    NOTE: **THESE SETS SHOULD NOT BE UNPLUGGED AND CANNOT BE USED WITH ANY ANALOG DEVICES SUCH AS MODEMS.**