

## MAIN EXTENSION NUMBER

Your main extension number (also known as Primary Directory Number) is assigned to the **Line Key** on your telephone and shows in the display. When you lift the handset, your main extension number is automatically selected, you will hear dial tone and are ready to make a call.

## PLACING A CALL

### Internal:

- Lift handset, hear dial tone
- Enter **4** digit extension number

### External:

- Lift handset, hear dial tone
- Enter **9** (no change in dial tone) and number

### On-Hook Dialing

- To place a call without lifting the handset:
- Press the **Line Key**
- Hear dial tone
- Dial the number
- Pick up the handset when the number starts ringing

### If busy,

- Press **Goodbye**

## HOLD

### To place a call on hold:

- Ask the party to hold
- Press **Hold** key
- Hang up

### To retrieve held call:

- Lift handset
- Press the key beside the fast flashing indicator lamp

## CONFERENCE

Allows you to place a caller on temporary hold and add an additional party into the conversation without tying up another line. You can conference up to 6 parties including yourself. It is recommended only 2 outside calls be in the conference call.

### To activate:

- During an active call press **Conf** (Soft key)
- Hear special dial tone
- Caller is placed on **Temporary HOLD**
- Enter extension or outside number
- Press **Conf** (soft key) again to bring all parties together

### To drop off call:

- Press **Goodbye** or hang up

**NOTE: If you hear a busy or ring-no-answer, press your extension to return to original call.**

## SPEED CALL

Allows you to represent a telephone number as a **2** digit code for abbreviated dialing. Each number can be up to 20 digits.

List of up to 20 numbers = Codes 00-19

### To program or change:

- With handset in place, press **SpcCtrl** (soft key)
- Enter **2** digit speed call code
- Enter telephone number to be stored
- Press **SpcCtrl** (soft key) again

### To use:

- Select an idle extension
- Press **SpcCtrl** (soft key)
- Enter **2** digit speed call code

### To cancel a code:

- With handset in place, press **SpcCtrl** (soft key)
- Enter **2** digit speed call code
- Press \* key
- Press **SpcCtrl** (soft key)

**NOTE: A 9** must be programmed with number for outside calls.

## CALL PARK

This feature is used to move a call in the system and retrieve it from another phone.

### To activate using your extension number:

- Press **Transfer** or **Conf** (soft key)
- Enter **171** and enter your extension number
- Press **Transfer** or **Conf** (soft key) again
- Hang up

### To retrieve call parked on your extension number:

- Lift handset
- Enter **172** and your extension number

**NOTE: The call will hold in the system for 90 seconds before it returns to the original parked destination.**

## TRANSFER

### To transfer a call to another extension:

- Ask party to hold
- Press **Transfer**, hear special dial tone
- Call is placed on **Temporary HOLD**
- Enter extension number
- When party answers, announce call
- Press **Transfer** again

**NOTE: If you hear a busy or ring-no-answer, press your extension to return to original call.**

## CALL PICKUP

### To pickup another ringing telephone in your group:

- Lift handset
- Press **13**

**NOTE: If ringing extension is not within your assigned group, or is already answered, fast busy will be heard.**

## DIRECT PICKUP

### To pick up a specific extension that is ringing in a group:

- Lift handset
- Press **195**
- Enter extension you wish to answer

## GROUP PICKUP

### To pick up a ringing telephone in another group:

To obtain Call Pickup Group Numbers, contact your agency representative.

- Lift handset
- Dial **194**
- Dial pickup group number

## LAST NUMBER REDIAL

The telephone always stores in memory the last number manually dialed.

### To activate:

- Lift handset, press **Line Key** once

### OR:

- For on-hook dialing (with handset in place), press **Line Key** twice

**NOTE: The number will remain in the memory until you change it by dialing another telephone number.**

## CALL FORWARD ALL CALLS (Internal Only)

To temporarily redirect your incoming calls to another extension. Outgoing calls can still be made when call forward is active. Your phone will not ring while call forward is active unless the extension that is receiving your calls, calls you.

### To activate:

- With handset on hook, press **Forward** (soft key)
- Enter the extension number that is to receive your calls
- Press **Forward again** (soft key)

### To cancel:

- With handset on hook, press **Forward** (soft key)
- Your calls are no longer forwarded

### To change:

- With handset on hook, press **Forward** (soft key)
- Enter the new extension number that is to receive your calls
- Press **Forward Again** (soft key)

## \*\* FIXED FEATURE KEY \*\*

### Volume Control Bar (Located below dial pad)

- Used to control the volume of handset, headset, speaker, ringer and handsfree. Increase volume by pressing the right side of the bar, decrease by pressing the left side. Adjust ringing volume while the phone is ringing.

### Line Key

- Your Extension number is assigned to this key. This key is used to receive incoming and outgoing calls.

### Goodbye

- Disconnect a call on any active extension by pressing **Goodbye** button or by hanging up the handset.
- NOTE: Goodbye is useful when dropping off a conference call.**

### Hold

- Place an active call on hold by pressing the **Hold** key. (A single buzz tone through the speaker occurs after a call has remained on hold for one minute and re-occurs at one minute intervals.)

### Message Waiting Indicator

- A red light indicator will light to notify you when a voice mail message has been received. To retrieve messages, press **Message** key.

### Message

- Direct dial to voice mail

### Transfer

- To transfer calls

### Mute

- Press the **Mute** key to speak without calling party hearing your local conversation. Press **Mute** key again to return to call. Press **Goodbye** to disconnect.

### Handsfree Key

- This is the round key located to the left of the handset. Press this key to have a conversation with the calling party without lifting the handset.

### Options

Controls the display on your telephone. Use the **Navigation** keys to scroll through options.

- **Language selection**
- **Change feature key label**
- **Contrast adjustment**
- **Volume adjustment**
- **Ringer type**
- **Group listening control**
- **Call timer control**
- **Date/time control**
- **Key click**
- **Diagnostics mode**

### Navigation Keys

- Used to scroll through options.

**NEW YORK STATE  
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USER GUIDE  
FOR**

**M3902  
SINGLE LINE TELEPHONE**

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