

8528 Telephone Quick Reference Guide













This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.





No.	Name	Description										
1	Handset	The handset is hearing aid compatible (HAC). If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset.										
2	Display	Provides a two-line, 16-character viewing area for using features and identifying callers. When idle, the display shows user information and the time and date.										
3	Ring/Message Indicator	Flashes or stays lit to indicate call, message, and feature activity. <table border="1" data-bbox="581 1297 1414 1499"> <thead> <tr> <th>Indicator Signals</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Rapidly flashing</td> <td>You have an incoming call.</td> </tr> <tr> <td>Slowly flashing</td> <td>You have a waiting message or callback message.</td> </tr> <tr> <td>On</td> <td>You are on a call or using a feature.</td> </tr> <tr> <td>Off</td> <td>Your IP phone is idle.</td> </tr> </tbody> </table>	Indicator Signals	Description	Rapidly flashing	You have an incoming call.	Slowly flashing	You have a waiting message or callback message.	On	You are on a call or using a feature.	Off	Your IP phone is idle.
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Rapidly flashing	You have an incoming call.											
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Off	Your IP phone is idle.											
4	Feature Buttons	Provide quick access to commonly used features. See "Feature Buttons" on page 2 for descriptions.										
5	Dialpad Buttons	Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.										
6	Programmable Buttons	Provide 16 programmable buttons. The top seven buttons on the telephone are programmed by the system administrator and cannot be reprogrammed. However, you can program the remaining buttons for quick access to features or speed-dial entries.										
7	External Speaker	Provides audio for handsfree calls and background music.										


Feature Buttons

Feature buttons provide quick access to commonly used features. See the following table for descriptions.

Button	Action
 (Up)  (Down)	<p>Provides volume control.</p> <p>Scrolls through feature options.</p>
 (Speaker)	<p>Activates Handsfree Mode.</p> <p>Activates features.</p>
 (Mute)	<p>Mutes the microphone during a call.</p>
 (Directory)	<p>Activates the contact and feature Directory.</p>
 (Special) or 	<p>Activates features while on a call.</p> <p>The  (Special) button does not cancel features. To cancel features, press the Star button (*).</p>
 (Redial)	<p>Calls the last external number dialed. You cannot redial internal numbers.</p>
 (Hold)	<p>Places the current call on hold.</p> <p>Left/Backspace when entering dialpad characters.</p>
 (Transfer)	<p>Transfers the current call.</p> <p>Right/Forward when entering dialpad characters.</p>
 (Message)	<p>Connects to voice mailbox and notifies when you have messages.</p> <p>Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.</p>

Commonly Used Feature Codes

Most of the following feature codes work when your telephone is idle. However, if you are on an active call or if the telephone is off-hook, you may need to press  (Special) or  to activate the feature before you enter the feature code.


If you make a mistake when entering numbers or characters, you can press  (Hold) to move the cursor to the left and delete the characters entered, or you can press * to cancel the feature.

Feature Name	Code	Description
Background Music On/Off	313	Turns on and off background music heard through the phone speaker. (Not used on single line phones)
Call Forward All Calls	355	Immediately forwards all calls to another phone or to an outside phone number.
Call Forward If Busy	357	Immediately forwards all calls to another phone or to an outside phone number when the phone is in use.
Call Forward If No Answer	356	Forwards all calls to another phone or to an outside phone number if not answered within a predetermined time.
Call Forward If No Answer/Busy	358	Forwards all calls to another phone or to an outside phone number if not answered within a predetermined amount of time, or immediately if the phone is in use.
Call Logging	333	Allows users of display phones to view missed, received, and dialed calls.
Conference	5	Connects from three to four parties in a conference. A conference consists of any combination of inside and outside parties.
Directory	307	Allows display phones users to search for extension numbers of System Speed Dial numbers. The number can then be dialed, if appropriate.
Display Outside Party Name On/Off	379	When the phone user enters this feature code, while connected to a CO call that has outside party name information, the display will toggle between the caller's name and number. If there is no outside party name of the Expanded CO Call Information ON Displays flag is disabled, the user will hear a burst of reorder tone and see the CANNOT ACCESS FEATURE display. If the Display Outside Party Name On/Off feature code is programmed in a user programmable button with a lamp, the lamp will be lit when the outside party name is enable and off when the outside party name is enabled.
Display Time and Date	300	Temporarily displays the system date and time, user name, and extension number during a call or when other displays are shown. Feature code 300 displays the IP Address of a phone if it is in SIP mode.
Do-Not-Disturb	370	The Do-Not-Disturb feature code halts all intercom calls, transferred calls, and pages to the phone.
Do-Not-Disturb On/Off	372	The on/off code can be used to turn Do-Not-Disturb on or off.

