TOSHIBA

Telephone User Instructions

Your phone is programmed with a Direct Dial Number, which is _____.

Your 4-digit extension is _____.

You may also have a rollover line. If your first line is busy, calls to your main number will automatically rollover to your second line.

To Make a Call

1. Lift the handset, then dial the number.
2. When connected, you can continue to use the handset or switch to speakerphone by pressing **Spkr** and replacing the handset.

Mic/Mute Button

This button toggles between **Mic** and **Mute**. When Mic button is lit, handsfree communication is supported, when **Mic** is pressed again and light is off, Mute is enabled and mutes both the microphone and the handset.

Call Transfer

Simple Transfer:

1. While on a call, press the **TRNS** soft key or **Cnf/Trn** button.
2. Dial the extension number and the call is transferred.
3. Hang up.

To Announce the Call:

1. While on a call, press the **TRNS** soft key or **Cnf/Trn** button.
2. Dial the extension number, stay on the line.
3. When the called party answers, announce the call.
4. Hang up.

Hold

1. Press the **Hold** button.
2. To return to the held call, press the held line's button.

Message Button

Message indicator light turns Red when you have messages.

Press the Message button to retrieve messages. Your phone then calls into the voice mail system.

To dial into voice mail directly:

1. When light is not lit, dial the number to access voicemail.
2. Enter the default password.

Conference Calls

1. While on a call, press the **Cnf/Trn** button.
2. Dial another station or outside number.
3. After the called party answers, press the **Cnf/Trn** button.
4. Repeat steps 1-3 to add more lines. You can conference up to 8 parties.

Note If you get busy tone or the station does not answer, press the flashing extension button to return to the conference.

Park Orbit Button

The Park Orbit button enables you to put a call on hold and pick it up at a different phone in the system.

You can park the call to any valid extension number within the system.

1. While on a call, press **Park Orbit** button.
2. Enter a valid extension.
   or press **#** and the system automatically selects your extension.
3. Hang up.

To retrieve a parked call:

1. Press the Park Orbit.
2. Enter the Extension Number where the call is parked.

Volume Control

Handset Volume During a call, press down **Vol ▲** or **Vol ▼**.

Speaker Volume: Calls and Background Music

Press **Spkr**, use **Vol ▲** or **Vol ▼**. Press **Spkr**, to exit.

Speaker Volume: Ring Tone, Handsfree Answerback, and Off-Hook Call Announce

With an idle phone and the handset on-hook: Press **Vol ▲** or **Vol ▼**.

Telephone User Instructions

Call Forward

Use Enterprise Manager Personal Administration (EMPA) to set your call forward destinations. OR

All Calls: Press Ext.+ **#6011** + Destination Number

Busy: Press Ext. + **#6021** + Destination Number

No Answer: Press Ext. + **#6031**+ Destination Number + Timer (Sec, 2 digits)

Busy, No Answer: Press Ext. + **#6041**+ Destination Number + Timer (Sec, 2 digits)

Cancel: Press Ext. + **#6051**

Speed Dial

Station Speed Dial (SD) – Your System Administrator allocates a block of up to 100 personal SD numbers (10 per telephone). You have exclusive use of them and you can create and change them from your telephone.

System SD – All telephones in your system can share a list of up to 800 System Speed Dial numbers under the exclusive control of the System Administrator.

Making a call using Speed Dial.

1. Press the **Spdial** button on your phone.
2. Dial the Station or System Speed Dial number. Station Speed Dial occupy numbers 100~199. System Speed Dial occupy numbers 200~999

Caller ID History

These steps require your phone to have a Caller ID feature button programmed.

1. Press the Caller ID feature button.

2. Use the **Vol ▲** and **Vol ▼** ot the **NEXT** and **PREV** softkeys to scroll through the caller ID history.

3. Press **CALL** to dial the displayed number.

Enterprise Manager User Administration

Use Enterprise Manager (shown below), a web-based user administration tool to set up Call Forward Destinations, Speed Dial, One Touch, etc.

