Washington College

4020 Premium Reflexes User Guide

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Table of Contents

Premium Telephone Description 3

Premium Telephone Controls
Volume Controls (Speaker, Handset, Ringing) 4
Ringer Tone Control 4
Display Contrast 4
Speaker Phone Operation 4

Dialing Instructions
To Call Another Phone within the facility 5
To Call an Outside Number 5
Receiving a Call 5
Receiving a Second Call 5

Transferring Instructions
Unscreened Transfers 5
Screened Transfers 5

Feature Instructions
Call Hold 6
Call Hold Retrieve 6
Call Forwarding 6
Forward All Calls 6
Cancel Forward All Calls 6
Call Forward Busy/Don't Answer 6
Cancel Forward Busy/Don't Answer 6
Call Forward on Ring 6
Redial 7
Last Number Call Back 7
Call Back 7
Replying to Call Back 7
Call Announce 7
To Program Personal Directory Keys 7
To Call a Number using Personal Directory 7
To Program Free Keys 8
To Call using a Free Key 8
Conferencing 8
Call Pickup Group 8
Call Pickup Directed 8
Call Park 8
Call Park Retrieve 8

Voicemail Instructions
Voice Mail instructions 9
Voice Mail instructions Reference Guide 10

Premium Telephone Description

1 – Telephone Handset.

2 – Telephone Keypad used to dial and access certain features.

3 – Programmable Function Keys used for quick access to features within the telephone system.

4 – Alphanumeric Display gives user information to help manage calls with ease.

5 – Audio Keys gives users the ability to turn speaker, handset and ringer volume up or down. Listen and Speaker keys are used for speaker-phone operation.

6 – Alphanumeric Keypad is used for dial by name and programming

Icons:

Call and feature icons appear next to each key to indicate call or feature status. The following icons are associated with the keys:

Call icons

- Call being made (flashing).
- Call in progress.
- Call on hold.
- Call on common hold.

Feature icons

- Feature active.
- Feature requiring action.
- Terminal or line busy (supervision).

PREMIUM TELEPHONE CONTROLS

VOLUME CONTROLS
The right and left arrows, located below the keypad, control the ringing volume, the speaker volume and the handset volume.

Speaker Volume- To increase or decrease the volume through your speaker, press the SPEAKER key and adjust the volume using the right and left arrows accordingly.

Handset Volume- To increase or decrease the volume in the handset ear-piece, lift your handset and use the right and left arrows to adjust accordingly.

Ringing Volume- To increase or decrease the volume of your ringer, press Listen and use the right and left arrows to adjust accordingly.

RINGER TONE CONTROL
The LISTEN key provides the telephone with 16 different ring tones. This is useful when a group of users sit in close proximity to one another. Each user can set their tone differently and know by the sound of the ring, when their telephone is ringing if they are away from their area. When you are choosing a ring tone you may also adjust the volume of your ring at that time. Use the right and left arrow keys to adjust your volume accordingly. To change the ringer tone press LISTEN until you hear the desired tone and press END.

DISPLAY CONTRAST
To change the contrast of your telephone display dial **3 then use the – and + keys to adjust.

SPEAKER PHONE OPERATION
The Alcatel telephones are equipped with a two-way speaker. You can listen and talk through the speaker without lifting the handset. The microphone used for hands-free operation is located beneath the handset of these telephones. For maximum clarity, speak in the direction of the microphone and avoid using the speakerphone if there is background noise near your phone. The microphone can be disabled during a conversation by pressing the MUTE button. When the microphone is muted, the red lamp on the button will flash. To disable the mute feature and continue talking to your party; press the flashing MUTE button.

DIALING INSTRUCTIONS

TO CALL ANOTHER PHONE WITHIN THE FACILITY:

Dial the four digits of the desired party's extension.

