

# User's Guide

# DP300

Telecor™ Display Phone  
*Model 300*



**telecor™**

When Business Communications Means Business™

---

DP300  
Telecor Display Phone  
User's Guide

Telecor Inc.

## **Copyright Notice**

This manual and the software described in it are copyrighted, with all rights reserved. Under the copyright laws, neither this manual nor the software may be copied, in whole or in part, without the written consent of Telecor, Inc. except as provided in the applicable Telecor, Inc. software license agreement. Under the law, copying includes translating into another language or format.

Telecor, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without any obligation to notify any person or entity of such revisions or changes.

© 2003 Telecor, Inc. All Rights Reserved.

Printed in the People's Republic of China.

## **Special Note for Government Users**

This manual and the software described in it are provided with "Restricted Rights." Please refer to the applicable Telecor, Inc. license agreement for a complete description of the rights granted.

Manufacturer:

Telecor, Inc.  
1114 Westport Crescent  
Mississauga, ON, L5T 1G1

## **Hardware Warranty**

Please refer to the Telecor, Inc. "Limited Hardware Warranty" which is Appendix A of this guide.

## **Trademarks**

Telecor, the Telecor logo, Telecor Attendant, Telecor Connect, and When Business Communications Mean Business are trademarks or registered trademarks of Telecor, Inc.

## **Patents**

Patents Pending

## **Additional Information**

This document is not a comprehensive technical reference guide.

[www.telecor.com](http://www.telecor.com)

E:\V-25\DP300 Manual  
Rev 0.0  
August 2003

## **FCC Information**

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the underside of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

If this equipment (DP300) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment (DP300), for repair or warranty information, please contact Telecor at 800-464-3274. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

In the event of equipment malfunction, all repairs should be performed by our Company. It is the responsibility of users requiring service to report the need for service to our Company. Service can be facilitated through our office at:

Telecor  
2434 Jerauld Avenue  
Niagara Falls, New York, 14305  
Tel: 800-464-3274

This equipment is hearing aid compatible.

Electrical Safety Advisory: Parties responsible for equipment requiring AC power should consider including an advisory notice in their customer information suggesting the customer use a surge arrester. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem.

Adjuncts - KX and PX Devices: The consumer information must contain notification that when the adjunct is used with a leased system, permission of the owner of the equipment must be obtained for connection of the adjunct because modification of the host system is often required.

**Telecor Display Phone Model 300 (DP300)**  
**Complies with 47 CFR Part 68**  
**US: 2DMTXNANDP300**  
**TEL CO JACK TYPE: RJ11C**  
**ETL Reg#3050987**

### **CS-03 Information (Canada)**

**NOTICE:** The Industry Canada label identifies certified equipment. The certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent the degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician as appropriate.

**NOTICE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

### **CS-03 Information (Canada)**

**AVIS:** L'étiquette d'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise local de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, de lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.

**AVERTISSEMENT:** L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

**AVIS:** L'indice d'équivalence de la sonnerie (IES) assigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent être raccordés à une interface. La terminaison d'une interface téléphonique peut consister en une combinaison de quelques dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'exède pas 5.

# Contents

<b>Welcome</b> .....	<b>ix</b>
<b>Conventions in this Guide</b> .....	<b>x</b>
<b>Font Styles Used</b> .....	<b>x</b>
<b>Overview of the Telecor Display Phone</b>	
<b>Model 300 (DP300)</b> .....	<b>A-3</b>
<b>The Character Display</b> .....	<b>A-4</b>
Internal Call Display .....	A-5
External Calls Transferred by a Receptionist .....	A-5
Feature Status Display .....	A-6
External Calls Transferred by an Auto Attendant .....	A-6
Voice Mail Status Display .....	A-7
Automatic Call Distribution Status Display .....	A-7
<b>Standard Feature Buttons</b> .....	<b>A-8</b>
<b>Custom Feature Buttons</b> .....	<b>A-9</b>
<b>Overview of Basic Operation</b> .....	<b>B-3</b>
<b>Making an Internal Call</b> .....	<b>B-3</b>
<b>Making an External Call</b> .....	<b>B-4</b>
Direct External Dial Tone .....	B-4
Enabling Direct External Dial Tone .....	B-5
Disabling Direct External Dial Tone .....	B-5
<b>Disconnecting a Call</b> .....	<b>B-5</b>
<b>Answering a Call</b> .....	<b>B-6</b>
Caller ID .....	B-6
Answering Multiple Calls .....	B-7
<b>Placing a Call On Hold</b> .....	<b>B-8</b>
<b>Taking a Call Off Hold</b> .....	<b>B-8</b>
<b>Transferring a Call</b> .....	<b>B-8</b>
<b>Redialing an External Number</b> .....	<b>B-9</b>
<b>Using the Speakerphone</b> .....	<b>B-9</b>
Making a Call with the Speakerphone .....	B-9
Answering a Call with the Speakerphone .....	B-10
Disconnecting a Call with the Speakerphone .....	B-10
<b>Overview of Advanced Features</b> .....	<b>C-3</b>

<b>Blind Call Processing .....</b>	<b>C-3</b>
Blind Hold .....	C-3
Blind Transfer to Voice Mail .....	C-4
Blind Transfer to a Specific Extension .....	C-4
<b>Conference Rooms .....</b>	<b>C-4</b>
Gaining Access to a Conference Room .....	C-5
Locking or Unlocking a Conference Room .....	C-5
<b>Conference Calling .....</b>	<b>C-6</b>
Adding More than 3 Callers to Conference .....	C-7
<b>Forwarding Calls .....</b>	<b>C-7</b>
Forwarding Calls to Another Extension .....	C-8
Forwarding Calls to Your Voice Mail .....	C-8
Do Not Disturb (DND) .....	C-9
Forwarding Calls From an Extension .....	C-9
<b>Picking Up a Call Ringing at Another Extension .....</b>	<b>C-10</b>
Picking Up a Call in a Group .....	C-11
<b>Parking a Call .....</b>	<b>C-11</b>
Retrieving a Parked Call .....	C-12
<b>Paging Over a Page Zone .....</b>	<b>C-12</b>
<b>Using Personal Speed Dials .....</b>	<b>C-13</b>
System Speed Dials .....	C-14
<b>Customizing the DP300 Display Phone .....</b>	<b>C-14</b>
Customizing Feature Buttons .....	C-14
Reviewing Feature Buttons .....	C-16
Customizing Extension View Buttons .....	C-16
Customizing an Individual Extension View Button .....	C-17
Feature Buttons as Extension View Buttons .....	C-17
Additional Monitoring Features .....	C-18
Guest Mailboxes .....	C-18
Work Groups .....	C-18
Conference Rooms .....	C-18
Automatic Call Distribution (ACD) .....	C-18
Changing the Number of Phone Lines .....	C-19
Programming Personal Speed Dials .....	C-19
Reviewing Personal Speed Dials .....	C-20
Setting Up Office or Warehouse Mode .....	C-21
Changing the Page Volume .....	C-22
Changing Ring Select .....	C-23
Changing the Ringer Volume .....	C-23
Switching to Headset Mode .....	C-24
Cordless Phone and Modem Port .....	C-25
Disabling Call Waiting Tones .....	C-25

Handsfree .....	C-26
Turning the Ringer On or Off .....	C-27
<b>Overview of Voice Mail .....</b>	<b>D-3</b>
Gaining Access to Your Voice Mail .....	D-3
The Voice Mail Prompts .....	D-3
Using the Keypad for Voice Mail Features .....	D-4
Stopping a Recording .....	D-4
Listening to a Voice Mail Message .....	D-5
Setting Up Voice Mail Features .....	D-6
Creating or Changing Your Voice Mail Passcode .....	D-7
Recording a Voice Mail Greeting .....	D-7
Setting Up Your Name in the Dial By Name Directory .....	D-8
Sending a Message to an Individual, Group, or	
Range of Extensions .....	D-9
Sending a Message to an Individual or Group .....	D-9
Sending a Message to a Range of Extensions .....	D-10
Forwarding a Voice Mail Message to an	
Individual, Group, or Range of Extensions .....	D-10
Forwarding a Voice Mail Message to an	
Individual or Group .....	D-11
Forwarding a Voice Mail Message to a	
Range of Extensions .....	D-11
Gaining Access to Your Voice Mail From	
Another Internal Phone .....	D-12
Gaining Access to Your Voice Mail From an External Line .....	D-12
<b>Voice Mail Notification on a Digital Pager .....</b>	<b>D-13</b>
Basic Voice Mail Notification .....	D-13
Gaining Access to Basic Voice Mail	
Notification Settings .....	D-14
Turning On Basic Voice Mail	
Notification on a Digital Pager .....	D-14
Turning Off Basic Voice Mail	
Notification on a Digital Pager .....	D-15
Advanced Voice Mail Notification .....	D-15
Gaining Access to the Advanced Voice Mail	
Notification Options .....	D-15
Setting Up Voice Mail Notification to up to	
Three Digital Pagers .....	D-16
Cancelling Voice Mail Notification to Multiple Pagers .....	D-17
Setting Up the Number of Paging Attempts .....	D-17
Setting Up the Paging Interval .....	D-17

Redirecting New Voice Mail Messages to Other Extensions .....	D-18
Turning Off Redirecting New Voice Mail Message .....	D-18
<b>Installation Overview .....</b>	<b>E-3</b>
Installing Your DP300 Display Phone .....	E-3
For a Desktop Phone .....	E-4
For a Wall Mount Phone .....	E-5
Adjusting the Character Display .....	E-7
<b>Feature Buttons and Access Codes .....</b>	<b>F-3</b>
<b>Feature Keystrokes .....</b>	<b>F-6</b>
<b>Appendix A .....</b>	<b>F-7</b>
<b>Index .....</b>	<b>F-9</b>

# Welcome

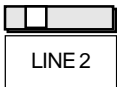
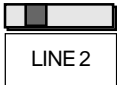
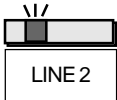
Welcome to the *Telecor Display Phone Model 300 (DP300) User's Guide*. This guide is designed to help you use the DP300 Display Phone for effective and efficient call processing. Please read this guide carefully. Follow the instructions and recommendations provided to ensure proper operation of the DP300 Display Phone.

This guide is organized into six sections:

- **Section 1** gives an introduction to the DP300 Display Phone.
- **Section 2** provides instruction for basic operation of the DP300 Display Phone.
- **Section 3** describes advanced call processing features of the DP300 Display Phone.
- **Section 4** includes a comprehensive overview of the DP300 Display Phone Voice Mail features.
- **Section 5** describes the installation of the DP300 Display Phone.
- **Section 6** provides Feature button access codes and keystrokes, Appendices, and an Index.

## Conventions in this Guide

The *Telecor Display Phone Model 300 (DP300) User's Guide* can help you use your phone quickly and efficiently. There are some word and symbol conventions to help you along the way.



- You are asked to **Press** certain buttons on your phone to perform a series of steps.
- When you see a graphic in the left margin, it means that you are to press the corresponding button on the DP300 Display Phone. The graphics are placed next to numbered steps and information set off by bullets. (•)
- When you see a graphic like the one in the left margin, it means that the status lamp is blinking.
- When you see a graphic like the one in the left margin, it means that the status lamp turned on.
- When you see a graphic like the one in the left margin, it means that the status lamp is turned off.

## Font Styles Used

- |                 |   |
|-----------------|---|
| SMALL CAPS      | Feature buttons on the DP300 Display Phone.           |
| <b>Bold</b>     | Number and symbol buttons on the DP300 Display Phone. |
| <b>Note</b>     | Important or additional information.                  |
| <b>Warning!</b> | Instructions that must be followed.                   |



# Overview of the Telecor Display Phone Model 300 (DP300)

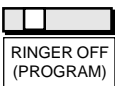
The Telecor Display Phone Model 300 (DP300) is designed for use with the Telecor VS family of business telephone systems. The DP300 Display Phone has the capability to handle five calls. Three of the five lines can be customized as Extension View buttons. Each Extension View button provides a visual display of a call's status.