1. Go to http://ac_____.vipedge.com:8080/oamp/?server=cp_____.vipedge.com

2. Enter the following:

   User ID: Extension Number

   Password: Extension Number (default).

3. Click Submit.

To Change your Password: Click the Preferences tab, then click Change Password.

Note: Refer to the IP*edge* IP Telephone, Messaging and Call Manager User Guide for user instructions or call Systems Support at Extension 6471.
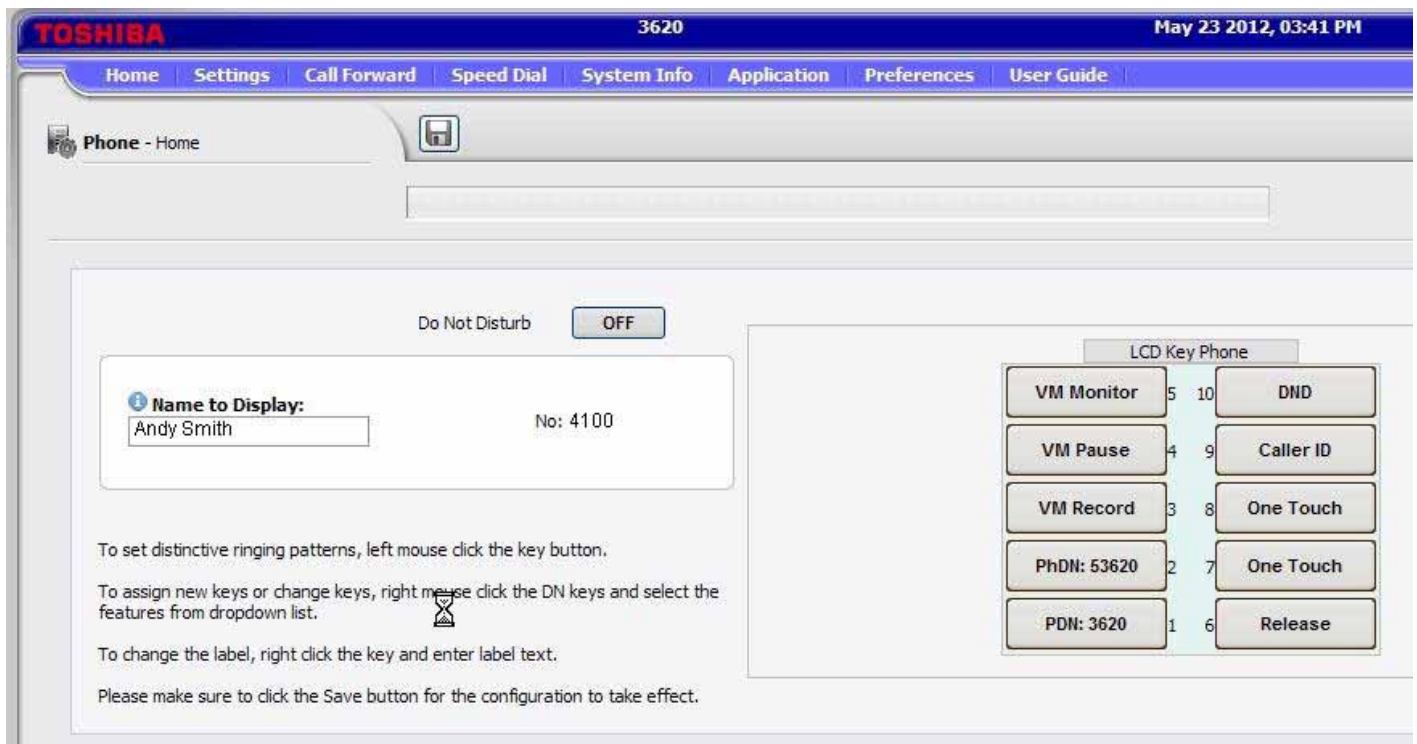
Enterprise Manager User Administration

Voice Mail – First Time User Instructions

Set up Your Mailbox for the First Time

The first time you access your mailbox, the system will ask you a few questions to set up your mailbox.

