USER GUIDE

Attention to Detail!

We understand the unique needs of our customers and customize services to help them to efficiently and economically run their business.

Other voice equipment services and products include:

» **CALL REPORTING**

Monitor your call data statistics, such as volume, time of day, busy times, missed call volume, operator volume, to bolster your management toolkit and maximize profits.

» **HEADSETS AND ACCESSORIES**

Extend the range of your telephone equipment, from your Bluetooth, to paging, to the back door.

» **TIE's Sound Suite**

Music on Hold and Background Music available as a package is easily customized and programmed through TIE's online portal.

Call us today and let us design a solution for your voice equipment needs.

Toshiba CIX40 Telephone System
(featuring Toshiba's DP5000 Series Telephone Sets)

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(in order of appearance)

Tie National LLC

Overview of the DP5000 Series Telephone

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(under handset)

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E Speaker Button

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(labels may vary)

P Programmed Feature Buttons

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Making a Call

Dialing:

(Ask your carrier for local and long distance dialing patterns.)

External Call
• Lift handset and dial **9** + **1** + **area code** + **telephone number**.

Internal Call
• Lift handset and dial the **3-digit** extension.

Speaker Phone:
Immediately dial the external or internal call without lifting the handset first.
• Calls can be moved to handset by picking up the handset.
• Calls can be moved from handset to Speaker by pressing **Speaker** while on the call and replacing the handset.

Ending the Call:

To hang up, either return the handset onto the receiver, or when in speakerphone mode, simply press **Speaker** once more while the handset is in the cradle.

Volume Control

Ring Tone Volume:

When phone is idle and handset is on-hook, press and hold **Volume Up** or **Volume Down**.

Handset Volume:

During a call, press and hold **Volume Up** or **Volume Down**. Volume will return to default when the call is hung up.

Speaker Volume:

Press **Speaker**, press and hold **Volume Up** or **Volume Down** to adjust levels. Press **Speaker** to exit.

Microphone/Mute

Microphone/Mute Button:

The **Microphone/Mute** button toggles between Microphone and Mute.
• When lit, the microphone is enabled.
• When off, the microphone is disabled (muted).
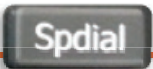
Hold

Hold:

1. While on a call, press **Hold**.
2. To return to the call, press the held line's (flashing) button from any phone.

Exclusive Hold:

1. While on a call, press **Hold** twice.
2. To return to the call, press the held line's (flashing) button from the phone set that put the call on Exclusive Hold.

Speed Dial

Spdial
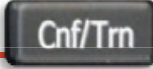
Storing a Speed Dial Number:

1. Press **#66.**
2. Enter the **3 digit** Speed Dial number to assign to the telephone number
   - 200-999 for system wide speed dial,
   - 100-139 for personal speed dial use.
3. Dial **9** + **1** + **area code** + **telephone number** of telephone number to save to speed dial.
4. Press **#** to save.

(System wide speed dial must be programmed from extension 200.)

Calling Using Speed Dial:

1. Lift handset.
2. Press **Spdial**.
3. Enter the assigned **3-digit** Speed Dial number.

Conference/Transfer

Cnf/Trn

Conference/Transfer:

1. While on a call, press **Cnf/Trn** then dial the **extension** to transfer the call to and hang up. The call will be transferred.

   (When transferring to an external telephone number:
   - *two lines will be tied up: the outbound call and the incoming call,*
   - *the call must connect prior to hanging up for the transfer,*
   - *to dial an external number, follow the dialing pattern shown under Making a Call on page 2.)*

2. To announce the call, wait for the receiving party to answer the phone, and introduce the call prior to hanging up.
3. To conference all parties together, press **Cnf/Trn** instead of hanging up.

Retrieving Messages

✉

Retrieving Messages:

When blinking, a new voicemail message is waiting.
- Press the **Messages** button to retrieve the voicemail and follow the prompts.

(Standard arrangement will blink extensions 200, 201, 202, and 206 for messages left in the General Mailbox.)

To access voicemail when the **Messages** button is not lit:
- Dial access code **250** and follow the prompts.