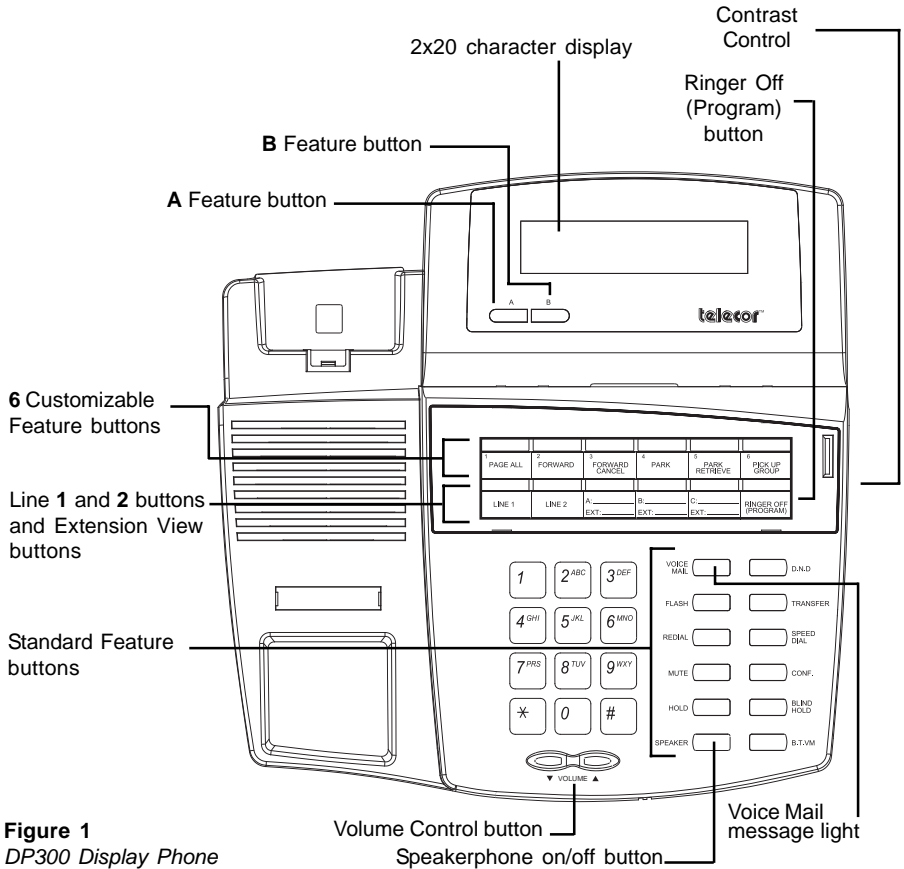
Twelve standard Feature buttons and six custom Feature buttons are included on the DP300 Display Phone. Custom Feature buttons enable you to program the features you use the most by dialing a two-digit code and following the voice prompts.

The DP300 Display Phone has a 2 line by 20 character display to provide useful information about calls you are handling. The **A** Feature button enables you to switch between name and extension. Pressing the **B** Feature button enables you to gain access to features such as Do Not Disturb, Call Forwarding, Handsfree, Call Waiting, Voice Mail, and Automatic Call Distribution (ACD) groups.

The DP300 Display Phone is equipped with a data port that enables a you to plug in any standard cordless phone or a modem. When your station receives a call, both the cordless phone and the DP300 Display Phone ring; or plug your modem into this port and your computer can process data.

Using the RINGER OFF (PROGRAM) button, the DP300 can be customized for an office or warehouse setting. In Office Mode, settings for Page Volume, Ring Select and Ringer Volume are lower in volume than they are in Warehouse Mode. Figure 1 shows the DP300 Display Phone layout.



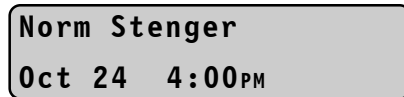


**Figure 1**  
*DP300 Display Phone*

## The Character Display

The DP300 Display Phone is equipped with a 2 line by 20 character display that gives you useful information about the calls you are handling.

When the DP300 Display Phone is not in use, your name or station appears on the top line and the date and time are displayed on the second line.

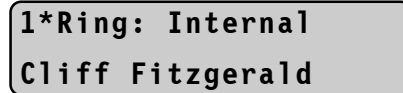


**Figure 2**  
*Main status display*

## Internal Call Display

When a call rings at your station, the display changes to show information about the caller. The display shows which line the call is ringing on and whether it's an internal or external call.

**Figure 3**  
Internal call with  
name display



1\*Ring: Internal  
Cliff Fitzgerald

**A**



1. Press the **A** Feature button (located just below the display) to switch between name and extension.

**Figure 4**  
Internal call with  
extension display



1\*Ring: Internal  
402

---

**Note** The \* indicates that the call is not connected. The \* indicates to the person reading the display that this call is in preview mode.

---

## External Calls Transferred by a Receptionist

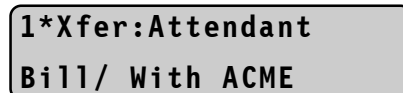
If your company has a receptionist who uses the Telecor Attendant CTI client application, the receptionist can transfer calls with a Text Message and Caller ID.

---

**Note** Stations using the Telecor Connect CTI client application can also send Text Messages that can be viewed at DP300 Display Phone stations.

---

**Figure 5**  
External call with  
Attendant message



1\*Xfer:Attendant  
Bill/ With ACME

**A**



1. Press the **A** Feature button to switch between the Text Message display, Caller ID Name, and Caller ID Number display.

**Figure 6**  
*External call with  
Caller ID display*

**1\*Xfer:Attendant**  
**(913) 555-6676**

---

**Note** Caller ID must be installed to support this feature. Some phone companies do not offer Caller ID Name.

---

## External Calls Transferred by an Auto Attendant

If your company is using an Auto Attendant, the first line displays the Auto Attendant the caller dialed, and the information shown on the second line is what your system configuration is set up to display when that Auto Attendant is dialed.

**Figure 7**  
*External call with  
text message*

**1\*Xfer: AA#1**  
**Sales Call**

**A**



1. Press the **A** Feature button to switch between the Text Message display, Caller ID Name, and Caller ID Number display.

**Figure 8**  
*External call with  
Caller ID display*

**1\*Xfer: AA#1**  
**(913) 555-6676**

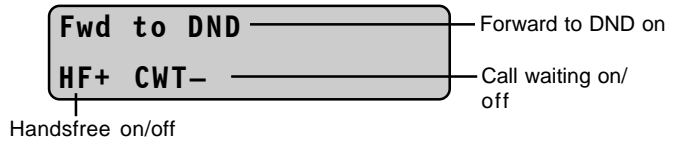
## Feature Status Display

**B**



Press the **B** Feature button (located just below the display) once to show the current status of some features such as Do Not Disturb, Call Forwarding, Handsfree and Call Waiting. The + means that feature is turned on. The – means that feature is turned off. See Figure 9.

**Figure 9**  
Status display

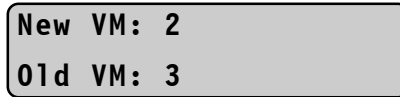


## Voice Mail Status Display

**B**  


Press the **B** Feature button twice to display the number of new Voice Mail messages and the number of old messages stored in your Voice Mail.

**Figure 10**  
Voice Mail status display

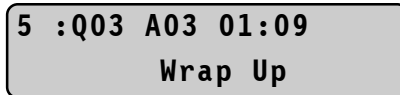


## Automatic Call Distribution Status Display

**B**  


Press the **B** Feature button three times to show the Automatic Call Distribution (ACD) display. This display shows the ACD group number followed by the number of calls waiting in queue, the number of agents logged on to the ACD, the time of the caller who has been waiting the longest, and if you are in wrap-up mode.

**Figure 11**  
External call with Caller ID display



**A**  


- After the ACD status appears, press the **A** Feature button to scroll through the ACD groups until you get to the group number you want.

**B**  

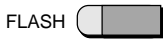

**Note** Press the **B** Feature button four times to return to the main status display.

## Standard Feature Buttons

The DP300 Display Phone has 12 standard Feature buttons.



**Voice Mail**—Press the VOICE MAIL Feature button to gain access to your new and old Voice Mail. See [“Voice Mail,” page D-3.](#)



**Flash**—Press the FLASH Feature button to gain access to advanced features such as Park, Forwarding, and so on. Many of these advanced features can be set up as Feature buttons on the DP300 Display Phone. Press FLASH to cancel a transfer if the person at the other extension does not answer. You must press FLASH before you make an internal call if you enable Direct External Dial Tone. See [“Making an External Call,” page B-4,](#) or [“Basic Operation,” page B-3.](#)



**Redial**— Press the REDIAL Feature button to dial the previous number dialed. This feature is for external calls only.



**Mute**—Press the MUTE Feature button to turn off the microphone in your handset. This prevents the caller from hearing you or background noise.



**Hold**—Press the HOLD Feature button to place the selected line on Hold. The status lamp for the selected line blinks, indicating the Hold status. To take a call off Hold, press the blinking line button once.



**Speaker**—Press the SPEAKER Feature button to speak with callers without using the handset. You can use the Speakerphone when making and receiving calls. See [“Using the Speakerphone,” page B-9.](#)



**D.N.D.**—Press the D.N.D. (DO NOT DISTURB) feature button to block calls from your DP300 and forward them to Voice Mail or another station (depending on system settings). See [“Do Not Disturb,” page C-9.](#)



TRANSFER

**Transfer**—Press the TRANSFER Feature button followed by an extension number to transfer the current call to that extension. See “[Transferring a Call,](#)” page B-8.

SPEED  
DIAL

**Speed Dial**—Press the SPEED DIAL Feature button followed by a keypad number from 0 to 9 to automatically dial the pre-programmed phone number assigned to that keypad number. See “[Using Personal Speed Dials,](#)” page C-13.



CONF.

**Conf.**—Press the CONF. (CONFERENCE) Feature button to create a conference call between three people or more. See “[Conference Calling,](#)” page C-6.

BLIND  
HOLD

**Blind Hold**—Press the BLIND HOLD Feature button to put a call on hold without answering it. See “[Blind Hold,](#)” page C-3.



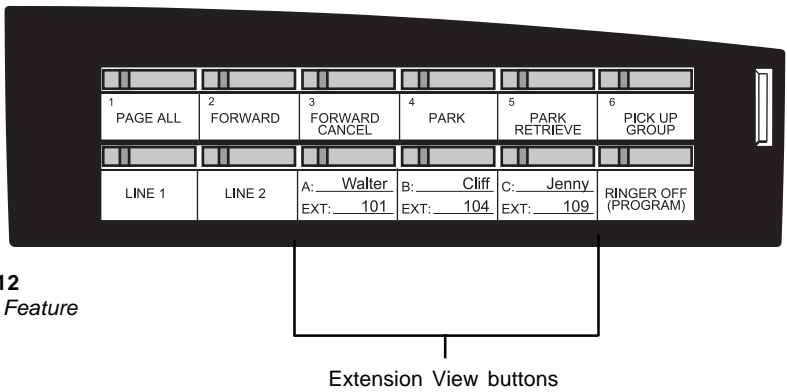
B.T.VM

**B.T. VM**—Press the B.T. VM (BLIND TRANSFER TO VOICE MAIL) Feature button to transfer a call directly to your Voice Mail without answering it. See “[Blind Transfer to Voice Mail,](#)” page C-4.

## Custom Feature Buttons

The DP300 Display Phone has six Custom Feature buttons. Each Feature button has a system default setting. However, you can set up the features you use the most by dialing a two-digit code, and then following the voice prompts. See “[Customizing Feature Buttons,](#)” page C-14, or “[Feature Buttons and Access Codes,](#)” page F-3.

In addition to the six Custom Feature buttons, the DP300 Display Phone also has five Line Appearance buttons for incoming calls. Three of the five buttons can be changed to Extension View buttons. You can use the A, B and C Extension View buttons to call or transfer calls to the extensions you dial most often.



**Figure 12**  
*Custom Feature buttons*

The extension status lamp on each Extension View button stays on when the extension you customize it for is in use, and flashes when a call is ringing at that extension.

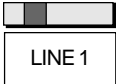
# Overview of Basic Operation

This section describes how to use the Telecor Display Phone Model 300 (DP300) for basic call processing.