1.	Dial **300**. Enter your initial default password.	The default voice mail password is your 4-digit phone extension **+ 997**. Once you enter your default password you are prompted to change it for security purposes. The password length can be 4 to 7 digits.
2.	Record your first and last name.	This identifies your mailbox when you log in, as well as identifies your mailbox to other internal subscribers.
3.	Record your 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.
	Tutorial: To access the New User Setup/Tutorial, press **7** from the main system options menu.	

Voice Mail Quick Tips

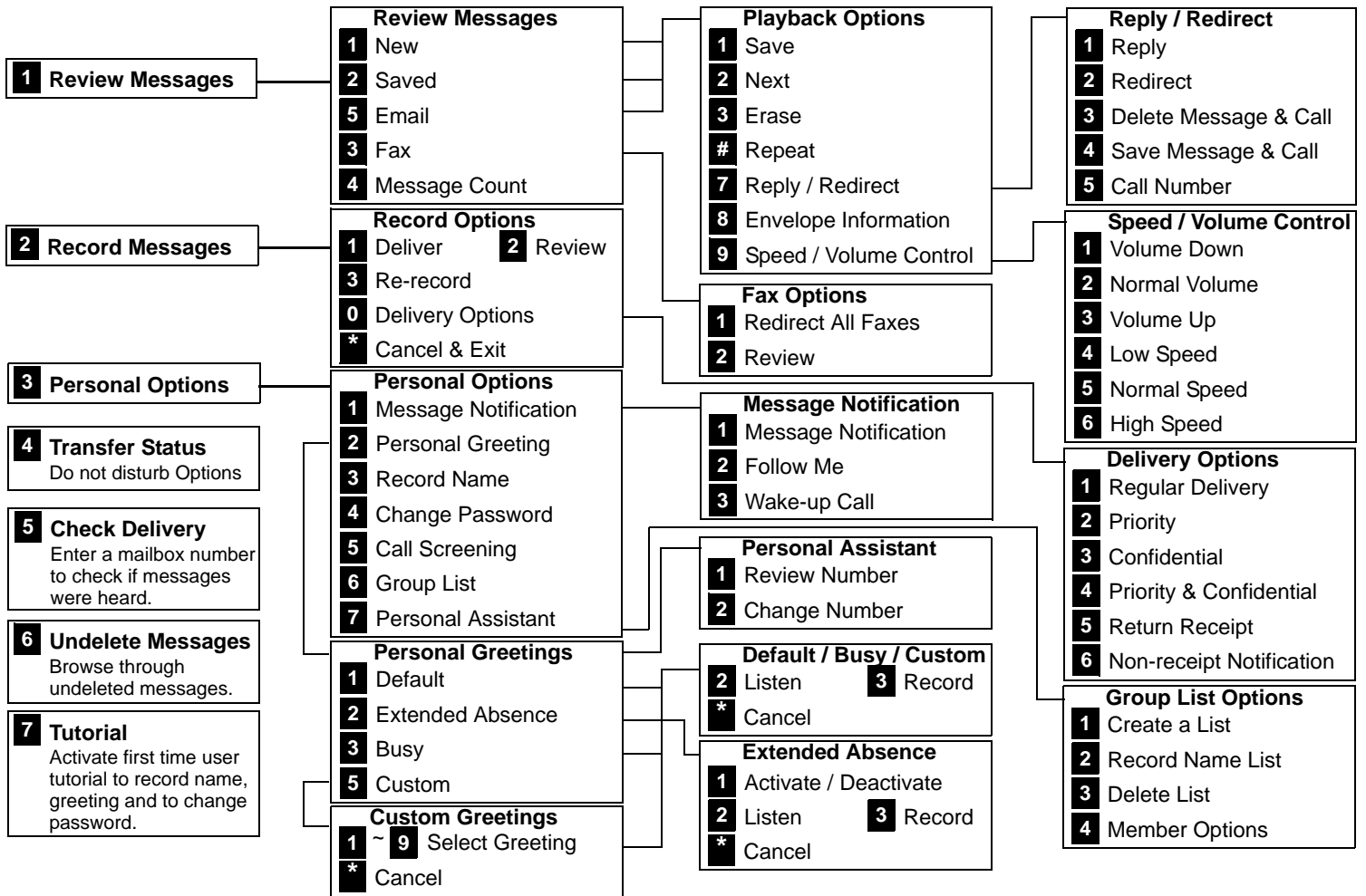See the IP*edge*™ Quick Reference Card or IP*edge* Telephone User Guide for more details.

