

TELEPHONE USER GUIDE



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The instruments above are the most common currently in service at UNLV. The instructions for each type of phone is included here separately, while they may have similar functionality, they will be addressed individually.

FOR MORE INFORMATION:

Website: <http://telecom.unlv.edu/>

Address: Vgmgco B wprkQf w

Phone: 54146

TELEPHONE OPERATION

Screen - An LCD screen displays the name of callers, time and date, located on the top of the phones M2616 and M2008; it is located in the middle portion on the M3904 telephones; on the IP phones the LCD screen is located in middle top portion of the telephone

Message waiting Lamp - A solid red light indicates voicemail is waiting. A triangle on right side of phones M2616- M2008 is where this indicator will appear; the message indication is on the top of the LCD screen on the M3904 and on the handset of the IP phones.

Release Button - disconnects a call/caller. This button is located on the left -top portion of telephone - red-orange button marked "*rls*" - "**R**". On the M3904 this button is marked *goodbye*. On the IP phones this is a softkey that is marked *end call or cancel*.

Hold Button - places conversation on hold momentarily. Press again to resume conversation. It is *gray button* -left side -above key pad - M2008 and M2616 and the *black button* on M3904 above key page. The IP phone This function is a softkey located at the bottom of the LCD screen

Feature keys - Telephone Lines -These keys require programming and they perform a specific task, i.e. forward, transfer, etc. These keys are located along the on the right side of telephone on the M2008 - rectangle keys; they are located on the left and right sides of the LCD stripe on the M2616. You will press the button to engage the features. On the IP phones the *softkeys that activate features* are located at the bottom portion of the LCD screen.

Microphones - are located at bottom of phone - M2616 and M2008 and on the left side with green button on the M3094. The IP phones microphone is located beneath the handset.

Speakers - used to speak to carry on a two-way conversation with caller. On the 2008 and the M2616 this speaker is located beneath the LCD display; on the M3904 the speaker is located beneath the handset on the left side of the phone. On the IP phones the speaker is located beneath the handset

Volume Bar - used to set high or low volume for the handset and speaker for the phone; located at bottom of key pad M2008 and 2616; This bar on the M3904 is located below the key pad on left side of phone.

The IP phone volume bar is located on the right side of the phone under the settings keys

Main Ext Key/Primary Line - used to place/receive calls. This key is located on the bottom right side of phone on the M2008 and M2616; this is the green key on the right side of the phone on the M3904... The IP phones primary line number is located on the top right side of phone marked by gray round buttons.



(2) 500 set

If this is your telephone, it is an analog telephone or set .This is a **single line** phone. Many features available on your phone, but they must be accessed by key combinations. Not all features are available on all phones.

Placing and answering calls

- lift handset
- Enter the 5 digit number (to reach a person on campus)
- To reach an off campus number, dial 8, then the AREA CODE, if long distance, and seven digit number of that person/business.

Disconnecting a call

- replace the handset in the cradle. *Please note that it may take several seconds for the call to disconnect properly. If you try to pick up the line again too quickly, you may hear the call stilling continuing or receive an announcement "to try your call again."* This means that you need to allow more time for disconnection.

Ringer volume

The ringer volume is located on the bottom of the telephone. Ranges are from SOFT to LOUD.



Single line phone instructions continued:

FEATURES

Call Forwarding

Lift the handset and press *3 followed by the number where calls are to be forwarded (i.e. 59999)

Hand up

To Remove Call Forwarding

Lift handset and press #3

Hang up, or

Place a call

Call Transfer

Press switch hook (flash) *1

When you hear a dial tone, dial the extension number

Announce call to transfer destination

Hang up handset

Call Back

To leave a **callback** if the extension is **busy**

While listening to a busy signal or a Call Waiting tone

Press *7

Listen for tone

Hang up handset

When the called extension is no longer busy, you will hear 3 short rings

Lift the handset; call is automatically placed to the called party

*To leave a callback if there is **no answer***

While listening to the ring tone

Press *7

Listen for tone

Hang up handset



Single line phone instructions continued:

Call waiting

Press Switch Hook *4

Wait for two brief tones, then dial tone

Depress the switch hook and this allows incoming call to ring to your extension;
remove finger from switch hook to answer call

Press switch hook *4 to toggle back and forth

Voice Mail

Pick up the handset, if you hear a stutter tone, this indicates that you have a voicemail message.