## Making an Internal Call

To make an internal call using the DP300 Display Phone, complete the following steps:

1. Lift the handset.
  - The LINE 1 button status lamp turns on, and the internal dial tone sounds on the handset.
2. Dial the extension you want to call.
  - The first line of the display shows the number of active calls at the extension you dialed. The second line shows the name of the person you are calling.



1> Wait:Calls 0  
Cliff Fitzgerald

**Figure 1**  
*Internal call*




---

**Note** If the Direct External Dial Tone feature is enabled, press the FLASH Feature button, and then dial the extension. [For more information, see “Direct External Dial Tone,” page B-4.](#)

---

3. When the person answers, the first line of the display changes to show the length of the call and the type of call. The second line shows the description (usually a person’s name) for the extension you are calling. See Figure 2.

**Figure 2**  
*Internal call with  
name displayed*



- Press the **A** Feature button to switch between name and extension.

**Figure 3**  
*Internal call with  
extension displayed*



## Making an External Call

To make an external call using the DP300 Display Phone, complete the following steps:

1. Lift the handset.
2. Press **9** for an external line.



- An external dial tone sounds, enabling you to make your call. A busy signal means that all external lines are in use. An error signal (a series of beeps) means that your extension can't be used to make an external call.

---

**Note** By enabling Direct External Dial Tone, you don't have to press **9** to get an external dial tone. [For more information, see "Enabling Direct External Dial Tone," page B-5.](#)

---

3. Dial the phone number.

## Direct External Dial Tone

You can customize your DP300 Display Phone so that you don't have to press **9** to get an external dial tone.



---

**Note** To make an internal call when Direct External Dial Tone is enabled, press the FLASH Feature button, and then dial the extension.

---

## Enabling Direct External Dial Tone

To enable the Direct External Dial Tone feature, complete the following steps:



1. Lift the handset.
2. Press # # 4.
  - Two beeps sound.
3. Hang up the handset.

## Disabling Direct External Dial Tone

To disable the Direct External Dial Tone feature, complete the following steps:

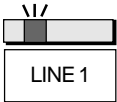


1. Lift the handset.
2. Press # # 4.
  - Two beeps sound.
3. Hang up the handset.

## Disconnecting a Call

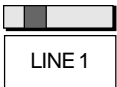
To disconnect a call, hang up the handset, or press the SPEAKER button. [For more information on using the Speakerphone, see “Using the Speakerphone,” page B-9.](#)

## Answering a Call



When a call arrives and your DP300 Display Phone is idle, the phone rings and the LINE 1 button status lamp blinks.

1. Lift the handset.
  - The LINE 1 button status lamp turns on. The first line of the display shows the length of the call, and who is transferring it. If your receptionist transfers the call with a Text Message, it appears on the second line.



**Figure 4**  
*External call with  
text message*



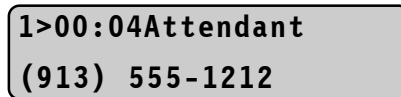
## Caller ID

You can display Caller ID information if your system is set up with Caller ID when your receptionist transfers a call with a Text Message.



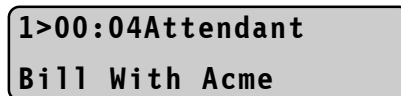
1. Press the **A** Feature button once to display the Caller ID Name. Press the **A** Feature button twice to display the Caller ID Number.

**Figure 5**  
*Caller ID  
information*



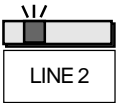
2. Press the **A** Feature button again to return to the Text Message display.

**Figure 6**  
*Text Message  
display*



## Answering Multiple Calls

If you are using LINE 1 and you receive a second call, a two-beep call waiting tone sounds and the status lamp for the incoming call on LINE 2 blinks.



**Figure 7**  
Second incoming call

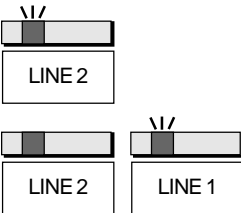
1. Press the LINE 2 button once to preview the call. The LINE 2 button status lamp continues to blink.
  - The first line of the display shows the status of the call and who is transferring it. The \* character indicates that the call is not connected. If the receptionist transfers the call with a Text Message, it appears on the second line.

**2\*Ring:Attendant**  
**Norm with ABC**

---

**Note** Previewing a second call doesn't interrupt your current call.

---



**Figure 8**  
Connected call

2. Press the LINE 2 button a second time to answer the call and place the first call on hold.
  - The LINE 2 button status lamp turns on and the LINE 1 button status lamp blinks.
  - The > character on the display indicates that the call is connected.

**2>00:08 Attendant**  
**Norm with ABC**

---

**Note** Answering the second call places the current call on hold.

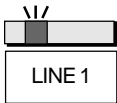
---

## Placing a Call On Hold

The HOLD Feature button enables you to suspend a call without completely disconnecting. Callers placed on hold will hear Music On Hold or Promotions On Hold. Calls can also be taken off hold at other extensions using the Call Pickup feature. See “Feature Keystrokes,” page F-6.

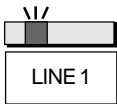


1. Press the HOLD Feature button once to place a call on hold.



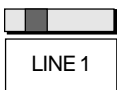
- The LINE 1 button status lamp blinks while the call is on Hold, and the > character on the display changes to an \* indicating the line is not connected.

## Taking a Call Off Hold



2. Press the LINE 1 button to take a call off hold.

- Both you and the caller hear two beeps, and the \* character on the display changes to an >, indicating your call is again connected.



- The LINE 1 button status lamp remains on.

## Transferring a Call

To transfer a call to another extension, complete the following steps:



1. With a call on the line, press the TRANSFER Feature button. The caller is put on hold.
2. Dial the extension to which you want to transfer the call, or press the Extension View button.

3. Hang up the handset to complete the transfer unannounced.
  - To announce the transfer, wait until the extension to which you are transferring the call answers. Announce the transfer, and then hang up.

## Redialing an External Number

To redial the last external number you called:



1. Press the REDIAL Feature button.
  - The last external number is redialed.

## Using the Speakerphone

The DP300 Display Phone is equipped with a Speakerphone that enables you to speak to callers without picking up the handset. You can use the Speakerphone when making and receiving calls.



You can adjust the volume of the Speakerphone by pressing the VOLUME button, which is located next to the SPEAKERPHONE button.

---

**Note** You can't use the Speakerphone with a headset.

---

## Making a Call with the Speakerphone

To make a call with the Speakerphone:



1. Press the SPEAKER button.
  - The SPEAKER button status lamp illuminates and you hear the internal dial tone.



2. Dial the extension or number you want to call.
  - If dialing an external number, press **9** + the number.

## Answering a Call with the Speakerphone

To answer a call ringing at your station with the Speakerphone:



1. Press the SPEAKER button and you are connected to the call.



- The SPEAKER button status lamp illuminates.

## Disconnecting a Call with the Speakerphone

To disconnect a connected call with the Speakerphone:



1. Press the SPEAKER button.



- The SPEAKER button status lamp turns off.

# Overview of Advanced Features

In addition to the call processing features described in the “Basic Operation” section, the DP300 Display Phone offers advanced call processing features.

Many of the call processing features described in this section are performed using the Standard and Customizable Feature buttons. Each Customizable Feature button has a system default setting that you can change for your station using the Feature button programmer. [For more information, see “Customizing Feature Buttons,” page C-14.](#)

---

**Note** This manual assumes the Customizable Feature buttons are programmed with the factory-set defaults. However, these factory-set defaults can be changed by your system installer. Check with your system installer to see if the factory-set defaults have been changed.

---

## Blind Call Processing

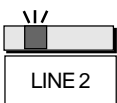
Blind call processing allows you to use certain DP300 Display Phone features without having to answer a call.

### Blind Hold

Blind Hold enables you to put a call on hold without answering it. If you are connected to a call on Line 1, for example, and a second call rings at your station on Line 2, you can place the second call on blind hold.



1. When a call is ringing, press the BLIND HOLD Feature button.

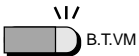


- The call is automatically placed on hold and the LINE 2 button status lamp flashes.

- A message plays stating that the caller has been placed on hold, and then the caller hears music on hold or promotions on hold.

## Blind Transfer to Voice Mail

Blind Transfer to Voice Mail enables you to transfer a call directly to your Voice Mail without answering it. To blind transfer a call to your Voice Mail:



1. When a call is ringing, press the BLIND XFER TO VOICE MAIL Feature button.
- The call is transferred to your Voice Mail.

## Blind Transfer to a Specific Extension

You can blind transfer a call to a specific extension without connecting to the call. For example, you want to blind transfer a call to Extension 101. By customizing a Feature button for Blind Transfer to Extension 101, you can blind transfer calls to Extension 101. [For more information, see “Customizing Feature Buttons,” page C-14.](#)

## Conference Rooms

The phone system includes three Conference Rooms that you can gain access to by dialing the extension assigned to the Conference Room. Each Conference Room accepts up to 16 callers (this can be any combination of internal and external callers).

All three Conference Rooms can be used simultaneously. Check with your system installer to find out which extensions have been assigned as Conference Rooms on your the system.

## Gaining Access to a Conference Room

Each Conference Room can be accessed by anyone connected to the phone system. You can use the DP300 Display Phone to transfer calls into a Conference Room, or join the conference. The conference terminates automatically after all callers hang up. The Conference Room is then available for a new conference.

To enter a conference in a Conference Room from your DP300 Display Phone:



1. Lift the handset, or press the SPEAKER button.
2. Dial the Conference Room extension.
  - Two beeps sound indicating that you are transferred to the Conference Room. The second line of the display briefly shows the number of connected calls to the Conference Room, and then reads Conference Room.

**Figure 1**  
Conference  
Room

 A rounded rectangular display box containing two lines of text: "1>00:35 Internal" on the top line and "Conference Room" on the bottom line.
 

1>00:35 Internal  
Conference Room

## Locking or Unlocking a Conference Room

After all callers have entered the Conference Room, anyone in the Conference Room can lock it. When a Conference Room is locked, users attempting to enter it receive a busy signal.



1. Press # to lock the Conference Room.

Anyone in the Conference Room can also unlock it.



1. Press \* to unlock the Conference Room.

## Conference Calling

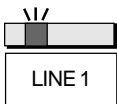
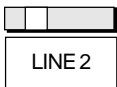
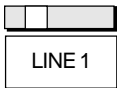
The CONFERENCE Feature button enables you to create a conference call between three to 16 people without using the Conference Rooms.

---

**Note** When the person who initiates the conference call hangs up, the conference is terminated.

---

To set up a conference call, complete the following steps:



1. Make or answer a call on Line 1, and then place the call on hold.
  - The LINE 1 button status lamp blinks.
2. Use Line 2 to make or answer a second call.
  - The LINE 2 button status lamp illuminates.
3. Press the CONF. Feature button.
  - Both calls are placed on hold, and the LINE 1 and LINE 2 button status lamps blink.
4. Press the LINE 1 button.
  - All three parties are now in the conference. You are hosting the conference via LINE 2, which is illuminated. LINE 1 is extinguished and can be used to make or receive calls.
  - Callers connected to the conference hear a three-beep entrance tone.

---

**Note** You must press the line button of the first caller within 10 seconds after pressing the CONF. Feature button, or the call will be disconnected.

---

---

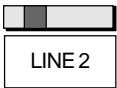
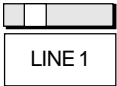
**Note** If the person who initiates the conference hangs up, the conference is terminated.

---

## Adding More than 3 Callers to Conference

The Conference feature can include up to 16 callers. If additional calls come in or new calls need to be made while in a conference, they can be added to the conference.

Assuming Line 2 is hosting a conference, complete the following steps:



1. Use LINE 1 to answer or make a call.
2. Press the CONF. Feature button.
  - The call on LINE 1 is placed on hold.
3. Press the LINE 2 button (the line which is hosting the conference).
  - The new call is added to the conference being hosted on LINE 2.