While Reviewing Messages

Rewind to the beginning of Message	**#**
Rewind (in increments of five seconds)	**4**
Skip to the next message	**2**
Fast Forward (in increments of five seconds)	**6**
Pause the message	**5**
Resume	**5**
Erase/Delete	**3**
Save to archives	**1**

Change Greeting

Update/Change personal greeting	**3** **2** **1**
Extended Absence: Record	**3** **2** **2** **3**
Activate/Deactivate	**3** **2** **2** **1**
Listen	**3** **2** **2** **2**
Change recorded name	**3** **3**

Transfer a Caller directly to a Mailbox

1. While on a call, press the **TRNS** soft key or **Cnf/Trn** button.
2. Dial **#407** and the mailbox number and **#**, the call will be transferred to the party's mailbox.
3. Hang up.

Send a Message from your Mailbox

From the Main Menu
1. Press **2**
2. Record message
3. Press any key when finished
4. Enter the recipient's mailbox number
5. Press **1** to send or **2** to change your entry.

Forward a Copy of a Message

After listening to a message
1. Press   **7**   **2**
2. Record introduction to the message
3. Press any key when finished
4. Enter the recipient's mailbox number
5. Press **1** to send or **2** to change your entry.

Change Security Code

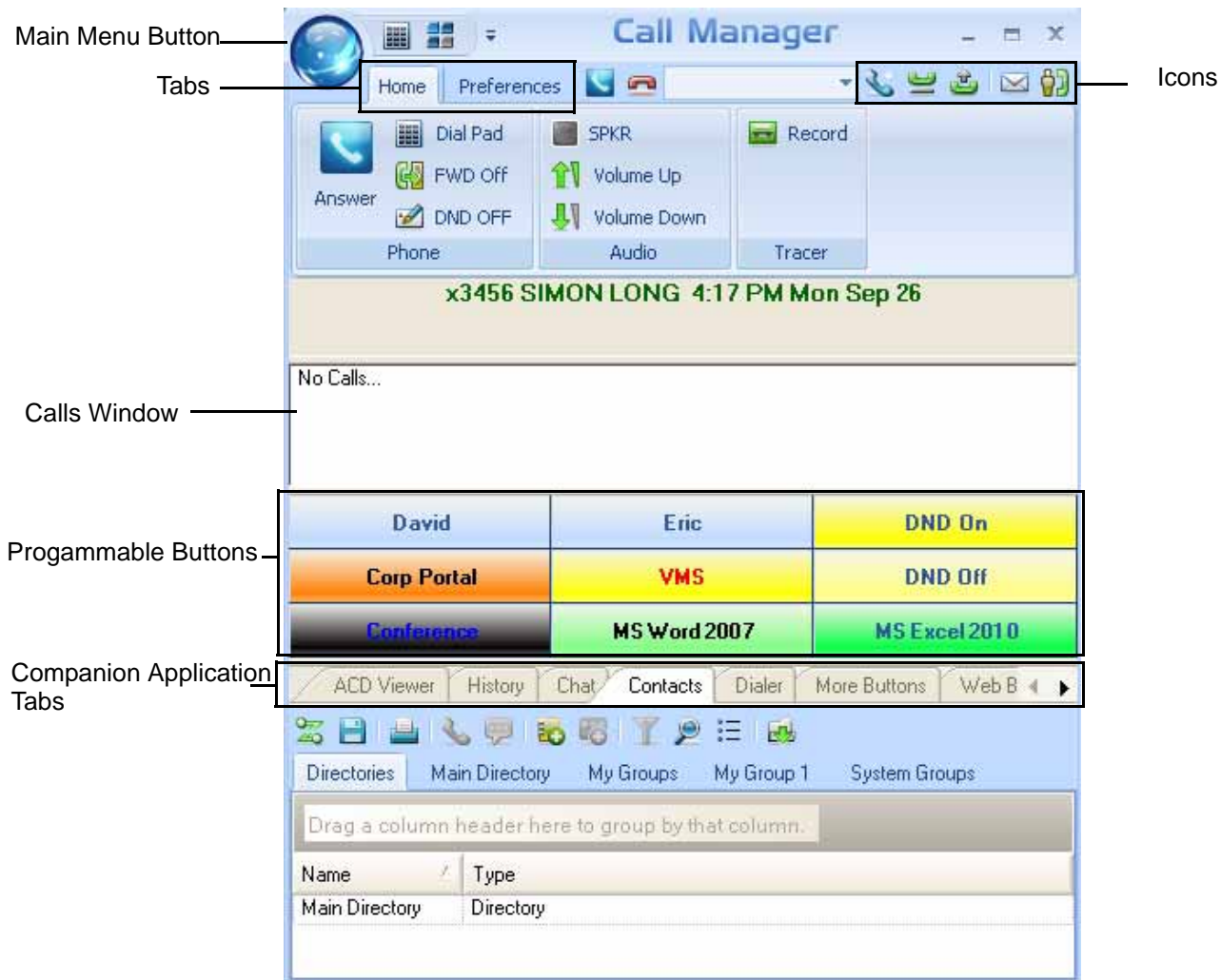|	
Change password	**3** **4**

More Tips

- To access Voice Mail from an extension, other than your own, dial **300**. When prompted with "Please enter your password," press ∗, then **#** and enter your Extension and password.

- To bypass a users greeting, press ∗, this will take you straight to the recording tone.

- Press **8** anytime during the message to get envelope information; i.e., date & time of the message.

Voice Mail – Menu Structure

1 **Review Messages**

Review Messages
- **1** New
- **2** Saved
- **5** Email
- **3** Fax
- **4** Message Count

Playback Options
- **1** Save
- **2** Next