TO CALL AN OUTSIDE NUMBER:
(WASHINGTON COLLEGE BUSINESS CALLS)

LOCAL:	Dial 9 + area code + local phone number
LONG DISTANCE:	Dial 9 + 1 + area code and number
CREDIT CARD:	Dial 9 + 0 + number
TOLL FREE:	Dial 9 + 1+ 8XX number

(PERSONAL CALLS - From your assigned Extension)

LOCAL:	Dial 3 + area code + local phone number
LONG DISTANCE:	Dial 3 + 1 + area code and number
CREDIT CARD:	Dial 3 + 0 + number
TOLL FREE:	Dial 3 + 1+ 8XX number

RECEIVING A CALL:
The ring tone of your phone may vary depending on the origination of your incoming call. This variation will depend upon system programming. (You may differentiate between internal and external calls. Internal calls will have a single-burst ring while external calls will have a double-burst ring). The display on your phone will act as caller ID for an incoming.

RECEIVING A SECOND CALL:
While on the line you will hear a beep and see your second line flashing. Simply press the flashing key to answer and put the original call on hold. To return to the original call press the corresponding line key.

TRANSFERING INSTRUCTIONS

UNSCREENED TRANSFERS:

- With the call on the line press **Transfer**.
- Dial the extension you are transferring to.
- Hang up.

SCREENED TRANSFERS:

- With the call on the line press **Transfer**.
- Dial the extension you are transferring to.
- Announce the call to the second party.
- Hang up.

IF

- The second party is busy, and there is no answer or the call is rejected press **Transfer** to return to the first party.
- You reach the voicemail box of the second party, press **Transfer** to return to the original call or hang up to transfer the caller into the voicemail box.
- You need to transfer a caller directly into an employee's voicemail box without ringing their phone first:
  - Ask the caller to hold
  - Dial *82
  - Dial the person's extension/mailbox number
  - Hang up

*If you are using the speakerphone and wish to return to the caller in any of the above instances you must press the line key.

FEATURE INSTRUCTIONS

CALL HOLD:

- With the caller on the line, press **HOLD**. The call will be placed on hold.

CALL HOLD RETRIEVE:

- Press the flashing line key where the call is being held. (A line that has been placed on hold will be indicated by a musical note).

CALL FORWARDING:

Note: Many extensions are pre-programmed in the system to forward to voicemail, or to another pre-defined extension when busy or unanswered. If you use any of the Call Forwarding features described below, you will override any pre-defined system forwarding assigned to your phone. When you cancel any of the forwarding listed below, any pre-defined forwarding is re-established for your phone. To forward calls to voicemail in any of the forwarding modes listed below dial 7800 when extension number is requested.

FORWARD ALL CALLS:

Forward All Calls will immediately forward all of your incoming calls to another extension or voicemail. You will still be able to make outgoing calls from your phone, but only the phone that your calls are forwarded to will be able to call you.

- Lift handset.
- Press the **FORWARD** key or dial *72.
- Dial the extension you wish to forward to.
- Press END or hang up.

CANCEL FORWARD ALL CALLS:

- Lift handset.
- Press the **FORWARD** key or *73 to cancel forwarding
- Press END or hang up.

CALL FORWARD BUSY/DON'T ANSWER:

Call Forward Busy/Don't Answer lets you select where to forward your calls when your telephone is busy or unanswered after a set amount of rings.

- Lift handset.
- Dial *63 Busy/Don't Answer forwarding.
- Enter the extension you wish to forward to.
- Press END or hang up.

CANCEL FORWARD BUSY/DON'T ANSWER:

- Lift Handset.
- Dial *73 to cancel Forward Busy/Don't Answer.
- Press END or hang up.

CALL FORWARD ON RING Key (FWD RING):

- Is used when no other call forward features are active.
- When in-coming call arrives but user chooses not to answer, call can be diverted directly to Voice mail by pressing key.

REDIAL:
The REDIAL key allows you, with one button, to automatically REDIAL the last number dialed from your telephone keypad. The system automatically stores the last number you dialed.