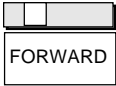
## Forwarding Calls

The DP300 Display Phone enables you to forward your calls directly to another extension or to your Voice Mail. In addition, you can forward calls from another extension to ring at your extension.

By placing your station on Do Not Disturb (DND), incoming calls are forwarded based on your system settings. Check with your system installer.

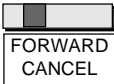
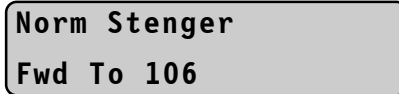
## Forwarding Calls to Another Extension

To forward your calls to another extension on the phone system, complete the following steps:



1. Lift the handset, or press the SPEAKER button.
2. Press the FORWARD Feature button.
  - You hear a two-beep tone.
3. Dial the extension to which you want your calls forwarded.
  - You hear a two-beep tone, and the second line of the display shows the extension to which you are forwarding your calls.

**Figure 2**  
*Forward to  
Extension 106*



4. To cancel forwarding, press the FORWARD CANCEL Feature button.

## Forwarding Calls to Your Voice Mail

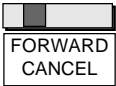
To forward calls to your Voice Mail:



1. Lift the handset, or press the SPEAKER button.
2. Press # # 3.
  - Two beeps sound.
3. Hang up.

- The display reads **Fwd To VM**.

**Figure 3**  
Forward to Voice  
Mail display



**Norm Stenger**

**Fwd To VM**

4. To cancel forwarding to Voice Mail, press the FORWARD CANCEL Feature button.

## Do Not Disturb (DND)

Do Not Disturb blocks calls from your station and forwards them based on the system settings, such as to your Voice Mail or to other stations. See your system installer for information about system settings.



1. Press the D.N.D Feature button.

- The second line of the display reads **Fwd To DND**.

**Figure 4**  
Forward to Do Not  
Disturb



**Norm Stenger**

**Fwd To DND**

2. Press the D.N.D Feature button a second time to turn off Do Not Disturb.

- The second line of the display shows the date and time.

## Forwarding Calls From an Extension

You can use your DP300 Display Phone to forward calls from a specific extension to ring at your station. To forward calls from a specific extension to ring at your station:



1. Lift the handset, or press the SPEAKER button.



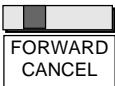
2. Press # 3 and the extension from which you want to forward calls.

- Two beeps sound, indicating calls from the specified extension are being forwarded to your extension.

---

**Note** If you forward calls from a DP300 Display Phone or a Telecor Connect CTI extension, that extension's display shows that calls are being forwarded to your extension.

---



3. To cancel forwarding, press the FORWARD CANCEL Feature button on the station extension from which you forwarded calls.

---

**Note** If you do not cancel forwarding at the station from which you forwarded calls, calls are still forwarded to your extension.

---

---

**Note** You can customize a Feature button to forward calls from an extension. See [“Customizing Feature Buttons,”](#) page C-14.

---

## Picking Up a Call Ringing at Another Extension

To pick up a call that is ringing or on hold at another extension, complete the following steps:



1. Lift the handset, or press the SPEAKER button.
2. Press # 8.
  - You hear a two-beep tone.
3. Dial the extension of a ringing or holding call.
  - Pickup first attempts to pick up any ringing calls at the specified extension. If no call is ringing, it will pick up a call on hold at that extension.

- The display shows the caller information.

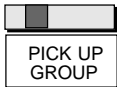
---

**Note** You can customize a Feature button to pick up a call ringing or on hold at a specific extension. For example, you want to pick up calls ringing at Extension 101. By customizing a Feature button for Pickup Extension 101, you can pick up calls from Extension 101. [For more information, see “Customizing Feature Buttons,” page C-14.](#)

---

## Picking Up a Call in a Group

You can pick up any ringing call in your group.



1. Lift the handset, or press the SPEAKER button.
2. Press the PICK UP GROUP feature button.
  - Any ringing call is picked up in your group.

---

**Note** Check with your system installer for extensions in your group.

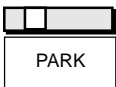
---

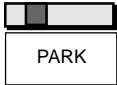
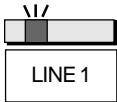
## Parking a Call

The Park feature enables you to park a call in one of 10 Park Zones on the phone system. Parked calls can be retrieved from any extension. While parked, callers hear on hold music.

To park a call, complete the following steps:

1. Connect to a call on line 1.
2. Press the PARK Feature button.





- The call is parked in the first available Park Zone, which is shown on the first line of the display.
  - The Line 1 status lamp blinks.
3. Press the PARK Feature button again to make Line 1 available.

---

**Note** If a parked call is not retrieved after a certain amount of time, the call rings back to your extension.

---

## Retrieving a Parked Call

To retrieve a parked call, complete the following steps:



1. Lift the handset, or press the SPEAKER button.
  2. Press PARK RETRIEVE Feature button and then the Park Zone number (0–9).
- The call is transferred to your station.

## Paging Over a Page Zone

The Page feature enables you to make an announcement that is heard on all speakers and speakerphones in the Page Zone that you dial. Use the PAGE ALL Feature button to make an announcement that is broadcast over all Page Zones set up on the phone system.

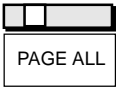
---

**Note** Page Zones are set up by your system installer.

---

To make an announcement, complete the following steps:

1. Lift the handset.



2. Press the PAGE ALL Feature button to broadcast over all Page Zones, or dial the extension of a specific Page Zone to broadcast only over that Page Zone.
3. Speak into the handset microphone.
4. Hang up when you are finished speaking.

---

**Note** Do not use the Speakerphone to make paging announcements.

---



---

**Note** You can customize a Feature button to Page Over a Specific Zone. See [“Customizing Feature Buttons,”](#) page C-14.

---

## Using Personal Speed Dials

Up to 10 Personal Speed Dials can be programmed on your DP300 Display Phone using the Feature button programmer. Personal Speed Dials are assigned numbers 0–9. [For information on programming a Personal Speed Dial, see “Programming Personal Speed Dials,”](#) page C-19.

To use a Personal Speed Dial, complete the following steps:



1. Lift the handset, or press the SPEAKER button.
2. Press the SPEED DIAL Feature button
  - You hear a two-beep tone.
3. Press the number (0–9) of the Personal Speed Dial you want to use.
  - If you select a number that isn’t assigned a Personal Speed Dial, you hear an error tone.

## System Speed Dials

The phone system has 99 System Speed Dials that are shared by everyone on the system. Each System Speed Dial has a two-digit code (01-99) assigned to it.

To use a System Speed Dial, complete the following steps:

SPEAKER 



1. Lift the handset, or press the SPEAKER button.
2. Press # 4.
  - You hear a two-beep tone.
3. Dial the number (01–99) of the System Speed Dial you want to use.
  - If you select a number that isn't assigned a System Speed Dial, you hear an error tone.

---

**Note** You can customize a Feature button as a System Speed Dial button. See [“Customizing Feature Buttons,”](#) page C-14.

---

## Customizing the DP300 Display Phone

Your DP300 Display Phone can be customized according to how you want to process calls. The information on the following pages gives you instructions for customizing your DP300 Display Phone features.

### Customizing Feature Buttons

The six Customizable Feature buttons each have a default setting. These can be changed by entering a new two-digit Feature Code using the Feature button programmer. For a [list of features and codes](#), see [“Feature Buttons and Access Codes,”](#) page F-3.

To customize a Feature button, complete the following steps:



1. Lift the handset, or press the SPEAKER button, and then dial **7801**.
  - A voice prompt says “You have accessed the Feature button programmer.”



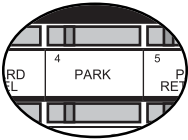
2. Press **2**, when prompted, to program a new Feature button. A voice prompt says “Press the Feature button you wish to program.”




---

**Note** If you want to review a Feature button before changing it, press **1** to review Feature buttons. For more information, see “Reviewing Feature Buttons,” page C-16.

---



3. Press the Feature button you want to change. A voice prompt says “Enter the desired Feature Code.”
4. Enter the two-digit feature code. For example, for Handsfree, enter **14**. For a list of feature codes, see “Feature Buttons and Access Codes,” page F-3.
  - If you enter a code not on the list, a voice prompt says “I’m sorry. That is not a valid code.”
  - If you enter a correct code, a voice prompt confirms your selection.

---

**Note** To set a Feature button to the default setting, dial **04**.

---



5. Repeat Steps 3–4 for each Feature button you want to program. When finished, press \* to return to the Feature button programmer main menu, or hang up.



- Change your template to show the Feature buttons you customized.

## Reviewing Feature Buttons

To review a Feature button, complete the following steps:



1. Lift the handset, or press the SPEAKER button, and then dial **7801**.
  - A voice prompt says “You have accessed the Feature button programmer.”
2. Press **1** to review Feature buttons currently assigned. A voice prompt says “Press the Feature button you wish to review.”
3. Press the Feature button you want to review.
  - The voice prompt tells you what feature has been programmed for the selected Feature button.
4. Repeat Step 3 for each Feature button you want to review. When finished, press \* to return to the main menu or hang up.



## Customizing Extension View Buttons

Three of the five Line Appearance buttons on the DP300 Display Phone can be customized as Extension View buttons.

---

**Note** Line Appearance buttons used for additional phone lines cannot be used as Extension View buttons.

See [“Changing the Number of Phone Lines,” page C-19.](#)

---

This feature enables you to dial, view the status of the customized extension, or transfer a call to that extension. A blinking lamp indicates that the extension is ringing. When the lamp is turned on, the person at that extension is on the phone.

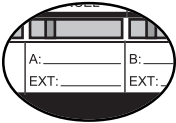
## Customizing an Individual Extension View Button



1. Lift the handset, or press the SPEAKER button, and then dial **7801**.
  - A voice prompt says “You have accessed the Feature button programmer.”



2. Press **2**, when prompted, to program a new Feature button. A voice prompt says “Press the Feature button you wish to program.”

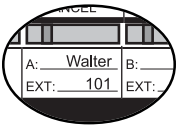


3. Press the Extension View button (A, B, or C) that you want to customize.

---

**Note** If a button is customized as a Line button, the voice prompt says “Invalid Feature button selection.”

---



4. Dial the extension you want to view. For example, dial extension 101.
  - Repeat Steps 3 and 4 to customize additional Extension View buttons.

## Feature Buttons as Extension View Buttons

A Feature button, if customized with one of the following feature codes, also functions as an Extension View button for that extension (LED blinks when call is ringing, and LED is solid when extension is off-hook.)

- Blind transfer to specific extension (05 + extension)
- Forward to specific extension (13 + extension)
- Pickup specific extension (02 + extension)
- Transfer to a specific extension (36 + extension)

For more information, see “Customizing Feature Buttons,” page C-14.

## **Additional Monitoring Features**

You can customize the Extension View buttons to monitor the status of Guest Mailboxes, Work Groups, Conference Rooms and Automatic Call Distribution (ACD) Groups.

---

**Note** Check with your system installer for Guest Mailbox, Work Group, Conference Room and ACD extensions.

---

### **Guest Mailboxes**

When the Guest Mailboxes Extension View status lamp is off, there are no messages. A blinking status lamp indicates a new message, and when the lamp is on, there is an old message.

### **Work Groups**

When the Work Groups Extension View status lamp is off there are no current calls. A blinking status lamp indicates the extension is ringing, and when the lamp is on, it means a call is connected.

### **Conference Rooms**

When the Conference Room Extension View status lamp is off, the Conference Room is empty. A blinking status lamp indicates the Conference Room is in use, and when the lamp is on, it means the Conference Room is locked.

### **Automatic Call Distribution (ACD)**

When the Automatic Call Distribution (ACD) Extension View status lamp is off, there are no calls in the queue. A blinking status lamp indicates a call in the queue, and when the lamp is on, it means a call is connected.

## Changing the Number of Phone Lines

The DP300 Display Phone can be customized for up to five phone lines. The A, B, and C Extension View buttons can be used for additional phone lines.