- **3** Erase
- **#** Repeat
- **7** Reply / Redirect
- **8** Envelope Information
- **9** Speed / Volume Control

Reply / Redirect
- **1** Reply
- **2** Redirect
- **3** Delete Message & Call
- **4** Save Message & Call
- **5** Call Number

2 **Record Messages**

Record Options
- **1** Deliver   **2** Review
- **3** Re-record
- **0** Delivery Options
- ***** Cancel & Exit

Fax Options
- **1** Redirect All Faxes
- **2** Review

Speed / Volume Control
- **1** Volume Down
- **2** Normal Volume
- **3** Volume Up
- **4** Low Speed
- **5** Normal Speed
- **6** High Speed

3 **Personal Options**

Personal Options
- **1** Message Notification
- **2** Personal Greeting
- **3** Record Name
- **4** Change Password
- **5** Call Screening
- **6** Group List
- **7** Personal Assistant

Message Notification
- **1** Message Notification
- **2** Follow Me
- **3** Wake-up Call

4 **Transfer Status**
Do not disturb Options

5 **Check Delivery**
Enter a mailbox number to check if messages were heard.

Personal Assistant
- **1** Review Number
- **2** Change Number

Delivery Options
- **1** Regular Delivery
- **2** Priority
- **3** Confidential
- **4** Priority & Confidential
- **5** Return Receipt
- **6** Non-receipt Notification

6 **Undelete Messages**
Browse through undeleted messages.

Personal Greetings
- **1** Default
- **2** Extended Absence
- **3** Busy
- **5** Custom

Default / Busy / Custom
- **2** Listen   **3** Record
- ***** Cancel

Group List Options
- **1** Create a List
- **2** Record Name List
- **3** Delete List
- **4** Member Options

7 **Tutorial**
Activate first time user tutorial to record name, greeting and to change password.

Extended Absence
- **1** Activate / Deactivate
- **2** Listen   **3** Record
- ***** Cancel

Custom Greetings
- **1** ~ **9** Select Greeting
- ***** Cancel

Call Manager Quick Reference

.