- Lift handset.
- Press the **REDIAL** key.

LAST NUMBER CALL BACK:
LAST NUMBER CALL BACK will automatically call the last number that you missed.

- Lift handset.
- Dial the *69 for last number call back.
- Wait for the system to automatically dial the number. (If you have a programmed key for this feature you may press the key again to call the number rather than waiting for the system to do it automatically).

CALL BACK
Call Back will allow you to request a call back from a station you called by lighting their message waiting indicator.

- Dial an extension number.
- Press 5.
- Hang up.

To cancel a callback request, dial the extension number again and hang up.

REPLYING TO CALL BACK
If a caller has sent a Call back request to your phone you will see the message indicator light flashing. (There is no difference between the indication for new message and call back requests)

- Press the **Message** key.
- Press the **Listen/OK** key. (The display will show “MSG Callbk”)
- Press the **Listen/OK** key again. This will show the extension requesting the Call Back.

(After 15 seconds the phone will Call Back to the requesting extension or press **Listen/OK** to immediately initiate the call back)

CALL ANNOUNCE (CALL AN key)
The Call Announce key is used to connect you to the designated party’s speaker.

- Dial the extension you wish to connect followed by the **CALL AN** key.
- Announce your greeting or inquiry to party.
- The respond, the receiving party can either lift the handset or use “handsfree”

TO PROGRAM PERSONAL DIRECTORY KEYS: (Speed dial for keypad)
Personal Directory keys are 1-9, 0, * and #.

- Press menu.
- Press 2 to enter programming.
- Press 2 to program personal directory (keys 1-9, 0, *, #)
- Dial number to store (for outside calls dial 9 first).
- Press the Directory Book Icon.
- Press key 1-9, 0, * or # to be the designated directory key.
- Press End.

TO CALL A NUMBER USING YOUR PERSONAL DIRECTORY: (Speed dial for feature keys)

- Press the Directory Book Icon.
- Press Designated slot (1-9, 0, * or #)

TO PROGRAM FREE KEYS:
Free Keys are feature keys that have not been pre-assigned.

- Press Menu.
- Press 2 for programming
- Press 1 for Free Key.
- Enter number (for outside calls dial 9 first).
- Press Key that you wish to program.
- Press End.

(The appearance and operation of this key is different then a Set-Supervision key)

TO CALL USING A FREE KEY:

- Press programmed key you wish to dial.

CONFERENCING:

- Establish first call.
- Press second line key.
- Dial number (internal or external).
- Press Conference.

(Note- when both lines are being used, any additional calls coming into the extension will go to the "Forward on Busy" destination).

CALL PICKUP GROUP:
Call Pickup Group allows you to answer a phone in your predefined group that is ringing. See your System Administrator for defined groups.
To answer a ringing phone in your group:

- Lift Handset
- Press the **PICK UP** key (or Dial *13)

CALL PICKUP DIRECTED:
Call Pickup Directed will allow you to answer a specific ringing telephone, whether or not the ringing telephone is a member of a pickup group.
To answer another ringing phone:

- Lift handset
- Dial *12, plus the extension number of the ringing telephone.

CALL PARK:
CALL PARK allows you to place a call on hold and retrieve it from any other telephone in the system. While the call is parked, your telephone is free to make and receive calls.
To park the call on your extension:

- With the caller on the line, Dial *75.
- Dial your extension number to park the call.
- Hang up.

  ***If you misdial, press END to return to the caller*

CALL PARK RETRIEVE:

- Go to any phone within the facility.
- Lift the handset.
- Dial *75.
- Dial the extension where the call is parked, you will be reconnected to the call.

  ***If you retrieve the call from the telephone set that it was originally parked on, you do not have to re-enter the extension that it was parked on. The call will be retrieved by simply dialing *75.*

Note: A parked call will recall the attendant or a predefined station.