Press 54900 # to go to the voicemail system

Key in your 5 digit extension number

Key in your password

You are now in your voice mailbox and you may move

Around in it just as with the digital phones

Hang up or press 83 to **DISCONNECT**



M2008

Discontinued 2007(but still in use)



You have an M2008 instrument if your instrument looks like this. The following instructions will help you maneuver the many features of this instrument. This is an older model and we no longer install this instrument. This telephone has capability of 3 or 4 directory number keys and the remaining keys are used for features such as voicemail, transfer, forward. This instrument has a one-way speaker and can be equipped with a display.

How to make a call:

Making an outside call: local

- Dial 8 + seven digits phone number
- For long distance call dial 8 + ten digits number
- (include area code)

To make a call within the office:

- Dial the 5 digit extension number, or
- Lift the handset and dial the 5 - digit extension number

Last Number Redial:

- Press the directory line number twice (your line)

Transfer to another extension:

- Press Transfer button
- Dial the extension or number of person you are trying to reach
- Wait for an answer
- Press transfer again



M2008 Instructions continued:

- *Still in service, but no longer installed.*

Conference

- Press Conference
- Dial the second party's number (Remember to dial 8 for outside calls)
- Press Conference again to add the next party, then press connect to complete etc. (You may conference up to 6 people including yourself.)

Forward your calls to another extension

- Without lifting the handset, press forward
- Dial the extension or number where you want your calls forwarded to
- Press Done

To cancel the forwarding of calls

- Press Check forward with the handset down
- Press Cancel Forward

To re-forward to the same extension

- With the handset down press forward key twice

Program Key

The program key will allow you to make changes to 9 of your phone settings. You access this option by pressing the lever at the bottom of the keypad << >>;

Then press the number associated with that option

Examples:

- volume
- predial recall
- screen contrast,
- call timer
- idle screen, etc

Message

- The message key will connect you directly into the voice mail system, the system will prompt you for a password



2008 Instructions continued

- *Still in service, but no longer installed*

Hands free

- Press the round, green key to the left side of the phone receiver to activate the hands- free option.

AutoDial : To Program

- Without lifting the handset, press the AutoDial key
- Dial the number to program, remember the 8 if an outside call
- Press AutoDial key again

AutoDial : To Use

- Lift handset or press button for hands-free
- Press Autodial key

Other features that may be available upon request are:

Auto Dial
Speed Dial
Call Wait
Call Pick-up
Inter-coms



M2616



The following instructions will help you understand some of the many features of your phone. This phone has a standard 2-way speaker and a display - has 16 button keys of which can be programmed with directory numbers and features.

How to make a call:

Making an outside call: local

- Dial 8 + seven digits phone number
- For long distance call dial 8 + 1 + ten digits number
- (include area code) (USA)
- For long distance out of the country dial 8+011+country code
- City Code +number

- To make a call within the office:
- Dial the 5 digit extension number, or
- Lift the handset and dial the 5 - digit extension number

Last Number Redial:

Press the directory line number twice (your line)

Transfer to another extension:

While on a call..

- Press Transfer button
- Dial the extension or number of person you are trying to reach
- Wait for an answer
- Press transfer again



M2616 Instructions Continued

Conference

- Press Conference
- Dial the second party's number (Remember to dial 8 for outside calls)
- Press Conference again to add the next party, then press connect to complete etc. (You may conference up to 6 people including yourself.)

Forward your calls to another extension

- Without lifting the handset, press Forward
- Dial the extension or number where you want your calls forwarded to
- Press Done

To cancel the forwarding of calls

- Press Cancel Forward

To re-forward to the same extension

- With the handset down press forward key twice

Program Key

The program key will allow you to make changes to 9 of your phone settings. You access this option by pressing the lever at the bottom Of the keypad << >>;
Then press the number associate with that option

Examples:

- volume
- predial recall
- screen contrast,
- call timer
- idle screen, etc

Message

- The message key will connect you directly into the voice mail system, the system will prompt you for password



M2616 Instructions Continued

Hands free

- Press the round, green key to the left side of the phone receiver to activate the hands-free option.

