User Guide

Model 4222 Display Phone

If you need assistance with your phone, please contact the **UMW Help Desk at, 68643**. A telecom representative will contact you to schedule a training session with you as soon as possible.

Contents

Model 4222 Telephone User Guide

Overview

This User Guide will help you use your new phone. Your basic phone template will look like the image below. There will be some variation if you have additional lines on your phone.

	Your Telephone Number	
⊽	PROGRAM	CALL DIVERT	⊽
⊽	TRANSFER		⊽
⊽	INQUIRY	MESSAGE WAITING	⊽
⊽	LINE 1	CONF	⊽
⊽	LINE 2	ACCEPT 2ND CALL	⊽

Below are examples of the display screen:

Idle View
When your phone is idle, the display shows the time, date, and your extension number.

```
14:25      12Feb 2001
                  2222
```

Outgoing Call View
When you make an outgoing call you will see the dialed name (if available) and the phone number dialed. If the phone is diverted, the display will show you the call forward icon and that it is diverting. It may show you the number and name it is diverting to (if available).

```
Calling...                3333  >Direct
          2222                     5555
```

Incoming Call View
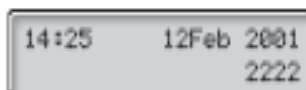When you receive an incoming call, the screen will display the incoming number. You may see the calling party's name if available. If the call is coming from a diverted extension, you will see the originating name as well. In this example, number 2222 has dialed 4444 and the 4444 is directly diverted to you.

```
3333                  4444 >Direct
                      2222
```

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Program Button- This allows you to change the ring tone of the phone, program speed dial keys and change ring options of lines that may appear on your phone.

Changing the Ring Tone

Press the ⬱ next to **"Program"**
Press the numbers 1-0 on the key pad until you hear the ring tone you like
Press the ⬱ next to **"Program".** This ring tone has been saved.

To add, change a speed dial number: the only keys that can be programmed as speed dials are the Keys that are blank on the template.

Press the ⬱ next to **"Program",** light will come on.
Press the line you want to change, light will come on.
Enter the new phone number; be sure to enter the 9 if external number.
Press the same line, light will go out
Press the ⬱ next to **"Program",** light will go out.

To delete a speed dial number:

Press the ⬱ next to **"Program",** light will come on.
Press the **line you want to delete**, light will come on.
Press the **"C"** button on the bottom right of the phone
Press the same line, light will go out
Press the ⬱ next to **"Program",** light will go out.

To change the way a line that appears on your phone rings:

Press the ⬱ next to **"Program",** light will come on.
Press the line you want to change, light will come on.

Enter the ring pattern:
    0= no ring, key will flash only
    1= normal ring
    2= Rings after the main phone rings 3 times, normal volume level (note, the main phone will continue to ring)
    3= Rings twice at the same time the main phone rings, continues to flash.
    Ring tone has a lower volume level
    4= Rings after the main phone rings 3 times. Ring tone has a lower volume level
Press the line you changed, light will go out
Press the ⬱ next to **"Program",** light will come on.

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Divert Button:

> **Press** the ⬯ next to **"Divert",** all calls will now go to your pre-programmed location. **Default for this button is Voice Mail, 55555**
>
> **To remove the Diversion:**
> **Press** the ⬯ next to **"Divert"**

CONF Button:

To establish a conference call: After contacting the first party
> **Press** an **unlit "line button" or "Inquiry" button**.
> Dial second party, **after they answer**, **Press** the ⬯ next to **"CONF.** You will hear a confirmation "Tone" that indicates all parties are connected. To add additional parties, repeat the process.

Transfer Button:

To transfer a caller to another line: with the caller on the line
> **Press** an **unlit "line button" or "Inquiry" button**
> Dial second party, **after they answer**, announce that you are transferring a call to them
> **Press** the ⬯ next to **"Transfer"**

If the phone that you are transferring to is not answered, you can **Press** the **"C"** on the bottom of the phone. That clears the line you were on. **Press** the **Line** where the person you were speaking to is holding. You are now connected to them.

If they would like to be transferred to the persons Voice Mail directly, without ringing the phone:

> **Press** an **unlit "line button" or "Inquiry" button**
> **Dial** the **Voice Mail Main Number, X 5-5555**
> **When you hear your voice, Press the [*] key. This will bring you to the Main Menu**
> **Enter** the **person's mailbox number** to transfer to
> **Press** the ⬯ next to **"Transfer"**

> > ***Be sure to press the Transfer immediately. Otherwise the person you are transferring will not hear the mailbox greeting**

Call back:

When placing a call to another Internal number, if the line is not answered, busy or diverts to voice mail, before hanging up the receiver:
> **Press** the ⬯ next to **"Call Back",** light will come on

Once the person you called picks up the handset to their phone, your phone will start ringing (no connection has been made). In the display you will see their name and number (if available)

If you still want to speak with them, pick up your receiver and their phone will ring.

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Dialing from your phone:

Lines 1 and 2- These 2 lines are where incoming calls come in on if your phone number is dialed.

Inquiry button- This button can be used to make outbound calls without tying up your Access Lines.

Accept 2ⁿᵈ Call Button- If the light is on for this button you will be able to get 2 calls to your phone. If it is **not lit** and you are on a call on one of your **Lines** and another call comes in, the caller would be sent to your diversion point. In most cases this is voicemail. You can turn the **Accept 2ⁿᵈ Call Button** on and off even during a call.

Placing a call on Hold-
- Press the **Line Button** that you are talking on. The call is placed on hold. To get the call again, press the **Line** again, the call is now live.
- If you are on a call and another line is ringing, **press** the **ringing line** to answer. The original call you were on is automatically placed on hold. To get back to the original call, **press the line** of the **original call**. If the other call is still live, that call will now be on hold.

To make internal calls:

Dial the 5-digit extension number

To make calls off campus:

Local and Long Distance Calls- 9+10 digit phone number
International Calls- 9+ 011, country code city code

Note The calling area that is set to your phone is what controls where you can call to. If you need to make a call outside of the area you are allowed, a manager will need to approve the change to the calling area.

Information- 9+411

To reach the school operators from your phone- press zero or dial 60029

To reach the hospital operators- 41000

To transfer your phone line to an External phone number:

Get dial tone on the line you want to Externally Forward:

- Press- ***23# 9 plus the 10 digit phone number, then # sign**
- Calls should now ring to the External Number

To remove the External Forwarding:

- **Get Dial Tone** on the line to Unforward
- **Press #23#**
- Calls should now ring to the phone

Note

If you are going to transfer your number off site on a regular basis, it is recommended that you setup the Personal Number Feature. This needs management approval for setup. Click on this link for further information:
http://inside.umassmed.edu/Wiki.aspx?id=46826