---

**Note** Changing the number of phone lines erases any customized Extension View buttons.

---

To change the number of phone lines, complete the following steps:



1. Lift the handset, or press the **SPEAKER** button, and then dial **7801**.
2. Dial **677** while the voice prompt is playing.
  - Do not wait for the announcement to end before dialing **677**.
  - A voice prompt says “Use the Keypad to select whether you want this phone to be a 2, 3, 4 or 5 line phone.”
3. Press **2** for a two-line phone; **3** for a three-line phone; **4** for a four-line phone; **5** for a five-line phone. Hang up.

---

**Note** You do not receive any confirmation after you select the number of phone lines.

---

## Programming Personal Speed Dials

You can program up to 10 Personal Speed Dials (0–9) on the DP300 Display Phone. [For more information on using Personal Speed Dials, see “Using Personal Speed Dials,” page C-13.](#)

To program a Personal Speed Dial, complete the following steps:



1. Lift the handset, or press the **SPEAKER** button, and then dial **7801** to gain access to the Feature button programmer. A voice prompt says “You have accessed the Feature button programmer.”
2. Press **3**, when prompted, to gain access to the Personal Speed Dial menu. A voice prompt says “To review a Personal Speed Dial, press **1**; to program a Personal Speed Dial, press **2**; to program other Feature buttons, press **\***.”
3. Press **2**. A voice prompt says “Press the Keypad number you wish to program.”
4. Press the Keypad number (0–9) to which you want to assign a Personal Speed Dial.
5. Dial the phone number, and then press **#**. Dial **1** + the phone number if it is a long distance number. Do not dial **9**.
  - The voice prompt confirms your Personal Speed Dial.
6. Press **\*** to return to the Personal Speed Dial menu.
  - Repeat Steps 3–5 for each Personal Speed Dial you want to program.

## Reviewing Personal Speed Dials



1. Lift the handset, or press the **SPEAKER** button, and then dial **7801** to gain access to the Feature button programmer. A voice prompt says “You have accessed the Feature button programmer.”



2. Press **3**, when prompted, to gain access the Personal Speed Dial menu. A voice prompt says “To review a Personal Speed Dial, press **1**; to program a Personal Speed Dial, press **2**; to program other Feature buttons, press **\***.”



3. Press **1**. A voice prompt says “Press the Keypad number you wish to review.”

4. Press the number (0–9) you want to review.

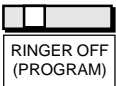
- The voice prompt tells you what phone number is assigned to the number you selected.



5. Press **\*** to return to the Personal Speed Dial menu.

- Repeat Steps 3–5 for each Personal Speed Dial you want to review.

## Setting Up Office or Warehouse Mode



Using the RINGER OFF (PROGRAM) button, you can set up the DP300 Display Phone for Office Mode or Warehouse Mode to accommodate your working environment. When you are in Office Mode, volume settings are lower than they are in Warehouse Mode.

You can change the Page Volume, Ring Select, and Ringer Volume for each Mode. By default, the DP300 Display Phone is set for Office Mode.

To change the Mode, complete the following steps:



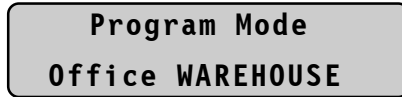
1. Press and hold the RINGER OFF (PROGRAM) button for three seconds.



2. Press the VOLUME button to switch between Office Mode and Warehouse Mode.

- The selected Mode appears in all caps on the display.

**Figure 5**  
*Warehouse Mode*

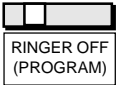


---

**Note** Switching between Office Mode and Warehouse Mode automatically returns the Page Volume, Ring Select and Ringer Volume settings to the program defaults.

---

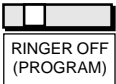
3. Press the RINGER OFF (PROGRAM) button to return to the main status display.



## Changing the Page Volume

To change Page Volume settings, complete the following steps:

1. Press and hold the RINGER OFF (PROGRAM) button for three seconds.
2. Press \* or # to display Page Volume.



---

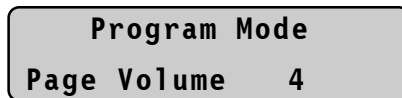
**Note** You can scroll through Program options by pressing either the \* key or the # key.

---

3. Press the VOLUME button to increase or decrease the Page Volume.



**Figure 6**  
*Page Volume*

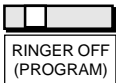


---

**Note** Page Volume has eight volume settings and an Off setting.

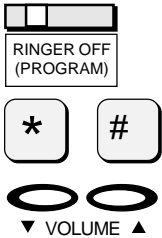
---

4. Press the RINGER OFF (PROGRAM) button to return to the main status display.



## Changing Ring Select

To change Ring Select settings, complete the following steps:



1. Press and hold the RINGER OFF (PROGRAM) button for three seconds.
2. Press \* or # to display Ring Select.
3. Press the VOLUME button to change the sound of your ringer.



**Figure 7**  
Ring Select

---

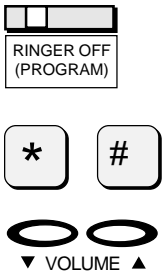
**Note** The DP300 Display Phone has 12 different ringer sounds. When you press the VOLUME button, you hear a sample of each ring.

---

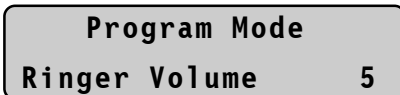
4. Press the RINGER OFF (PROGRAM) button to return to the main status display.

## Changing the Ringer Volume

To change the Ringer Volume, complete the following steps:



1. Press and hold the RINGER OFF (PROGRAM) button for three seconds.
2. Press \* or # to display Ringer Volume.
3. Press the VOLUME button to increase or decrease the Ringer Volume.

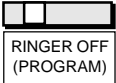


**Figure 8**  
Ringer Volume

---

**Note** There are eight settings for Ringer Volume. When you press the VOLUME button, you hear a sample of each ringing volume.

---



4. Press the RINGER OFF (PROGRAM) button to return to the main status display.

## Switching to Headset Mode

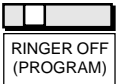
You can use your DP300 Display Phone with either a headset or handset. To install the headset, plug it into the handset jack, which is located at the side of the DP300 Display Phone. Leave the handset in the cradle.

---

**Note** You can't use the Speakerphone when using a headset.

---

To switch your DP300 Display Phone to headset mode, complete the following steps:



1. Press and hold the RINGER OFF (PROGRAM) button for three seconds.
2. Dial **3274** to gain access to additional programming features. You do not need to pick up the headset.
3. Press # until the display shows the Headset setting.



**Figure 9**  
*Headset Mode*



4. Press the VOLUME button to turn the Headset on or off.
5. Press the RINGER OFF (PROGRAM) button to return to the main status display.




---

**Warning!** Do not change the settings of the other additional programming features including: Mic Volume, Ear Volume, Speaker Volume, Volume Mode, Side Tone, Data Mode, Baud Rate, and Repeat Rate. The DP300 Display Phone will not function properly if changes are made to these settings. Contact your system installer for more information.

---

## Cordless Phone and Modem Port



The DP300 Display Phone is equipped with a port that you can use to plug in a standard cordless phone or a modem.

- Both the cordless phone and your DP300 Display Phone ring when you receive a call.
- Plug your modem into this port and your computer can process data or dump information.

---

**Note** You can't use your phone and modem simultaneously. Disable Call Waiting tones or turn on Do Not Disturb to prevent a second call from interrupting your modem connection.

---

To pick up a another line while using your cordless phone, press **Flash + # #** + the number of the line you want to pick up.

## Disabling Call Waiting Tones

Call Waiting tones alert you of a second call when you are connected to a call. To disable Call Waiting tones, complete the following steps:

SPEAKER 

1. Lift the handset, or press the SPEAKER button.
2. Press \* 5.



**B**



3. Press the **B** Feature button to show the Feature Status display for Call Waiting tones.

- When Call Waiting is off, CWT is followed by a – sign. See Figure 10.

**Figure 10**  
*Call Waiting tones turned off*

**Fwd to DND**

**H F+CWT–**



4. Press \* \* 5 to again to enable Call Waiting tones.

- When Call Waiting is on, CWT is followed by a + sign.

---

**Note** You can customize a Feature button to Toggle between Call Waiting On/Off. [For more information, see “Customizing Feature Buttons,” page C-14.](#)

---

## Handsfree

Handsfree enables you to answer internal calls without using your handset or headset. When Handsfree is turned on, internal calls ringing at your extension are automatically connected and you are on Speakerphone. A tone sounds to indicate that a call is connected. When Handsfree is turned off, you must use your handset or headset to answer ringing internal calls at your extension.

A Feature button must be customized for Handsfree On/Off (Code - 14). [See “Customizing Feature Buttons,” page C-14.](#)

To turn on Handsfree, complete the following steps:

1. Press the Feature button customized for Handsfree, You do not need to pickup the handset.

**B**

2. Press the **B** Feature button to show the Feature Status display for Handsfree.
  - When Handsfree is on, HF is followed by a + sign.

**Figure 11**  
Handsfree  
turned on

**Fwd to DND**

**H F+CWT-**

3. Press the HANDSFREE ON/OFF Feature button again to turn off Handsfree.
  - When Handsfree is off, HF is followed by a – sign.

## Turning the Ringer On or Off



Using the RINGER OFF (PROGRAM) button, the ringer can be turned on and off. Press the RINGER OFF (PROGRAM) button once to turn the ringer off. Press it again to turn it off.

# Overview of Voice Mail



The Telecor VS family of phone systems provides you with powerful Voice Mail Features. The DP300 Display Phone keypad is used to access Voice Mail Features.

## Gaining Access to Your Voice Mail



1. Lift the handset, or press the **SPEAKER** button, and then press the **VOICE MAIL** Feature button.

---

**Note** You can also dial **6** + your extension to gain access to your Voice Mail.

---

2. If prompted, dial your passcode.

---

**Note** If Voice Mail passcodes are not configured during your system setup, there is no passcode voice prompt. For more information, see “Creating or Changing Your Voice Mail Passcode,” page D-7.

---

## The Voice Mail Prompts

After gaining access to Voice Mail, an announcement tells you how many new and old Voice Mail messages you have. The voice prompts you hear at this point lead you through the other Voice Mail features.

1

- Press **1** to listen to your new messages. After listening to new messages, you can listen to old or saved messages, see “Listening to a Voice Mail Message,” page D-5.

2<sup>ABC</sup>

- Press **2** to gain access to the **Setup Options** menu, see “Setting Up Voice Mail Features,” page D-6.



- Press **7** to send a message or forward a Voice Mail message to one or more extension, see “Sending a Message to an Individual or Group,” page D-9 or “Forwarding a Voice Mail Message to an Individual or a Group,” page D-10.



- Press **\*** to exit your Voice Mail, and then hang up.

## Using the Keypad for Voice Mail Features

Use the Keypad to handle your Voice Mail calls the way you want. Figure 3 illustrates how to use the Keypad. See “Listening to a Voice Mail Message,” page D-5 for complete instructions.



**Figure 3**  
*Voice Mail features on the Keypad*

## Stopping a Recording



Press **#** or **0** to stop recording, and then follow the voice prompts for further options.



## Listening to a Voice Mail Message

Buttons on the DP300 Display Phone can act similar to the controls of a tape recorder while listening to your Voice Mail.



1. Lift the handset, and then press the VOICE MAIL Feature button. If prompted, dial your passcode.



2. Press **1** to listen to a message.

The voice prompt offers nine features to choose from when the message is finished.



- Press **1** to play the next message.



- Press **2** to replay the message.



- Press **3** to delete the message.

---

**Note** If you don't delete your Voice Mail messages they are automatically saved. Check with your system installer to learn how long messages remain saved.

---



- Press **4** to rewind the message for five seconds.



- Press **5** to pause during the message (the message resumes in 20 seconds).



- Press **6** to fast forward the message five seconds.



- Press **7** to forward the message to another Voice Mail extension (you can record comments about the message you forward). For more information, see "Forwarding a Voice Mail Message to an Individual, Group, or Range of Extensions," page D-10.



- Press **8** to hear Caller ID.

---

**Note** Caller ID numbers are played for external calls only if this option is set up on your phone system.

---

9<sup>WXYZ</sup>

\*

- Press **9** to hear the date and time of the message.
- Press **\*** to exit your Voice Mail.