Main Menu Button

Tabs

Icons

Calls Window

Progammable Buttons

Companion Application Tabs

Button / Icon	Description
Main Menu	Click this button to access Call Manager configuration menus and Help.
Close Button	Hides Call Manager into the system tray. Double-click on the Call Manager icon (shown right) in the system tray to return the Call Manager to the screen.
Minimize Button	Used to change the phone to/from its "Compact" view and its "Expanded" view.
Tabs – Home, Preferences	The tabs control various functions and settings. • Home – has some of the basic telephone functions, such as Make Call, Answer, Hold, Transfer, Hangup, Forward, DND On/Off. It also contains Personal Call Manager Action settings. • Preferences – contains General configuration, Hot Keys, Dialing, and Docking. It also has tab settings, such as Add, Update, Delete, and Revert. It also contains the skin preference and advanced menu such as call and event information.
Icons on the Right	(L to R): Toggles compact and expanded mode, color scheme, voice message indicator, open personal call handler. These functions are explained below or in other chapters.

Call Manager Quick Reference

Button / Icon	Description
Information LCD Display	This window simulates a phone LCD and provides different types of information depending on current status. If your phone is idle, it shows the date/time, Extension number, and current Name. While a call is active on your phone it shows information about the call – Duration, Call-erID or Name (if present.) When a call is active in the window, right-click on the LCD to access to popup a menu of call control options.
Message Waiting Indicator	This indicator blinks a Red light above the envelop icon (shown left) when you have messages waiting.
Side Window Rollout Button	Press this button to show a side window that has additional programmable buttons.
Companion Application tabs	A number of optional companion programs can be configured to add significant functionality to the Call Manager. Each Companion Application is docked in the pane at the bottom of Call Manager to provide easy access to the features/functions of the application.
Home Phone tab	The first four keys allow you to (from left to right) Answer, Hold, Transfer, and Hang up a call. Should you forget, you can hover your mouse over a key to be reminded what function a key performs.
Do-Not-Disturb Key and Indicator	Displays the current Do Not Disturb status of your phone. Hover the mouse over this area to see the current DND status message. Click to change your DND status and message.
Call Forward Key and Indicator	Displays the current call forward status for your phone. Hover the mouse over this area to see the entire FWD status. Click to change your PBX forwarding status and destination.
Dial Pad Button	Click the dial pad button to expose and hide the popup Dial Pad. Use the Dial Pad when you reach a recording that says "...Press 1 for sales, 2 for support,...". When this dial pad is displayed you can use your mouse to click the digits to dial or use the number keys or NumLock keypad on your computer keyboard to dial digits.
Make Call Button	Click the Make Call button to dial the number shown in the Dial Buffer.
Dial Buffer and Redial Selection	Type a number into this space and press Enter or click the "Dial" button to the left of the box. Click the drop-down arrow to view the last 10 outside phone numbers you dialed. Select a number from the drop-down and press Enter or click Dial to redial that number. You can even Copy/Paste phone numbers from other programs into this window to dial. You may also include letters in the dial number – Call Manager automatically converts the letters to the matching numbers on the telephone keypad (i.e. 1-800-IFLYSWA).
Volume Controls	These buttons control the volume when the VoIP audio interface is used.
Audio Control	The audio control is your line button with a status indicator for that line when using the VoIP audio interface. Right click the button to see the Audio Configuration menu.
Recording Button & Indicator	The indicator light works in conjunction with OAISYS Tracer and OAISYS Auto Call Record. Users with appropriate permissions will have this indicator on their Call Manager. If the light is red, this means the user's call is currently being recorded. If the light is gray, it is not being recorded. The user can click on this button and select 'Start Recording' to initiate recording of the call. If the call is being recorded the user can click on the button to terminate the recording.
Calls Window	Displays that status and associated information for each active phone call on the phone.
Programmable Buttons	A number of keys can be easily configured by the user as "Feature" keys, "Speed Dial" keys, "Call" keys, "User Action" keys, etc. To change one of these keys simply Right-click the mouse over the key and use the Setup Key window to configure the settings for the key.