Handsfree On/Off	319	Disables/enables the phone's handsfree intercom answering. Incoming intercom calls ring as private calls if handsfree answering is disabled. (Not used on single line phones)
Message	365	This feature code is used for leaving and retrieving a message waiting indication at a called phone or the called phone's message center. Depending on how the message was left, the called phone user either retrieves the message from their message center or from the phone that left the message.
Message – Cancel	366	Allows the phone user to cancel a message waiting indication that they left at another phone.
Message – Cancel Current	368	Cancels a message waiting indication that is waiting at the phone without requiring the user to respond to it. (Or, press the asterisk [*] button while viewing the message).
Message – Silent	367	Leaves a message waiting indication at a phone without first placing an intercom call.
Microphone Mute – On/Off	314	Turns the microphone on or off during a call. If muted, the phone user can hear the other party, but the party cannot hear the phone user. (Not used on single line phones)
Page	7	When followed by a paging zone code (0-9 or 0-49), it allows announcements to be made through phone speakers and any external paging speakers in the page zone.
Page Receive – On/Off	325	Halts pages through the phone speaker or allows them to be received again. (Not used on single line phones)
Program Buttons	397	User-programmable feature buttons and Stations Speed Dial buttons can be programmed using this feature code. (Not used on single line phones)
Queue Request	6	Requests or cancels an automatic callback when a busy trunk or phone becomes available.
Redial	380	Redials the last outside phone number dialed or saved at the phone (up to 48 digits). Also used to save number at phone programmed for last number saved.
Redirect Call	331	Allows the phone user to route ringing outside, intercom, and camped on calls to another phone, hunt group, or outside number. Routing of the redirect call is still subject to trunk and toll restrictions. This feature provides these options in addition to the currently available options which allow the phone user to redirect calls to Voice Mail or Do-Not-Disturb. The Redirect Ringing Call feature does not require a software license.
Reverse Transfer (Call Pick-Up)	4	Picks up a call ringing or holding at a phone or hunt group.
Review Keys	396	User-programmable feature buttons and Station Speed Dial buttons can be viewed using this feature code. (Not used on single line phones)
Ring Tone Selection	398	Selects the type of ringing alert tone that will be heard from the phone. (Not used on single line phones)

Station Speed Dial	382	Dials/programs one of the 10 Station Speed Dial numbers when followed by a location code (0-9).
Station Speed Dial Programming	383	
System Speed Dial	381	Dials one of the 1000 System Speed Dial phone number when followed by a location code (000-999).


Answering Calls

Lift the handset, or press  (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode.


Placing Emergency Calls

Dial the emergency number 9911 or 911. The system immediately places the emergency call as soon as you dial the number, even if you do not select an outside line.

Placing Internal (Intercom) Calls


With or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press the  (Hold) button or use the left cursor key at the bottom to delete digits entered.

Placing External Calls

Lift the handset or press the  (Speaker) button, press 9 (feature code for "Outgoing" if you are using a "Call" key) and enter your number.

- Local: 9-306-XXX-XXXX
- Long Distance: 9-1-XXX-XXX-XXXX
- If you are using a "Line" key, dial XXX XXX-XXXX

Redialing External Numbers

With or without the handset lifted, press the  (Redial) button. The system automatically selects a line and dials the last number.

