




Toshiba Phones User Guide

To place a call:

- Lift the handset or simply start to dial.
- Internal Call: Dial the extension number of the location you are calling.
- Outgoing Call: Dial 9 plus the telephone number.

Hold:

- To place caller on hold press the  **Hold** key and the LED light will flash green on your phone.
- To pick up the caller that is on hold, press the flashing green light on your phone.




Call Park:

- If a call comes in for a specific person, the caller can be parked to the person's extension.
- **To park a call:** Press the **Call Park** key and dial the extension of the person.
- **To retrieve the call from your phone:** Press the **Call Park** key on your phone.
- **To retrieve the call from a different telephone:** Press the **Call Park** key and dial your extension number.
- If a call comes in for a person without an extension assigned to them, press the **Call Park** key and then press * and that picks the orbit number of 7000-7019.


Paging:

- To access paging, you need to lift the handset and press the **Page** key. Make your announcement and then hang up. If you do not have **Page** key, you can dial **# - 3 - 0** to access paging.



Conference/Transfer Key:

- **To make a conference call:** While connected to original caller, press the  **Cnf/Trn** key and dial extension number or 9 + external telephone number of party you are adding and wait for them to answer. Once connected to added party press the  **Cnf/Trn** key and now all three parties are connected to the call.
- **To make a call transfer:** Press the  **Cnf/Trn** key and dial the desired extension or 9 + external telephone number of party you are trying to reach and announce the call. Hang up the phone to complete the transfer or press the flashing line key to return to the caller.
- Can have up to 8 people on a conference call at one time: 6 external and 2 internal.
- **Another way to transfer calls:** While connected to original caller, push the desired extension on your programmable keys and announce the call. Hang up the phone to complete the transfer or press the flashing line key to return to the caller.

Redial:

- Press the  **Redial** key to dial the last outgoing number dialed from it, either internal or external.

Microphone (Mute):

- Station users can turn the speaker's microphone on or off, muting out your end of the conversations.
- **To mute the microphone:** Press the  **Mic** key and the light will turn off.
- **To unmute the microphone:** Press the  **Mic** key again, the light will turn on and the caller on the other end will be able to hear you again.

Volume Controls:



- The arrow buttons control the following separate volume controls:
 - Handset Must be on handset to adjust
 - Speaker/Music (BGM) Must be on speaker to adjust
 - Ring/Intercom Phone must be sitting idle to adjust

Transfer to Voicemail:

- With a caller on the line, press the **Transfer to Voicemail** key or press the **Cnf/Trn** key and dial **# - 4 - 0 - 7**.
- Press the person's extension key or dial the person's extension and press **#**.
- Hang up the handset.


Do Not Disturb (DND) or Forward to Voicemail:

- When activated, this feature will send all of your telephone calls directly to voicemail without ringing the telephone.
- **To active:** press the **Do Not Disturb** key. The light will turn on.
- **To cancel:** press the **Do Not Disturb** key again. The light will go out.

Call Forward:


- This feature will allow you to forward all of your calls to an off-site location (for example, your cell phone).
- **This feature will be programmed by your administrator.**
- **To turn on:** Press the **Forward to Cell** key. The light will turn on.
- **To turn off:** Press the **Forward to Cell** key again. The light will turn off.

Station Speed Dials:

- Each telephone has a group of 40 or more station speed dial numbers that can be programmed. Station speed dial numbers start at 100 and usually end at 139.
- **These numbers are added by your administrator**
- **To call:** Press the  **Spdial** key and dial the 3 digit number associated with that speed dial number.

System Speed Dials:

- System speed dial numbers can be accessed from any telephone on the system. The numbers begin at 200 and can go up to 899.
- **These numbers are added by your administrator.**

To call: Press the  **Spdial** key and dial the 3 digit number associated with that speed dial number.

Directory:

- **My** = Station/Personal Speed Dial Numbers
- **External** = System Speed Dial Numbers
- **Internal** = Programmed Extension Numbers

Accessing Directory:


Access the Directory using Soft Keys on display phone.

- **To Access:** Press soft key **DIR** and then choose **MY**, **EXTR** or **INTR** from the soft keys.
- **Find Contact:** Type in a name on the keypad or simply push the **FIND** soft key to scroll through entire directory. When typing in a name use the **LEFT** and **RIGHT** soft keys to delete or add a space.
- **View All Contacts:** Use the **NEXT** or **BACK** soft keys to view all numbers.
- **To call:** Press programmable key next to name.
- **To cancel:** Press **CNCL** on soft keys to exit the directory.

Caller ID:

- To view Call History, while station is idle, press the **Caller ID** key or **Hist** Soft Key. The Caller ID LED lights green and the latest record will appear on your display. Press the **Vol Up** key to view the next record or the **Vol Down** key to view the previous record or press soft keys **Next** or **Previous**. The Caller ID feature will store the last 10 incoming calls.

Record to Voicemail:

- This feature will allow you to record a telephone conversation and send it to your voicemail as a new message. This is legal in Wisconsin without having to tell the caller they are being recorded into your voicemail due to the Single Party Notification Law.
- **To Record:** While on a call, press the **Record to Voicemail** key. The light will turn on.
- When the call is finished, hang up.
- Your  message waiting light will be flashing and the recorded call will be in your mailbox as a new message.