## Setting Up Voice Mail Features

The following is a list of the Voice Mail **Setup Options** menu.

VOICE MAIL 

2<sup>ABC</sup>

1

2<sup>ABC</sup>

3<sup>DEF</sup>

4<sup>GHI</sup>

5<sup>JKL</sup>

6<sup>MNO</sup>

7<sup>PRS</sup>

8<sup>TUV</sup>

\*

1. Lift the handset, and then press the VOICE MAIL Feature button. If prompted, dial your passcode.
2. Press **2** to gain access to the **Setup Options** menu. Voice prompts are given for each option.
  - Press **1** to record a new greeting. When you have finished recording your greeting, press **#** to stop. Press **2** to play back your recording.
  - Press **3** to create or change your passcode. Dial the four numbers of your new passcode.
  - Press **4** to turn on or off the time and date notation with each message you retrieve.
  - Press **5** to turn on or off the Caller ID announced after each message.
  - Press **6** to change the playback order of your messages (last-in/first-out or first-in/first-out).
  - Press **7** to set up your Voice Mail Notification number. Follow the voice prompts. For more information, see “Voice Mail Notification on a Digital Pager,” page D-13.
  - Press **8** to set up Dial by Name options. For more information, see “Setting Up Your Name in the Dial by Name Directory,” page D-8.
  - Press **\*** to exit the **Setup Options** menu.

## Creating or Changing Your Voice Mail Passcode

Creating a passcode for your Voice Mail is recommended to ensure security.



1. Lift the handset, and then press the VOICE MAIL Feature button.



2. Press **2** to gain access to the **Setup Options** menu.



3. Press **3** to create or change your passcode.
  - You are prompted to dial a four-digit passcode. After dialing a new passcode, a voice announcement tells you what numbers you pressed.

## Recording a Voice Mail Greeting

A Voice Mail greeting is a recording of your voice that callers hear before they record a message in your Voice Mail.



1. Lift the handset, and then press the VOICE MAIL Feature button.

- If prompted, dial your passcode.



2. Press **2** to gain access to the **Setup Options** menu.



3. Press **1** to record a Voice Mail greeting.



- Press # when finished recording.



- Press **2** to play back your greeting. If you need to make changes, repeat Step 3.

## Setting Up Your Name in the Dial By Name Directory

A caller trying to reach you without knowing your extension can reach you by entering the first three letters of your last name in your company's Dial by Name directory.



1. Lift the handset, and then press the VOICE MAIL Feature button. If prompted, dial your passcode.
2. Press **2** to gain access to the **Setup Options** menu.
3. Press **8**, and then choose from three options:
  - Press **1** to make a voice recording of your name. Press **#** to stop recording. You are prompted to dial the first three letters of your last name on the Keypad.
  - Press **2** to play back your recording.
  - Press **3** to remove your name from the Dial by Name directory.

## Sending a Message to an Individual, Group, or Range of Extensions

At some point, you may need to send a message to an individual, group, or a range of extensions.

### Sending a Message to an Individual or Group

To send a Voice Mail message to an individual or group, complete the following steps:



1. Lift the handset, and then press the VOICE MAIL Feature button.

- If prompted, dial your passcode.



2. Press 7.
3. Dial the extension of the individual or group receiving the message.

- Dial additional extensions when prompted.



---

**Note** If you don't know the extension of the person you are calling, press **8** and you are prompted to dial the first three letters of the person's last name to use the Dial by Name feature.

---



4. Press # when your list is completed.
- Follow the voice prompts to record your message.

## Sending a Message to a Range of Extensions

To send a message to a range of extensions, complete the following steps:



1. Lift the handset, and then press the VOICE MAIL Feature button.
  - If prompted, dial your passcode.



2. Press 7.

For example, to dial the range of extensions 100 to 125:

1. Dial the first extension in the range—**100**.
2. Press \*.
3. Dial the last extension in the range—**125**.
4. Press #.



- Follow the voice prompts to record your message.



## Forwarding a Voice Mail Message to an Individual, Group, or Range of Extensions

At some point, you may need to forward a Voice Mail message you received to another individual extension, group, or range of extensions.

## Forwarding a Voice Mail Message to an Individual or Group

To forward a Voice Mail message to an individual or group, complete the following steps:

**7**<sup>PRS</sup>

1. Press **7** after listening to a Voice Mail message.
2. Dial the individual extension of the person or group receiving the message.
  - Dial additional extensions, when prompted.

**8**<sup>TUV</sup>

---

**Note** If you don't know the extension of the person you are calling, press **8** and you are prompted to dial the first three letters of the person's last name to use the Dial by Name feature.

---

**#**

3. Press **#** when your list is complete.
  - You are prompted to record a prefacing message. Use this time to give any necessary information to the person(s) receiving the message.

## Forwarding a Voice Mail Message to a Range of Extensions

To forward a Voice Mail message to a range of extensions, complete the following steps:

**7**<sup>PRS</sup>

1. Press **7** after listening to a Voice Mail message.

For example, to dial the range of extensions 200 to 225:

2. Dial the first extension in the range—**200**.
3. Press **\***.

**\***

#

4. Dial the last extension in the range—**225**.
5. Press #.
  - You are prompted to record a prefacing message. Use this time to give any necessary information to those receiving the message.

## **Gaining Access to Your Voice Mail From Another Internal Phone**

#

1. Lift the handset and dial **6** + your extension.
  - Wait for your greeting.
2. Press # when your greeting begins. If prompted, dial your passcode.
3. Follow the voice prompts accordingly.

## **Gaining Access to Your Voice Mail From an External Line**

#

1. Dial your company telephone number.
2. Dial **6** + extension when the Auto Attendant prompts you.
3. Press # when you hear your greeting. If prompted, dial your passcode.
4. Follow the voice prompts accordingly.

## Voice Mail Notification on a Digital Pager

The Telecor VS family of phone systems can be customized to place a call to your pager when you receive a new Voice Mail message. This is an important feature when you are expecting a call, or message, and you are not at your office. Voice Mail Notification on a Digital Pager is also a good feature for after-hours emergencies or technical assistance.

In addition to sending a preassigned numeric message alerting you to new Voice Mail, Caller ID can be sent with the page so you can see who is leaving the message. You can even choose the number of times the page is repeated, and how often, until you check your new messages. You can customize your Voice Mail to alert up to three different pagers when you receive a new message.

It is also possible to redirect your new Voice Mail to up to 20 other extensions. Only new messages are redirected; old messages are left untouched.

There are two levels of settings for Voice Mail Notification: Basic Voice Mail Notification and Advanced Voice Mail Notification. Basic Voice Mail Notification is used to send a notice to a single pager. The Advanced settings are used to send a notice to multiple pagers, and redirect your new messages to other extensions.

### Basic Voice Mail Notification

Basic Voice Mail Notification sends a notice to a single pager when you receive a new Voice Mail message. Basic Voice Mail Notification sends three paging attempts, with 15 minute intervals between attempts. These settings cannot be changed at the Basic level.

## Gaining Access to Basic Voice Mail Notification Settings



1. Lift the handset, and then press the VOICE MAIL Feature button. If prompted, dial your passcode.
2. Press **2** to gain access to the Voice Mail **Setup Options** menu, and then press **7** to gain access to Voice Mail Notification.
3. Press **1** to set up Basic Voice Mail Notification.

## Turning On Basic Voice Mail Notification on a Digital Pager



1. Dial the pager number for Voice Mail Notification followed by the # key. You do not need to enter a 9 prior to the pager telephone number.
2. Dial your Personal Identification Number (PIN) followed by the # key. If your pager does not require a PIN, press the # key only.
3. Dial the numeric message you want displayed on your pager followed by the # key. You can enter up to 24 digits.
4. To turn on Caller ID display, press **1**, or to turn off Caller ID display, press **2**.

---

**Note** Caller ID must be installed on your phone system for this feature to be active. See your system installer.

---

- You will hear a playback of all the numbers entered—pager number, PIN (if needed), numeric message—and if Caller ID is turned on or off. If any of these numbers or settings are incorrect, you can change them by repeating Steps 1-4.

## Turning Off Basic Voice Mail Notification on a Digital Pager

1. Gain access to the Basic Voice Mail Notification settings by following Steps 1-4 of “Gaining Access to Basic Voice Mail Notification Settings,” page D-14.
2. Press only the # key when prompted to enter a pager number for Voice Mail Notification. This clears the pager number entered, if any, and no pages will be sent upon receipt of new Voice Mail.



---

**Note** To turn Basic Voice Mail Notification on a Digital Pager back on, you must repeat Steps 1–4 of “Turning On Basic Voice Mail Notification on a Digital Pager,” page D-14.

---

## Advanced Voice Mail Notification

Advanced Voice Mail Notification gives you several options for sending pager notification upon receipt of a new Voice Mail message. Through the Advanced options you can customize your Voice Mail to contact up to three pagers, set the number of times pages are sent until answered, and set the time interval between pages. The Advanced level also gives you the option to redirect your new Voice Mail messages to other extensions in your office.

### Gaining Access to the Advanced Voice Mail Notification Options



1. Lift the handset, and then press the VOICE MAIL Feature button.
  - If prompted, dial your passcode.

2<sup>ABC</sup>

7<sup>PRS</sup>

2<sup>ABC</sup>

2. Press **2** to gain access to the Voice Mail Setup Options menu, and then press **7** to gain access to Voice Mail Notification.
3. Press **2** to set up the Advanced Voice Mail Notification options.

## Setting Up Voice Mail Notification to up to Three Digital Pagers

1

1. Press **1** while in the Advanced Voice Mail Notification options of your Voice Mail. This enables you to enter the settings for the first pager.

#

2. Dial the pager number for Voice Mail Notification followed by the # key. You do not need to enter a 9 prior to the pager telephone number.

#

3. Dial your PIN followed by the # key. If your pager does not require a PIN, press the # key only.

#

4. Enter the numeric message you want displayed on your pager followed by the # key. You can enter up to 24 digits.
  - You will hear a playback of all the numbers you have entered—pager number, PIN (if needed), numeric message. If any of these numbers or settings are incorrect, you can change them by repeating Steps 1-4.

2<sup>ABC</sup>

3<sup>DEF</sup>

5. Repeat Steps 1-4 to enter the settings for a second and third pager. In Step 1, press **2** or **3** respectively, for the second or third pager.

## Cancelling Voice Mail Notification to Multiple Pagers

**1**

1. Press **1** while in the Advanced Voice Mail Notification options of your Voice Mail. This enables you to enter the settings for the first pager.

**#**

2. Press only the **#** key when prompted to enter a pager number for Voice Mail Notification. This clears the pager number entered, if any, and no pages will be sent.

**2**<sup>ABC</sup>**3**<sup>DEF</sup>

3. Repeat Steps 1-2 for the second and third pagers if cancelling notification to those as well, press **2** or **3** respectively, for the second or third pager.

---

**Note** If cancelling notification to only one of the pagers, change only that pager's settings. Notification to the other pagers remains as customized.

---

## Setting Up the Number of Paging Attempts

**5**<sup>JKL</sup>

1. Press **5** while in the Advanced Voice Mail Notification options of your Voice Mail.

**#**

2. Press the maximum number of times to be paged, followed by the **#** key.

---

**Note** 10 is the highest number of attempts that can be set up. If you enter a value greater than 10, the system sets the attempts to 10.

---

## Setting Up the Paging Interval

**6**<sup>MNO</sup>

1. Press **6** while in the Advanced Voice Mail Notification options of your Voice Mail.

#

2. Press the number of minutes between pages, followed by the # key.

---

**Note** The Paging Interval can be set up from a minimum of 1 minute to a maximum of 34,464 minutes. If you enter an interval greater than 34,464 minutes, the system sets the interval to 34,464 minutes.

---

## Redirecting New Voice Mail Messages to Other Extensions

7<sup>PRS</sup>

1. Press 7 while in the Advanced Voice Mail Notification options of your Voice Mail.
2. Press the list of extensions for Voice Mail redirect. After you enter an extension, a voice recording verifies the extension entered.