VOICEMAIL INSTRUCTIONS

Voicemail allows callers to hear your own message when calling your phone. Callers may leave a private detailed message in your mailbox at any time, day or night. Your voice mailbox is the same 4-digit number as your extension number and can be accessed from any tone telephone in the world. To enhance privacy, you select your own security code for your mailbox. Only persons with your security code can listen to messages that have been left in your voice mailbox. Voicemail also allows you to save and/or forward messages to other mailboxes in the system.

SETTING UP YOUR MAILBOX:

When entering your voicemail for the first time the auto-attendant will ask you for a temporary password. By default your temporary password is your 4 digit extension. Once you enter the temporary password the voice mail system will force you to enter a new password. (The system will not allow any sequential numbers or digits that repeat itself 4 times.

Examples:

Password code **1234** will not be accepted
Password code **4444** will not be accepted
Password **9471** will be accepted.
(Your Extension will not be accepted as a password)

The following greeting is a sample you can use for your mailbox, or you may create your own greeting. It is advisable to check your mailbox several times a day and update your personal greeting often.

Sample greeting – You have reached the voicemail of _____. I am currently on the phone or away from my desk please leave a message after the tone and I will return your call as soon as possible.

ACCESSING AND SETTING UP YOUR MAILBOX:

From your own telephone

TO ACCESS MAILBOX

- Lift your handset**.**
- Press the message key then press then the **Listen/OK key** twice**.**
  (or Dial **7800** to go directly to mailbox.)
- You will be prompted to enter your security code.
- If this is your first time accessing your mailbox, follow the tutorial prompts; otherwise follow the prompts to retrieve your messages.

TO ACCESS MAILBOXES FROM OUTSIDE THE FACILITY

- Dial 410-778-7800.
- When system answers press #.
- The system will prompt you for your mailbox number and password.
- If this is your first time accessing your mailbox, follow the tutorial prompts; otherwise follow the prompts to retrieve your messages.

Washington College Voice Mail

Entering the System

1. Call the System using either Voice Mail Key or 7800 (410-778-7800)
2. Listen to the introductory Prompt
3. Press the # Key
4. Enter your Mailbox Number
5. Enter your password

(The auto-attendant will announce if you have any new messages)

Pressing the * key anytime while in any voice mail sub-menu returns you to the previous menu

Main Menu

1 - Review messages
- 1 - Unopened voice messages
- 2 - All Voice messages
  - **End of Messages options**
    - 4 - Replay message
    - 5 – Envelope information (Date/Time and Extension)
    - 6 – Send copy w/intro
    - 66 – Send copy (no intro)
    - 7 – Erase
    - 8 – Reply
    - 88 – Reply by calling
    - 9 – Save

2 - Send Messages
- Record Message
- Press # when finished
  - Enter destination number
    - **Delivery Options**
    - 1 – Private
    - 2 – Urgent
    - 4 – Future Delivery
- 1- To replay recorded message

4 - Personal Options
- 1 – Notification on/off
- 2 – Administration Options
  - 2- General Options
    - 1 – Passwords
      - 1- Personal
    - 2 – Distribution group lists
      - 1- Create
      - 2- Edit
      - 3- Delete
      - 4- List of Names
    - 3 – Prompt levels
      - 1 – Standard
      - 2 – Extended
      - 3 – Rapid
    - 4 – Date & Time
- 3 – Greetings
  - 1 – Personal greeting
    - 1 – Standard
    - 2 – Personal
      - 1 – Away from phone
      - 2 – On the phone
  - 2 – Extended absence
  - 3 – Name

5 – Restart Voice Mail (This will take you to Entering the system)

* - Exit voice mail

Playback Controls

1- Back
2- Pause/Restart
3- Forward
4- Listen to message at slower pace
5- Envelope Information
6- Listen to Message at Faster Pace
*- Cancel reviewing message
0- Receive system help
#- Skip message