AutoDial : To Program

- Without lifting the handset, press the AutoDial key
- enter the number to program, remember the 8 if an outside call
- Press AutoDial key again

AutoDial : To Use

- Lift handset or press button for hands-free
- Press Autodial key

Other features that may be available upon request are:

Auto Dial
Speed Dial
Call Wait
Call Pick-up
Inter-com



M3904



The following basic instructions will help you understand the many features of this instrument. This phone has a standard two-way speaker and display, with 30 keys that can be programmed as you like to include features and directory numbers.

Nortel 3904 Series Phone Instructions

To Make A Call

To make an outside call:

- Lift the handset or press Hands Free (the button on the very left of the phone)
- Dial 8 + and the number you are calling.
- For long distance calls dial 8 + 1 followed by area code and phone number
- For long distant calls –out of the country – dial 8 + 011 + county code +city code + number

To make a call within the office:

- Lift the handset or press Hands Free
- Dial the 5-digit extension of person trying to reach

Last Number Redial

- Press the line key twice.

Transfer to another extension

- Press Transfer
- Dial the extension or number of the person you are trying to reach
- Press Connect

To Transfer to an outside number

- Press Transfer
- dial the number you are trying to reach.
- Wait for an answer
- Press Connect to release the call.



M3904 Instructions continued

Conference

- Press Conference
- Dial the second party's number (Remember to dial 8 for outside calls)
- Press Connect
- Press Conference again to add the next party, then press Connect to complete etc. (You may conference up to 6 people including yourself.)

Forward your calls to another extension

- Without lifting the handset, press Forward
- Dial the extension or number where you want your calls forwarded to
- Press Done

To cancel the forwarding of calls

- Press Check Forward with the handset down
- Press Cancel Forward

To re-forward to the same extension

- With the handset down press Forward key
- Press Done

Ring Again

- Ring again is similar to busy redial. If you are trying to call someone in the office and the line is busy, press ring again and it will continue to dial the number.

Headset

- Plug in your headset, then press the Headset key to activate this option.



M3904 Instructions continued

Options

The options key will allow you to make changes to 18 of your phone settings.

Examples:

- language,
- key label,
- screen contrast,
- volume adjustment,
- ring type,
- call log options, etc.

Message

The message key will connect you directly into the voice mail system

Directory/Log

ADD content to your phone such as names, etc.

Hands free

- Press the round, green key to the left side of the phone receiver to activate the hands free option.

AutoDial : To Program

- Without lifting the handset, press the AutoDial key
- Dial the number to program, remember the 8 if an outside call
- Press AutoDial key again

AutoDial : To Use

- Lift handset or press button for hands-free
- Press Autodial key



IP 7945



IP 7965

If your phone looks like either of the ones above, they are Cisco IP phones. IP phones are being installed in new buildings and in the future will be installed in other campus locations.

Each phone is very similar they differ in that the smaller instrument, now comes equipped with a large back lit color display. The only other significant change is in the screen and minor cosmetic differences.

The Cisco 7945 telephone has two direct inward dial lines. With a two way speaker that is standard along with a color back-lit monitor.

The larger model IP phone, has four direct inward lines. It also contains a two-way speaker and a large back lit color monitor display, that is standard. It differs from the older version in that it now contains clearer audio and improved navigation.

CALL PILOT Voice Mail for MERIDIAN PHONES

- Press 1 TO PLAY beginning of current message
- Press 2 TO REPEAT play of current message
- Press 3 TO SKIP FORWARD
- Press 4 TO play previous message
- Press 5 TO RECORD A MESSAGE
- Press 6 TO play next message
- Press 7 LIST OF MSG. commands
- Press 8 LIST OF MAILBOX commands
- Press 9 TO Call sender
- Press * FOR HELP
- Press # TO STOP PLAY OF mailbox
- Press 71 TO reply to message
- Press 73 TO FORWARD message
- Press 75 TO compose a message
- Press 76 TO DELETE each message
- Press 79 TO SEND/delivers message in the mailbox
- Press 5 to record - this must be done or they will not receive your message.
- Press 83 TO DISCONNECT FROM THE VOICEMAIL SYSTEM

CISCO UNITY Voice Mail for IP Phones

Use these Key while listening to
A message

- 1=restart message
- 2=save
- 3=delete
- 5=change volume
- 7= rewind, small
- 8=pause or resume
- 9=fast-forward to end

Use these keys after listening to
A message

- 1=replay message
- 2= save
- 3=delete
- 4=replay
- 5=forward message
- 6=save as unheard
- 7=rewind, small
- 9=play message summary