8<sup>TUV</sup>

---

**Note** If you do not know the extension of a person, press 8 to enter a Dial by Name directory. This directory allows you to enter the first three letters of a person's last name, instead of their extension.

---

- You can enter up to 20 extensions.

#

3. Press the # key when your extensions list is complete.

## Turning Off Redirecting New Voice Mail Message

7<sup>PRS</sup>

1. Press 7 while in the Advanced Voice Mail Notification options of your Voice Mail.

#

2. Press only the # key when prompted to enter the list of extensions for Voice Mail redirect. This clears any extensions set up to receive your redirected Voice Mail messages.

# Installation Overview

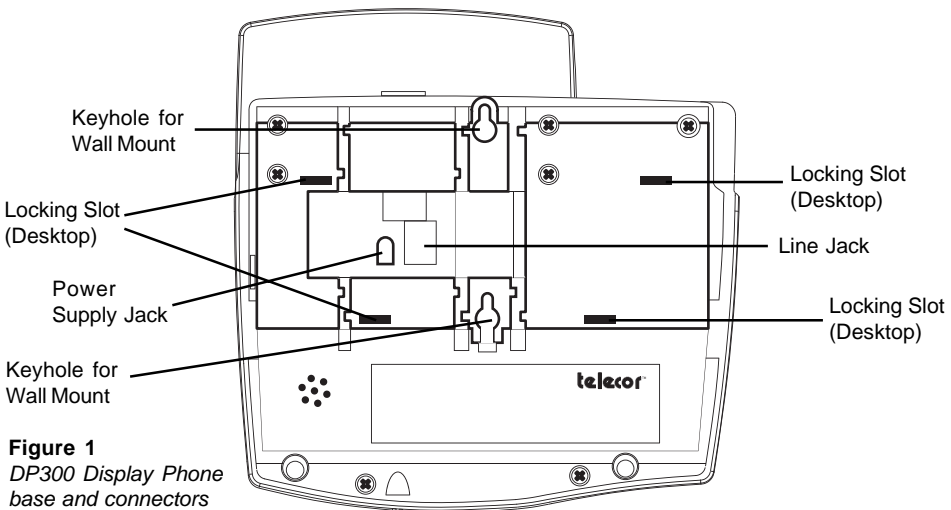
The DP300 Display Phone can be installed for either desktop or wall mount use.

To begin assembling your phone, remove the phone, the handset and cord, the baseplate, and the line cords from the package.

## Installing Your DP300 Display Phone

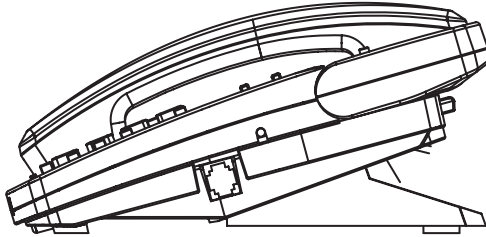
To install your DP300 Display Phone, complete the following steps, and then follow the instructions for the type of mounting to be used.

1. Turn the phone face down so that you see the bottom of the housing, as shown in Figure 1.
2. Plug one end of the handset cord into the handset jack, located at the side of the housing. The end clicks into place when properly inserted.



## **For a Desktop Phone**

When the DP300 Display Phone is assembled for desktop use, the upper end of the housing is positioned higher than the lower end, as shown in Figure 2.



**Figure 2**  
*Desktop  
installation*

1. Plug the line cord into the line jack on the bottom of the housing (see Figure 1 on previous page).
2. Turn the baseplate face down. Orient the baseplate so that its wide end is toward the upper half of the phone housing.
3. Insert the baseplate locking posts into the topmost pair of locking slots in the housing.
4. Insert the baseplate locking posts into the bottommost pair of locking slots in the housing. Verify the baseplate is firmly attached.
5. Plug the other end of the handset cord into the handset jack on the side of the housing. The end clicks into place when properly inserted.
6. Turn the phone right side up and put the handset in the cradle.
7. Plug the line cord into the appropriate wall jack, and then check for a dial tone.

8. If an external power supply is required, connect the power supply cable to the power supply jack in the bottom of the housing (see Figure 1 on page E-3). Then plug the power supply into a wall receptacle.

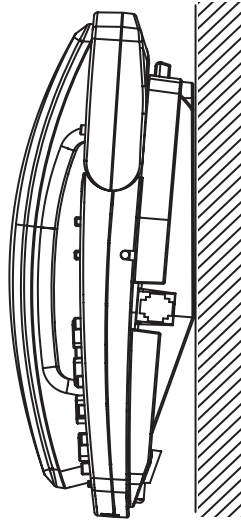
---

**Note for System Installer** -An external power supply is required if two-pair cabling has been installed in the facility.

---

## For a Wall Mount Phone

When the DP300 Display phone is assembled for wall mount use, the upper end of the housing is tilted back, as shown in Figure 3.



**Figure 3**  
Wall Mount  
installation

1. Plug the short line cord into the line jack on the bottom of the housing (see Figure 1 on previous page).
2. Plug the short line cord into the wallplate jack.

3. Align and slip the keyholes in the bottom of the housing over the wallplate posts and slide the phone down as far as it will go. Verify the phone is securely fastened before letting go.
4. Adjust the position of the handset retaining hook, located on the face of the housing, by lifting up the hook and rotating it 180°. When properly positioned, the edge of the hook extends beyond the lip of the handset well.
5. Plug the free end of the handset cord into the handset jack on the side of the housing. Hang the handset cradle in the cradle, and then check for a dial tone.
6. If an external power supply is required, connect the power supply cable to the power supply jack in the bottom of the housing (see [Figure 1 on page E-3](#)). Then plug the power supply into a wall receptacle.

---

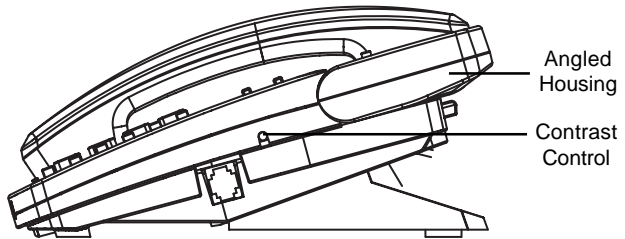
**Note for System Installer** - An external power supply is required if two-pair cabling has been installed in the facility.

---

## Adjusting the Character Display

The DP300 Display Phone includes a control on the side of the housing to adjust the contrast of the character display. Insert an appropriate-sized flathead screwdriver to turn the control. Turning clockwise increases the contrast and turning counterclockwise decreases the contrast.

In addition to adjusting the contrast, the character display housing can be physically adjusted at an optimum angle to suit lighting conditions and seating position.



**Figure 4**  
*Sideview of  
DP300*

---

## Feature Buttons and Access Codes

This following list contains all Feature button codes and a description of each function. Use these codes to customize your DP300 Display Phone Feature buttons.

---

**Note** You must enter **0** if the second digit in the access code is preceded by a zero. For example, for **Pickup Group (03)**, press **0 3**. The numbers and instructions in parenthesis are the custom codes, not steps to follow when using these features.

---

**ACD Log Off (17)**—Log off all ACD groups onto which you are logged.

**ACD Log On With Specific Code (19 + ACD code)**—Log on to an ACD using a preassigned account code.

**ACD Wrap-Up Cancel (42)**—Cancel the automatic wrap-up mode so that you can receive more calls from the ACD queue.

**Blind Hold with Message (26)**—Place an incoming call on hold without first answering the call. A message plays stating, “You have been placed on hold by the person you are trying to reach. They have been notified of your call, and will be right with you.”

**Blind Transfer (05 + Extension)**—Transfer a call ringing at your extension to another extension without connecting to the call. Feature button will also function as Extension View button for extension.

**Blind Transfer to Voice Mail (40)**—Transfer a call ringing at your extension to your Voice Mail without connecting to the call.

**Call Waiting On/Off Toggle (06)**—Turn call waiting tones on or off.

**Conference (44)**—Connect two other callers without using a conference room.

**Dial (07 + number)**—Dial a specific number. If programming an outside number, include a 9 and appropriate long distance digits prior to the number.

**Do Not Disturb On/Off (08)**—Turn on or off the Do Not Disturb setting.

**Flash External (75)**—Used for Centrex Transfers.

**Forward Cancel (09)**—Cancel any call forwarding that you previously programmed at your extension.

**Forward From (10)**—Forward incoming calls received at another extension to your extension.

**Forward From a Specific Extension (11 + Extension)**  
Forward calls that ring at a preassigned extension to ring at your extension.

**Forward To (12)**—Forward your calls to another extension.

**Forward To Specific Extension (13 + Extension)**—Forward your calls to a specific extension. Feature button will also function as Extension View button for extension.

**Handsfree On/Off (14)**—Turn on or off the Handsfree mode.

**Music Over Speaker (39)**—Hear music over the phone speaker, if your system is connected to a music source.

**Page Over Specific Zone (25 + Zone Number)**—Gain access to a specific Paging Zone to make an announcement over a specific preassigned Page Zone. To page all zones, dial Page Zone 04.

**Page Over Zone (24)**—Gain access to the Paging feature. Then dial the Page Zone number. You can make an announcement that is heard on all speakers and speaker-phones in the Page Zone that you selected.

**Park (27)**—Park the current call.

**Park Retrieve (28)**—Retrieve a parked call.

**Personal Speed Dial (38)**—Gain access to the Personal Speed Dial feature.

**Pickup Extension (01)**—Answer a call ringing at another extension.

**Pickup Group (03)**—Answer a call ringing at any phone in your group.

**Pickup Specific Extension (02 + Extension)**—Answer a call ringing at a specific extension. Feature button will also function as Extension View button for extension.

**Relay 1 (29)**—Activate the dry contact relay #1 on the Port Expansion Unit. For example, the contact could be connected to a security door lock.

**Station Status (16)**—Hear the system port number and extension number of the station.

**System Speed Dial (33)**—Gain access to System Speed Dial numbers. There are 99 System Speed Dial numbers shared by everyone on the system. Each Speed Dial number has a code (01-99) associated with it that must be dialed after pressing the System Speed Dial button.

**System Speed Dial with Specific Number (34 + Code)**—Gain access to a specific System Speed Dial number.

**Transfer (35)**—Transfer the call to another extension.

**Transfer to a Specific Extension (36 + Extension)**—Transfer a call to a specific extension. Feature button will also function as Extension View button for extension.

**Voice Mail (37)**—Gain access to your Voice Mail.

## Feature Keystrokes

You can use any of the following features by using the appropriate keystrokes on the phone keypad.

<b>Feature</b>	<b>Keystroke Sequence</b>
ACD Log Off	7001
ACD Log On	7000 + ACD Account Code
ACD Wrap-Up Cancel	7002
Direct External Dial Tone	## 4
Do Not Disturb - On	# 5
Do Not Disturb - Off	## 5
Extension Status	## 7
External Flash	Flash + * 2
Forward Cancel	* * 3
Forwarding From	# 3 + Extension
Forward To	* 3 + Dial Extension
Forward To Your Voice Mail	## 3
Page - All Zones	* * 9
Page - Zone 1	* 9
Page - Zone 2	# 9
Park-Place	Flash + #, 0-9
Park Retrieve	* 2 + 0-9
Personal Speed Dial	# 4 + 0-9
Pick Up Extension	# 8 + Extension
Pick Up Group	* 8
Redial	* 0
Reset Extension	* # + 8 6
System Speed Dial	* 4 + 01-99
Transfer-Announced	Flash + * 7 + Extension
Transfer-Unannounced	Flash + * 7 + Extension + hang up
Voice Mail	6 + Extension

# Appendix A

## LIMITED HARDWARE WARRANTY

This is the warranty between Telecor, Inc., together with entities under its control (hereinafter called “we”, “us” or “Telecor”), and the original end user of Telecor brand product (hereinafter called “you”).