Night Button:

- Usually found on the receptionist phone(s).
- **To change to Night Mode:**
 - Press the **Night** key and press **3**.
 - The **Night** key light will turn on, showing that the system is in Night Mode.
- **To change to Day Mode:**
 - Press the **Night** key and then press **1**.
 - The **Night** key light will turn off.

911 Service:


- The system waits 5 seconds before the call is put through (in case it was dialed in error)
- The system has a designated emergency phone (typically the receptionist's phone)



Setting Up Your Mailbox For The First Time:

- Access voicemail system by dialing your voicemail access number. **(400)**
- Enter your security code **(0000)**
- Once you enter your default password you are prompted to change it for security purposes.
- Record your first and last name for the directory (this identifies your mailbox when you log in, as well as identifies your mailbox to other internal users).
- Record a personal greeting (This is the greeting callers hear when directed to your mailbox. You can change your personal greeting at any time in the future.)
 - *Hi, this is _____ . I am either on the telephone or away from my desk. Please leave a message after the tone or for immediate assistance, press zero now. Thank You.*

Getting Started:

- **To access your voicemail from your phone:**
- You can either press your flashing  message key, or if this key is not flashing then dial your voicemail access number
- The voicemail will prompt you to enter your security code/password

- **To access your voicemail remotely:**
- Dial the main telephone number
- Wait for a greeting/Auto Attendant to answer (or ask the person answering to transfer you to voicemail), and when the voicemail system answers press the # key
- The voicemail will ask for your mailbox number (same as your extension no.)
- You will then be prompted for your security code/password

When In Your Mailbox:

- Press **1** from subscribers menu to review new messages
- Press **1 2** from subscribers menu to review saved message folder

To Leave A Message Directly In Another User's Mailbox:

- Access voicemail
- If necessary, press * to bypass "Enter your password..." prompt
- While listening to main greeting, press *
- Enter mailbox no. of user at prompt
- User's greeting will begin (can press * to bypass)
- Leave a message at the tone

While Listening To Messages:

- Press 1 to save the message
- Press 2 to listen to the next message
- Press 3 to delete message
- Press 4 to rewind message (5 second increments)
- Press 5 to pause message. You may press 5 again to resume, or after 60 seconds message will resume itself.
- Press 6 to fast forward message (5 second increments)
- Press 7 to reply/redirect (forward) the message
- Press 8 during or after listening to a message to find out who sent the message as well as the time and date it was sent
- Press 9 to change the volume/speed of a message
- Press # to repeat the message
- Press * to cancel and go back to previous menu

To Change Your Greeting:

- Access voicemail system
- Enter your security code
- Enter 3 2 3 from subscribers menu to change your greeting.
- Press any key when you are done recording
- Press 2 to listen to the greeting you just recorded
- Press 1 to activate greeting
- Press 3 to re-record greeting

To Activate Temporary Greeting:

- Access voicemail system
- Enter your security code
- Enter 8 1 from subscriber's menu to record your temporary greeting
- Press any key when you are done recording
- Press 2 to listen to the greeting you just recorded
- Press 3 to activate greeting
- Press 1 to erase and re-record greeting

To Deactivate Your Temporary Greeting:

- Access voicemail system
- Enter your security code
- Enter 8 4 to deactivate your temporary greeting
- This will restore your standard personal greeting

To Change Your Recorded Name:

- Access voicemail system
- Enter your security code
- Press 3 3 2 to change your recorded name.
- Press any key when you are done recording
- Press 1 to listen before saving
- Press * or just hang up to save

To Change Your Mailbox Password:

- Access voicemail system
- Enter your security code
- Press 3 4 1 to change password
- Enter new password. System will ask you to confirm

Review Saved Messages:

- Access voicemail system
- Press **1 2** from the subscriber's menu to review saved messages

Retrieve A Deleted Message:

- Press **6** from the main menu. If you are currently reviewing messages press * **6**
- You now have three options:
 - To listen to your deleted messages, press **1**
 - To move the message back to your saved messages, press **2**
 - To delete the message, press **3**
 - **NOTE:** Erasing a message permanently deletes your message from the system and you will no longer be able to recover it.

To Mark A Message As Priority:

When you mark a message as priority, it will be sent to the front of the subscriber's message inbox.

- Access voicemail system
- Select **2** from the menu to record a message. Press any key when finished
- Press **0 3 2** to send your message as priority

To Request A Return Receipt For A Message:

- Access voicemail system
- Press **2** from menu to record a message, press any key when finished
- Press **0 5** to send your message with return receipt

Delete A Message After Sending:

Can only be used if a message you sent has not yet been listened to

- Access voicemail system
- Press **5**
- Enter in the mailbox number you wish to check and the system will play the first unheard message you left for the recipient
- To delete press **3**, to replay press **1**, to hear next message press **2**

Unified Messaging:

You can access all of your voice and fax message directly through your email inbox or smart phone! You can listen to your voice messages with any audio player and fax messages can be viewed with a standard image viewer. The subject line of voice and fax messages will include caller ID, voice messages will include the duration of the voicemail (in seconds), while faxes will show fax sender and number of pages.

Access Your Voicemails Though Email:

All of your voicemails will be accessible through your email inbox. Each time you receive a voicemail an email will be sent to your inbox with an attachment that includes a recording of the voicemail. You can open this attachment with any audio player installed on your computer (or smart phone) to listen to the recording.