Retrieving Messages Remotely

Retrieving Message Remotely:

1. Call the main telephone number.
2. *If the call is answered by someone on site, ask to be transferred to extension 250.*
3. When greetings begin press ***** and the **mailbox number** then **#.**
4. Enter the **Security Code** then **#.**
   (The default security code is 997)
5. Follow the prompts.

The default Security Code is 997.
Tie National, LLC recommends that you change this to protect your privacy.

Setting Time and Date

Setting the Time:

The telephone set uses HHMMSS format in Military Time (for example, 8:10 AM would be referenced as 081000 versus 8:10 PM, which would reflect 201000).

1. Press **#652**.
2. Enter the **HHMMSS** followed by **#** to save.
3. Press the **Speaker** button to disconnect.

Setting the Date:

The telephone set uses YYMMDD format (for example January 02, 2013 would be reflected as 130102).

1. Press **#651**.
2. Enter the **YYMMDD** followed by **#** to save.
3. Press the **Speaker** button to disconnect.

Please note that Time and Date must be changed from extension 200.

Programmed Feature Buttons

Programmed features are labeled on the key strip. See an Example key strip on the Telephone Layout image on page 2.

Modes

Day Mode:

Press **Day/Night** and then the number **1** from the keypad. The **Status LED** will shut off.

Busy Mode:

Press **Day/Night** and then the number **2** from the keypad. The **Status LED** will blink.

Night Mode:

Press **Day/Night** and then the number **3** from the keypad. The **Status LED** will remain lit.

See Call Flows to view the effect of each mode within the Voicemail Programming.

Caller ID History

Caller ID History:

1. Press the **Caller ID History** button
2. Use **Volume Up** to view the next record and **Volume Down** to view the previous record.
3. To end the history view, press the **Caller ID History** button again.

Missed call history is available only from extension 200 however connected calls can be viewed from the extension that received the call.

Codes:
ANS - Answered
RED - Redirected
ABN - Abandoned

Do Not Disturb (DND)

Do Not Disturb (DND):

*Available only if the **DND** button is programmed on the telephone.*

- Press the **DND** button to turn on/off functionality.

All incoming calls to this phone will be routed to voicemail.

Auto-Attendant (AA) and Voicemail (VM) Programming

Box Directory

Box Directory:

Each 3-digit number represents the AA or VM Box number assigned.

Voicemail (VM) -
- 200, General Delivery.
- 203, First Manager.
205, Second Manager.

Auto-Attendant (AA) -
- 901, Location/Directions.
- 902, Hours.
- 791, Busy Mode.
- 991, Day Mode.
- 891, Night Mode.

〰 *To set up the main recorded greetings, select 1 for Greeting One on each mailbox. Alternate greetings can also be recorded. Contact our Help Desk for Assistance.*

Steps to Record AA and VM Box Greetings

Steps to record AA and VM Box Greetings:

1. Lift handset and dial **250.**
2. Bypass the security code prompt by pressing **#**.ⓘ
3. When the message begins, press ***.**
4. Enter the **AA Box or VM Box** number when prompted for the User ID for the message to be recorded followed by **#**.
5. Enter your **Security Code**.
   (The default security code is 997)
6. Press **3** to Manage the user mailbox.
7. Press **1** for Greetings.
8. Press **1** for Greeting One.〰
9. Press **2** to begin Recording.
10. Press **#** to Stop Recording.
11. Press **9** to save the Recording.

ⓘ *Skip this step if recording from extension 204 or 207*

Pre-Recorded AA and VM Box Greetings

Pre-Recorded AA and VM Box Greetings Provided on Initial Install:

Each 3-digit number represents the AA or VM Box number assigned.

Voicemail (VM) -

- **200, General Delivery**
  "You have reached the general delivery mailbox. Please record your name, phone number and a brief message and one of our representatives will contact you as soon as possible. Thank you and have a great day."

- **203, First Manager / 205, Second Manager**
  "The party you are trying to reach is not available. Please leave a detailed message for a returned call. Thank you."

Auto-Attendant (AA) -

- **901, Location/Directions**
  "Location information has not yet been recorded. Please hold to be reconnected with our main menu."

- **902, Hours**
  "Hours of operation have not yet been recorded. Please hold to be reconnected with our main menu."

