

## **3900 Series Telephone Instruction**

### **Dialing Information**

Station to Station (Brody)	Dial 5 Digit Extension Number (ex. 4xxxx)
Station to Station (Hospital)	Dial 5 Digit Extension Number (ex. 7xxxx)
Local Calls	Dial 9 + 7 Digit Number
800 Toll Free Calls	Dial 9 + 1 + Toll Free Number
Long Distance Calls	Dial 9 + 1 + Area Code + Number

### **Feature Information**

**Goodbye** - Press the Goodbye button to disconnect the current call even if the handset is not in the cradle.

**Volume** - The volume control bar is located below the dial pad. Tap the volume bar to adjust the handset, headset, speaker, ringer and/or handsfree volume. Increase the volume by pressing the right side of the bar. Lower it by pressing the left side.

**Handsfree / Mute** – The handsfree key is the small round green key located beside the handset. To initiate a handsfree call, press the green extension key OR press the handsfree key and dial the number as normal. If on an existing call, press the Handsfree button and hang up the handset. Lifting the handset will turn off the speaker and make the call private. If you press the Mute button while on a call, your side of the conversation is muted. The mute key is located beneath the dial pad. The red LED flashes to confirm the microphone is muted.

**Hold** – Press the Hold key to put an active call on hold. The LCD indicator will flash beside the line on hold. To retrieve a held call, press the extension key beside the flashing LCD indicator.

**Message** - Select your green extension key OR lift the handset and press the Message button to check your voice mail messages.

**Redial** - Press the green extension key twice OR lift handset and press the green extension key once and the last number dialed will be redialed.

**AutoDial** - You can program this button with one telephone number to automatically be dialed when pressed. To program this button press the AutoDial button and enter the number just like you dial it. Then press AutoDial a second time to complete programming. To use this feature, pick up the handset and press the AutoDial button to call that number. *This feature not available on all sets. Refer to page 80 of user guide to change the key label.*

**Forward** - Use this feature to forward your telephone to another extension or to voicemail. Press the Forward button. The LCD triangle starts to flash indicating the Forward button is ready to program. Enter the desired extension number and press the done button. To cancel, press CheckFw then CancelFw buttons. *On the M3902 set, press Forward, enter extension number, press Forward again. To cancel, press Forward.*

**Ring Again** – Use this feature as a call back feature. *To use* – Lift the handset and dial the number. During the ringing process, press the Ring Again button (RingAgn). When caller is available, you will hear the ring again tone. To redial, lift the handset and press RngCall key. To cancel the feature, press the Cancel Ring Again button (CanclRa). *On the M3902 sets, press RingAgn to activate. When you hear the ring again tone on your set, lift handset and press RingAgn. To cancel activation, press RingAgn.*

**Speed Call** – Use this button to program up to ten personal speed call numbers. *To program* – Press the SPCCtrl button. Select a one digit number (0 – 9) then enter the telephone number as if you were dialing it. Be sure to include the 9 if it is an outside number. Press the Done key to complete programming. *On the M3902 set, press the SpcCtrl key again to complete programming.* Repeat this process for every number (0 – 9). *To use* - Lift the handset or select the green extension button and press the SPCCtrl button followed by the one digit code (0 – 9) associated with the telephone number you would like to call.

**Conference** - Make or receive the first call. Then press the Conf button and dial the number you want to join to the conference. Announce the conference and press the Connect button to join all three parties. Repeat the process to add up to six people total. The maximum number of parties allowed on the conference call is six. *On the M3902 set, press Conf, and dial the number of the person you wish to add. When that person answers, press Conf again.*

**Transfer** - While on a call press the Transfer button and dial the number you want to transfer the caller to. Announce the call (optional) and press the Connect button. Hang up or press the Goodbye button. To cancel the transfer, press the flashing held line. *On the M3902 set, press the Transfer key, dial the extension number and press Transfer again.*

*Refer to your system administrator for any additional questions.*

**Call Park** - Use this feature to place a call on system hold and retrieve from any phone in the system within 180 seconds. With a caller on the line press the Park button. Take note of the three-digit number in the display (200-249 for Brody...250-299 for PCMH). Then press the OK button. The call is now parked in the system against that number. To retrieve the call, go to any telephone in the system. Lift the handset and dial the three-digit number you received in the display. If you do not retrieve the call within 180 seconds, the call will return to the extension that parked the call.

*To park a call using an M3902 set, press Transfer, dial \*6, then press Transfer Again.*

**Call Pickup** – This feature is used to answer a ringing extension within your call pickup group. When you hear another party's extension ringing, press the Pickup key. If more than one party's extension is ringing, you will answer the call that has been ringing the longest. To answer a call outside of your designated pickup group or to specify a specific extension to answer, lift the handset and dial code \*3 followed by the extension number.

*If you do not have a pickup key and wish to answer a call within your pickup group, lift the handset and dial code \*\*3.*

#### **Intercom Groups:**

**This feature is only available for those sets that have an Intercom key.**

Lift handset, press the intercom key and dial the 1 OR 2 digit code of the member you wish to call. That member's set will ring.

**Make Set Busy – (Resembles Do Not Disturb)** This feature is used to make your telephone appear busy to all callers. Press the MakeSetBsy key to activate. To deactivate, press the MakeSetBsy key again.

*If you do not have a Make Set Busy key, you may activate this feature by lifting your handset and dialing code #5. To deactivate this feature, lift handset and dial ##5.*

#### **OPTIONS:**

**Contrast Adjustment** – Press the Options key. Use the navigation keys to scroll through the list. Press Select on Screen Contrast. Press the lower key to decrease the contrast level or press the higher key to increase the contrast level. Press Done to save changes. Press Quit to exit the menu.

**Volume Adjustment** – Press the Options key. Use the navigation keys to scroll through the list. Press Select on Volume Adjustment. You may need to then use the navigation keys to find the Ringer selection. Then press Select. Press lower or higher to change the volume. Press Done to save. Press Quit to exit the menu.

**Ring Type** – Press the Options key. Use the navigation keys to scroll through the list. Press Select on Ring type. Use the navigation keys to scroll through the list of ring types. Press Play to hear a sample of each type. Press Select to activate the new ring type. Press Done to save. Press Quit to exit.

#### **Call Log Options – (available only on the M3903 and M3904 sets)**

The call log option provides a choice of storing all calls, unanswered calls or Press the Options key. Use the navigation keys to scroll through the list. Select Call Log Options. Use navigation keys to highlight either log all calls or log unanswered calls. To disable the call log, turn the new call indication off. Press Done to save. Press Quit to exit the menu

*Note: Not all sets are equipped with all features.*

*The following features require a key on a digital set. If you do not have a key, you do not have access to these features:*

*Call Forward*

*Ring Again*

*Make Set Busy*

*Speed Call (SpCtItr)*

*Conference*

*Dial Intercom Groups*