Using the Directory

You can use the directory to look up internal or external numbers. If you need to add an external number into the directory, contact your Administrator (if applicable).

1. Press the "Directory" key and select "1" to look at internal numbers (IC) or "2" to look at the external numbers.
2. Press the (Up) or (Down) to scroll through the list.
3. When you find the correct name, press "#" to dial the number.

Press * to cancel out of the directory.

Call Logging

1. Press the "Call Logging" key.
2. Press "1" (MISS) to see missed calls, press "2" (RCV) for received calls, press "3" (DL) for dialed calls or press "4" (CLR) to clear logs.
3. Press (Up) or (Down) to scroll through logs.
4. Press "#" to return a call or redial the number listed.

Press * to cancel out of the call log screen.


You can also use the dial pad by pressing the number that corresponds to the first letter. For example, if you are looking for a contact that starts with the letter "V", press the number 8. This will take you to the beginning of the "T" contacts and you can use the navigation arrows to get down to the contact.

Placing a Page Announcement


1. With the handset lifted, press the "Page Sets" key
2. Wait for the tone and speak into the handset.
3. When you are done, press the switch hook or replace the handset.

Transferring Calls to Other Extensions

Cold Transfer:

1. While on the call, press the  (Transfer) button.
2. Enter the extension number and hang up.

Warm Transfer:



1. Press the  (Transfer) button.
2. Dial the extension, advise of the transfer then hang up to release the call.

Transferring to Voice mail:

1. Press the transfer button, and dial 2500
2. Enter the Mailbox (extension) of the person, and hang up.

When you hang up the caller will hear the personal greeting and be able to leave a message.

TO CANCEL A TRANSFER IN PROGRESS:

- If you have *misdialed* the number and need to pull the call back, press the  (Transfer) button to cancel.
- If you need to *pull back* a call that is already ringing at the set, press the  (Transfer) button to cancel the transfer and press the Call key to bring the call back.

Transferring Calls to an External Number

While on the call, press the  (Transfer) button, dial 9 followed by the area code and number. Hang up to release the call.

- Local: 9-306-XXX-XXXX
- Long Distance: 9-1-XXX-XXX-XXXX

Placing Conference Calls

1. While on the first call, press the "Conference" key to place the call on hold. Dial the extension or external number you wish to conference with. (Remember to dial 9 if external) thus placing a call to the next conference party.
2. After the party answers, press the "Conference" key to place the call on hold. If necessary, repeat this step to add the remaining parties.
3. Press the "Conference" key again to start the conference. CNF IN PROGRESS appears.

TO CANCEL A CONFERENCE CALL IN PROGRESS:

Select the "Call Key" that is blinking (on Hold). The call is now presented back to you.

Forwarding Calls

To activate:

1. Press the "Forward" key.
2. Enter the extension you want your calls forwarded to. (To forward calls to Voice Mail, enter 2500 or put your phone in DND).
 - If forwarding to an external number, insert 9.

To deactivate: Press the "Forward" key, followed by # or take your phone off DND.

Using Do-Not-Disturb

When a set is placed in DND mode, the set will not accept calls or Pages.


To activate:



1. Press the "DND" key, and then do one of the following:
 - a. Press the "DND" button again. DND is now active.

OR



- b. Press (Up) or (Down) to scroll through the messages and select the message you want displayed *on your set*. If you wish to add text to the message (ie: OUT TO LUNCH BE BACK AT 1:00PM), use the dial pad to enter your message.

NOTE: It will be in number format. If you need Alpha mode, press the  (Message) button.

- In Alpha mode, press **1** to add punctuation (i.e. !,.,/,:;@)
- Press the  (Hold) button to backspace.
- Press the  (Transfer) button to move the cursor over or to add a space.

To deactivate:

1. Press the lit up "DND" key.