- **791, Busy Mode**
  "Thank you for calling. We are experiencing a high call volume right now. Please dial 0 or stay on the line to leave a message. Press 1 to hear our location. Press 2 to hear our hours or press 3 to be connected with a manager. Thank you and have a great day.

- **991, Day Mode**
  "Thank you for calling. Please listen carefully to the following options. Please press 0 or stay on the line to (leave a message for a representative/speak to a live representative)♦. Please press 1 to hear our location, press 2 for our hours of operation, or press 3 to speak with a manager. Thank you and have a great day."

- **891, Night Mode**
  "Thank you for calling. We are currently closed. Please dial 0 or stay on the line to leave a message. Please press 1 for our location, press 2 to hear our hours, or press 3 to leave a message for a manager. Thank you and have a great day."

♦ *Recording will reflect the action of the programmed Greeting Call Flow Package.*

Greeting Call Flows

Greeting Call Flows Overview

The following pages reflect the most recent programming with the respective implementation date. If your installation was prior to this date, please contact our Help Desk if you should require a call flow for your programming.

Some locations may have selected slight variations or customization of the programming and may not match exactly what is shown here. For questions as to how a specific location is programmed, please contact TIE's Help Desk.

Greeting Call Flows for Installations as of February 10, 2014

Default Incoming Ring Group (can be changed upon request):
Rings extensions 200, 201, 202 and 206. After 12 seconds, these are joined by extensions 203 and 205.

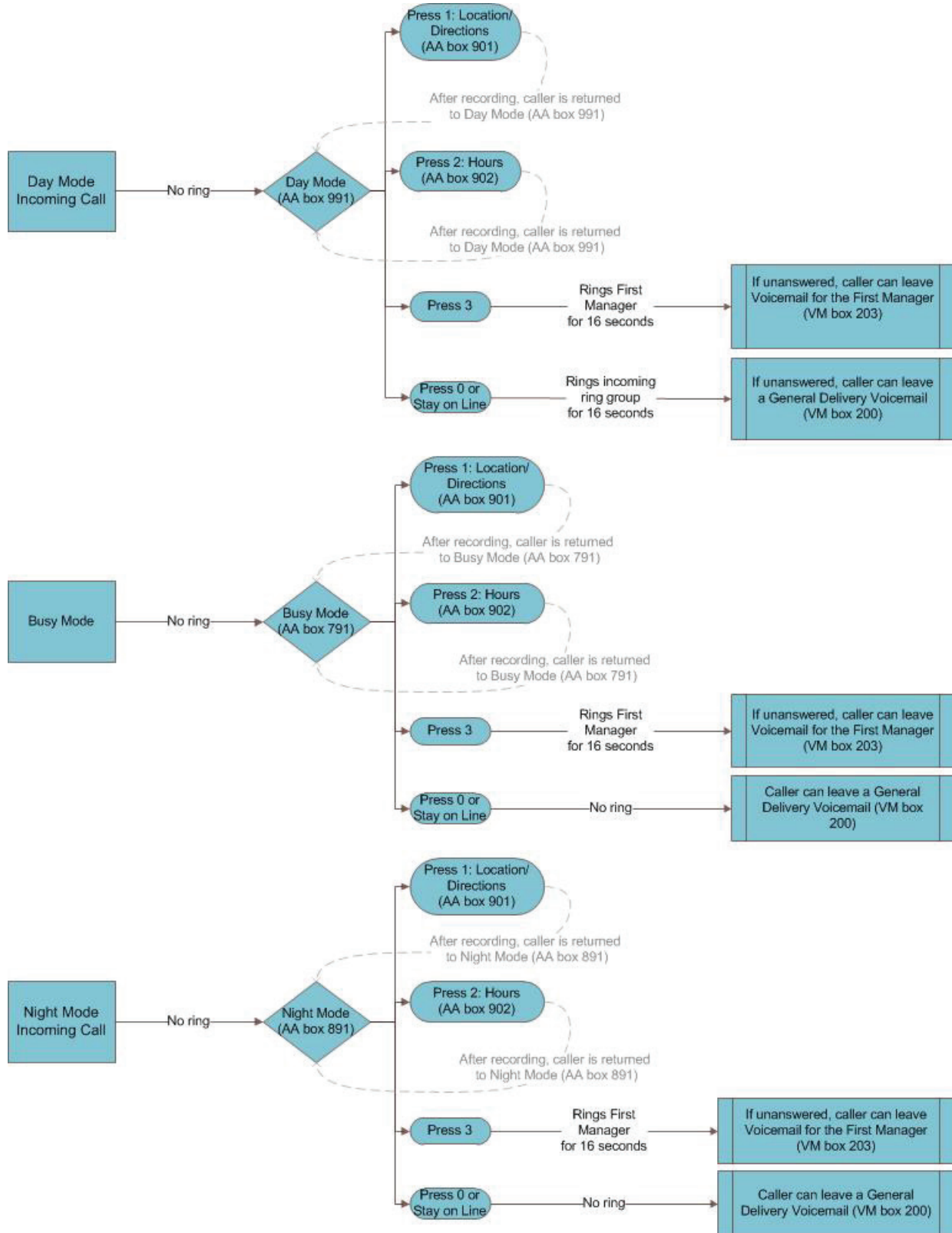| Package A.3:	Package B.3:	Package C.3:
Rings the incoming ring group before entering into the call flow and hearing the greetings for the shown AA or VM boxes.	Incoming calls are automatically received by the recorded auto-attendant greetings for the shown AA or VM boxes. Pressing 0 or remaining on the line will send callers to the incoming ring group.	All calls will ring incoming ring group. No auto-attendant or voicemail.

