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 **Line Key**
- Hear dial tone
- Dial the number
- Pick up the handset when the number starts ringing

If busy,
- Press **Goodbye** key

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

TRANSFER

To transfer a call to another extension:
- Ask party to hold
- Press **Trans** (soft key) hear special dial tone
- Call is placed on *Temporary HOLD*
- Enter extension number
- When party answers announce call
- Press **Swap** (soft key) to toggle between the two callers
- Press **Connect** (soft key) to complete transfer

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

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 **Swap** (soft key) to toggle between the 2 parties
- Press **Connect** (soft Key) to bring all parties together

To drop off call:
- Press **Goodbye** button or hang up

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

CALL JOIN

Allows you to conference a call on hold to an active call on your phone.

To activate:
- Press **Conf** (soft key), hear special dial tone
- Caller is placed on *Temporary HOLD*
- Press extension button of held call
- Press **Connect** (soft key) to bring all parties together

CALL PICKUP

To pickup another ringing telephone in your group:
- Lift handset
- Press **Pickup** (soft key)

OR:
- 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 pickup a ringing telephone in another group:
To obtain Call Pickup Group Numbers, contact your agency representative
- Lift handset
- Dial **194**
- Dial pickup group number

REDIAL

Provides a list of the last 5 calls dialed from your extension.
To use:
- Press **Redial** key
- Use **Navigation** keys to review contents
- Press **Edit** or **Dial**

CALLERS

Provides a list of the last 10 incoming calls to your extension.
To use:
- Press **Callers** key
- Use **Navigation** keys to review contents
- Press **Edit** or **Dial**

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 **Park** (soft key)
- Enter your extension number
- Press **OK** (soft key)
- Hang up

To retrieve call parked on special park 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.

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 **Done** (soft key)

To cancel:
- With handset on hook, press **Check FW** (soft key)
- Press **CanclFW** (soft key)
- Your calls are no longer forwarded

To change:
- With handset on hook, press **Forward** (soft key)
- Press **Delete** (soft key) until all digits have been deleted
- Enter the extension number that is to receive your calls
- Press **Done** (soft key)

To reactivate, press **Forward** *(soft key), then press* **Done** *(soft key)*

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 **SpcCtlr** (soft key)
- Enter **2** digit speed call code
- Enter telephone number to be stored
- Press **Done** (soft key)

To use:
- Select an idle extension
- Press **SpcCtlr** (soft key)
- Enter **2** digit speed call code

To correct an error:
- Press **Delete** (soft key) to correct a mistake when entering code or number
- Press **Cancel** (soft key) to leave screen without storing a number

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

AUTODIAL

Allows you to store a single telephone number (up to 23 digits) under one autodial button for reuse.
To program:
- With handset in place, press **Autodial** key
- Enter telephone number to be stored
- Press **Autodial** key
- Number is stored under that button for reuse and will remained stored until another number is programmed under that button.

To use:
- Lift handset, Press **Autodial** key

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

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.

3903 OPTIONS
Language
Change feature key label
Screen contrast
Volume adjustment
Ring type
Call log options
Call timer enable
Date/time format
Key Click enable

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** CONTEXT SENSITIVE SOFT KEYS **

The 4 keys located directly below the display are referred to as Context Sensitive Soft Keys. The label and function of each key changes depending upon the available features or the active application.

** FIXED FEATURE KEYS **

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** 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 or dial extension of voice mail.

Message
- Direct dial to voice mail

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.

Copy
- Used to copy numbers to your personal directory.

Quit
- Used to end an active application such as personal directory or **Call Log**.

Call Log or Directory Log
- Used to create a personal directory for easy dialing and to log incoming and outgoing calls.

Shift
- Used to scroll to the 2nd screen.

Headset
- Used to select dial tone when using headset

Options
- Allows you to access and use the **Navigation** keys to scroll through options.

Navigation Keys
- Used to scroll through options, Call Log, Directory, and to modify telephone functions.

NEW YORK STATE OFFICE FOR TECHNOLOGY USER GUIDE FOR

M3903/M3904 MULTI LINE TELEPHONE

To Report a Telephone Problem Call
1-888-784-4647