Greeting Call Flow: Package A.3

The shown call flow reflects what the calling party can expect to hear upon calling into the main telephone number.
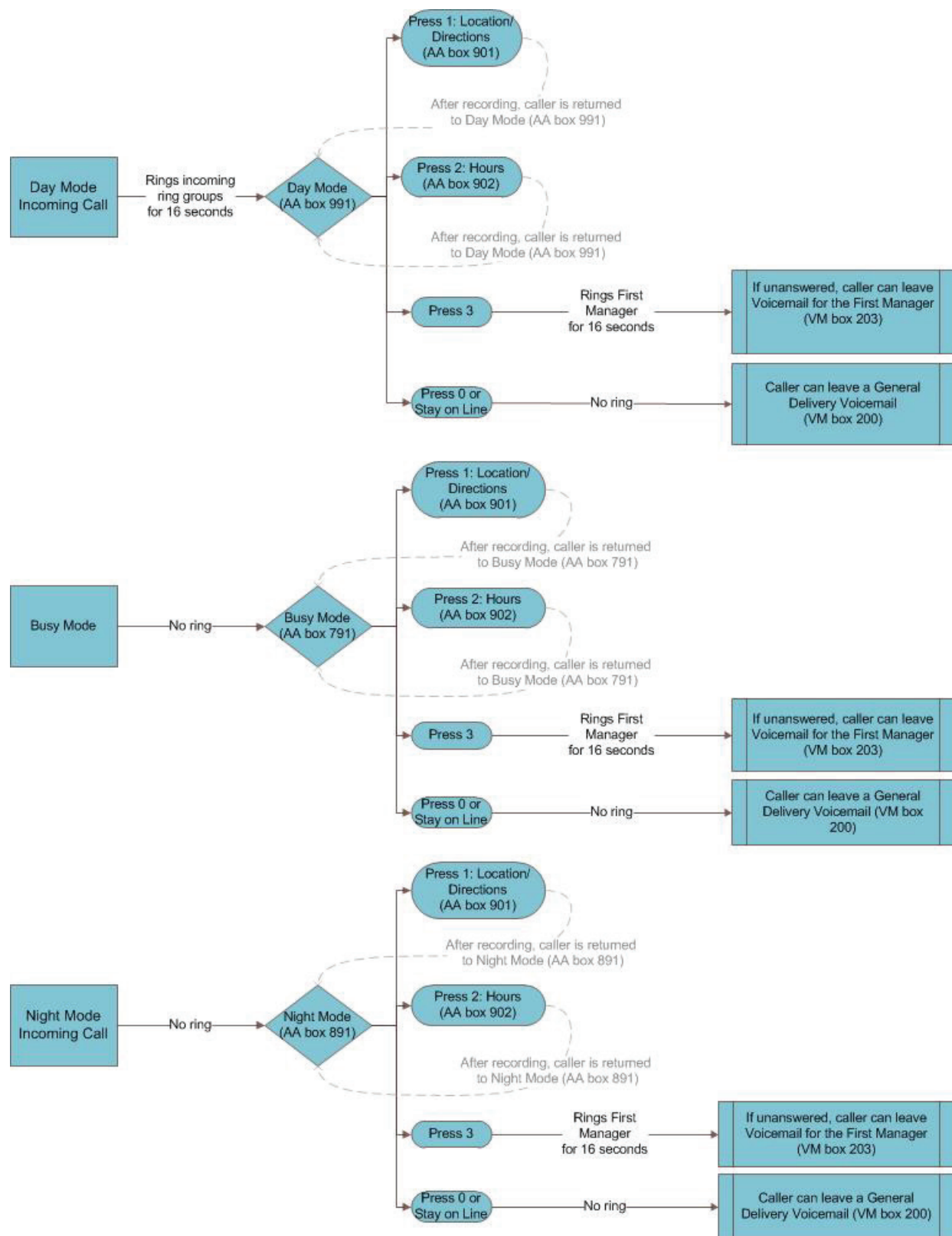
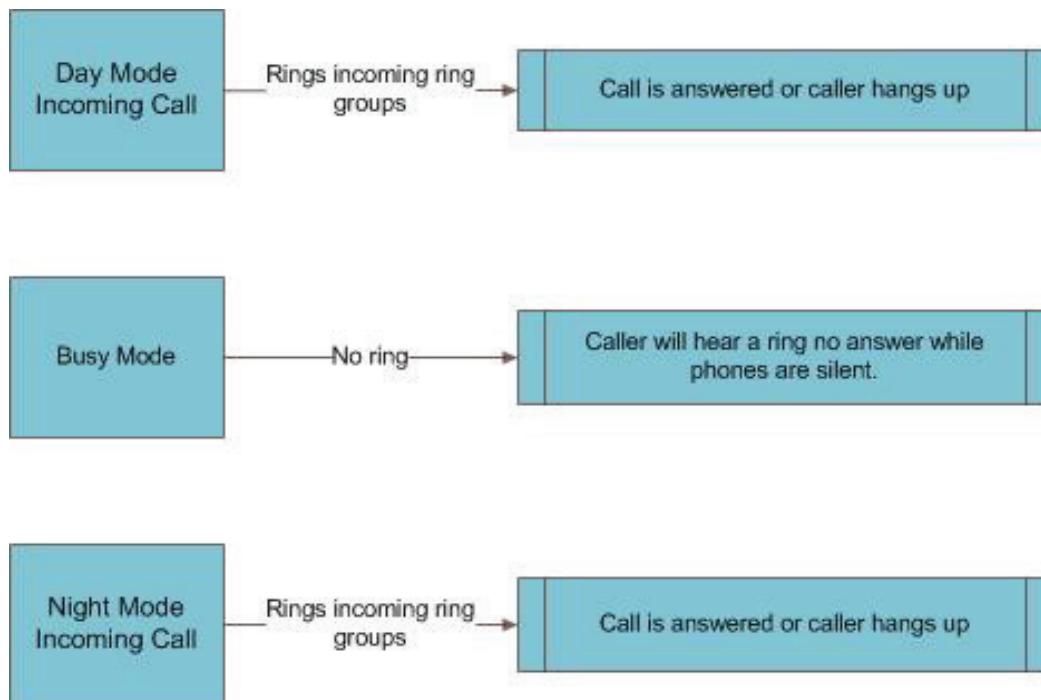*Unanswered is equivalent to 16 seconds, or approximately 4 rings.*

Greeting Call Flow: Package B.3

The shown call flow reflects what the calling party can expect to hear upon calling into the main telephone number.

Unanswered is equivalent to 16 seconds, or approximately 4 rings.

Greeting Call Flow: Package C.3

Day Mode Incoming Call	Rings incoming ring groups →	Call is answered or caller hangs up
Busy Mode	No ring →	Caller will hear a ring no answer while phones are silent.
Night Mode Incoming Call	Rings incoming ring groups →	Call is answered or caller hangs up

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