### Warranty Term

We warrant all products manufactured by us to be free from defects in material and workmanship under normal use and service for one (1) year. This warranty is offered only to you, the original end user, and is subject to all of the terms and conditions set forth herein. For purposes of determining the warranty period, the warranty period will commence with the later of: 1) the date the product was manufactured, or 2) the date of your purchase as evidenced by your Product Registration Card. The date of your purchase will be deemed to be the date the product was manufactured unless you provide us with the correctly completed Product Registration Card. **THIS WARRANTY DOES NOT BECOME EFFECTIVE UNTIL TELECOR RECEIVES A COMPLETED PRODUCT REGISTRATION CARD FOR THE PRODUCT.**

### Exclusions

No warranty is extended regarding products which we determine have, by you or another, been subjected to operating conditions and/or environmental conditions in excess of the maximum values therefor in the applicable specifications or otherwise have been subjected to misuse, neglect, improper installation, repairs not authorized by us, alteration or damage. We make no warranty as to experimental, developmental, or nonstandard products and no warranty as to items not manufactured by us but included in a product sold hereunder. **NO WARRANTY IS MADE WITH REGARD TO SOFTWARE.** Software is licensed for use pursuant to the terms of a separate software license agreement.

The products covered by this warranty are not consumer products and are not intended for personal, family or household purposes.

### Exclusive Remedies

Our entire liability and your exclusive remedy shall be, at our sole option, the repair or replacement of defective products after the defective products have been returned to us. Repair parts and products may be either reconditioned or new, but, if reconditioned, shall be of the same quality as new parts or products. All replaced parts become the property of Telecor.

Telecor may, at its sole option, refuse to accept as defective product that

- a) is subject to the Exclusions provision set forth prior; or
- b) cannot be demonstrated to be defective by Telecor and you are unable to provide adequate information describing how the product failed.

Such product will, at your option and expense, either be:

- a) returned to you in the state received, or
- b) repaired and returned to you.

### Service Covered by Warranty

This warranty is fulfilled through your Telecor Authorized Reseller. If you need service during the warranty period, you must contact the Telecor Authorized Reseller from whom you purchased the product. If your Telecor Authorized Reseller determines that the product is defective, then follow the procedures listed in the section entitled “Telecor Return Procedures”.

### Out-of-Warranty Service

Out-of-warranty product service is fulfilled by your Telecor Authorized Dealer. If you desire repairs after the warranty is over, contact the Telecor Authorized Reseller from whom you purchased the equipment. You must follow the procedures listed below in the section entitled “Telecor Return Procedures”. For out-of-warranty period services, you are responsible for all freight and insurance charges.

### Telecor Return Procedures

Please follow this procedure:

- a) Contact your Telecor Authorized Reseller and request a Return Material Authorization (RMA) number. Please be prepared to provide the serial number of the product, the name of the reseller from whom you purchased the product, the date of purchase, and a description of the failure that is as complete as possible.
- b) Pack the product in its original container and packing or an equivalent. If you need instructions on packing the product, your Telecor Authorized Reseller can help you with this at the time that the RMA number is issued.
- c) Write the RMA number CLEARLY on the outside of the shipping box.
- d) For services during the warranty period, you are responsible for the shipping and insurance charges to your Telecor Authorized Reseller and your Telecor Authorized Reseller will pay the shipping charges, including insurance, to return the product to you. For out-of-warranty period services, you are responsible for all freight and insurance charges.

PRODUCTS RETURNED WITHOUT A DULY ISSUED RMA NUMBER WILL BE RETURNED TO YOU AT YOUR EXPENSE. PRODUCTS SENT DIRECTLY TO TELECOR WILL BE RETURNED TO YOU AT YOUR EXPENSE.

### **Warranty Disclaimers**

THE FOREGOING LIMITED WARRANTY AND REMEDIES ARE EXCLUSIVE AND EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF A NEW DESIGN, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. TELECOR NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION OR USE OF ITS PRODUCTS. AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE THE REPAIR OR REPLACEMENT OF THE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THE EVENT THAT IMPLIED WARRANTIES EXIST BY OPERATION OF LAW, ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO NINETY (90) DAYS FROM THE DATE OF DELIVERY.

### **Limitation of Liability**

UNDER NO CIRCUMSTANCES, INCLUDING NEGLIGENCE, WILL TELECOR COMMUNICATIONS, INC. BE LIABLE FOR ANY DAMAGES, INCLUDING LOST PROFITS, LOST DATA, LOST SAVINGS OR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF TELECOR OR A TELECOR AUTHORIZED REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL TELECOR BE LIABLE FOR ANY CLAIM BY ANY OTHER PARTY.

In no event shall Telecor's total liability to you for all damages, losses, and causes of action (whether in contract, tort [including negligence], or otherwise) exceed the amount paid by you for the product.

### **Product Changes**

TELECOR RESERVES THE RIGHT TO MAKE CHANGES IN ITS PRODUCTS WITHOUT OBLIGATION TO INCORPORATE SUCH CHANGES INTO ANY PRODUCT PREVIOUSLY MANUFACTURED.

### **Production Status**

Each product is manufactured from new parts or new and serviceable used parts (which perform like new parts). In some cases, the product may not be new and may have been previously installed. Regardless of the product's production status, our warranty terms apply.

### **Controlling Law and Severability**

This Limited Warranty shall be governed by and construed in accordance with the laws of the State of California, except that body of California law concerning conflicts of law. If for any reason a court of competent jurisdiction finds any provision of this Limited Warranty, or portion thereof, to be unenforceable, that provision of the Limited Warranty shall be enforced to the maximum extent permissible so as to effect the intent of the parties, and the remainder of this Limited Warranty shall continue in full force and effect.

### **Complete Agreement**

This Limited Warranty constitutes the entire agreement between the parties with respect to the use of the product and supersedes all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter.

# Index

## A

- a Feature button A-6, B-4, B-6
- answering a call B-6–B-7, B-7, B-10
  - multiple calls B-7
  - using the Speakerphone B-10
- Automatic Call Distribution (ACD) F-3, F-6
  - ACD Log Off F-3, F-6
  - ACD Log On F-3, F-6
  - monitoring C-18
  - status display A-7
  - Wrap-Up Cancel F-3, F-6

## B

- B Feature button A-6, A-7, C-26, C-27
- blind call processing C-3, C-3–C-4, C-4
  - Blind Hold F-3
  - Blind Transfer F-3
    - to a specific extension C-4*
    - to Voice Mail C-4*
    - to your Voice Mail F-3*
- Blind Hold Feature button C-3
- Blind Transfer to Voice Mail Feature button C-4
- Busy Lamp Field buttons. *See* Extension View buttons

## C

- Call Forwarding A-6
- Call Pickup B-8
- Call Waiting A-6
- Call Waiting tones C-25–C-26, F-3
  - disabling C-25–C-26

- enabling C-25–C-26
- Caller ID B-6, D-6
  - announcement with Voice Mail D-6
- character display A-4, A-5–A-10, A-6–A-10
  - adjusting angle of E-7
  - adjusting contrast of E-7
- external calls
  - transferred by a receptionist A-5*
  - transferred by an Auto Attendant A-6*
- internal call A-5
- Conference Calling C-6–C-7
  - Adding More than 3 Callers to Conference C-7
- Conference Feature button C-6, C-7
- Conference Rooms C-4–C-5, C-5
  - entering C-5
  - gaining access to C-5
  - locking or unlocking C-5
  - monitoring C-18
- Cordless Phone Port C-25

## D

- desktop installation E-4–E-5
- Dial by Name D-6, D-8, D-9, D-11
  - using D-9, D-11
  - Voice Mail D-6
    - setting up your name D-8*
- Digital Pager D-13–D-18
  - notification of new Voice Mail D-13–D-18
- Direct External Dial Tone B-3, B-4, B-4–B-6, B-5, F-6
  - disabling B-5
  - enabling B-5
- Direct Station Select buttons. *See* Extension View buttons

disconnecting a call B-5, B-10  
    using the speakerphone B-10  
DND On/Off Feature button C-9  
Do Not Disturb A-6, C-9, F-4, F-6  
dry contact relay F-5  
DSS/BLF buttons. *See* Extension View  
    buttons

## **E**

Extension Status F-6  
Extension View buttons A-3, A-9, C-  
    16–C-17, C-17, C-18  
    additional monitoring features C-18  
        *Automatic Call Distribution*  
        *(ACD)* C-18  
        *Conference Rooms* C-18  
        *Guest Mailboxes* C-18  
        *Work Groups* C-18  
    customizing C-16–C-17  
        *individual buttons* C-17  
    Feature Buttons as Extension View  
        Buttons C-17  
external call  
    Direct External Dial Tone B-4–B-10  
    making B-4–B-5  
external dial tone B-4  
External Flash F-6

## **F**

Feature button programmer C-3, C-  
    13, C-14, C-15, C-17, C-20  
    Personal Speed Dials C-13  
Feature Buttons C-14, C-14–C-27, C-  
    16  
    Blind Hold C-3  
    Blind Transfer to Voice Mail C-4  
    Cancel Forwarding C-9  
    Conference C-6, C-7  
    customizing C-4, C-14–C-16  
    default setting C-15  
    DND On/Off C-9  
    Page All C-13

Pickup Extension C-10  
Redial A-8  
reviewing C-16  
standard A-8–A-9  
    *Flash* A-8  
    *Hold* A-8, B-8  
    *Mute* A-8  
    *Voice Mail* A-8  
Voice Mail D-3

Feature buttons A-3  
Feature keystrokes F-6  
Feature Status Display A-6  
Flash button A-8, B-3  
Forward Cancel F-4, F-6  
Forward From F-4  
    specific extension F-4  
Forward To F-6  
    specific extension F-4  
Forwarding a Voice Mail message D-  
    10, D-11  
    to a range of extensions D-11  
    to an individual D-11  
Forwarding calls C-7–C-10, C-8, C-9  
    from an extension C-9–C-11  
    to another extension C-8  
    to your Voice Mail C-8–C-9  
        *Do Not Disturb* C-9–C-15  
Forwarding From F-6

## **G**

Greeting D-6, D-7  
    Voice Mail D-6  
        *recording* D-7  
Guest Mailboxes  
    monitoring C-18

## **H**

Handsfree A-6, C-26–C-27  
Headset Mode  
    switching to C-24–C-25  
Hold B-8  
    placing a call on hold B-8

taking a call off hold B-8  
 Hold button A-8, B-8

**I**

installation E-3, E-4, E-5  
   desktop phone E-4–E-5  
   wall mount E-5–E-7  
 internal call  
   making B-3–B-4  
 internal dial tone B-9

**K**

Keypad C-20, D-4

**L**

line 1 button B-3, C-6  
 line 2 button B-7, C-3, C-6  
 Line Appearance buttons A-9, C-16

**M**

making a call B-3–B-4, B-4–B-5, B-9–  
   B-10  
   external B-4–B-5  
   internal B-3–B-4  
   using the Speakerphone B-9–B-10  
 Mode C-21–C-24, C-22, C-23, C-24–  
   C-25  
 Headset C-24–C-27  
 Office  
   *setting up C-21–C-24*  
 Paging Volume C-22  
 Ring Select C-23  
 Ringer Volume C-23  
 Warehouse  
   *setting up C-21*  
 Modem Port C-25  
 Music Over Speaker F-4  
 Mute button A-8

**O**

Office Mode  
   setting up C-21–C-24

**P**

Page All Feature button C-13  
 Page Over Zone F-4  
 Page Volume C-21  
   changing settings C-22  
 Page Zone 1 F-6  
 Page Zone 2 F-6  
 Paging C-12  
   over a Paging Zone C-12  
   over all Paging Zones C-12, F-6  
   over specific zone F-4  
 Park F-5, F-6  
 Park Retrieve F-5, F-6  
 parking a call C-11–C-12, C-12  
   retrieving C-12  
 Passcode D-6, D-7  
   Voice Mail D-6  
     *creating or changing D-7*  
 Personal Speed Dial Feature button C-  
   13  
 Personal Speed Dials C-19, C-20, F-  
   5, F-6  
   programming C-19–C-20  
   reviewing C-20–C-21  
   using C-13  
 phone lines  
   changing the number of C-19  
 Pick Up Extension F-6  
 Pick Up Group F-6  
 picking up a call C-10–C-11, C-11  
   in a group C-11  
   ringing at another extension C-10–  
   C-11  
 pickup  
   extension F-5

- group F-5
- specific extension F-5
- Pickup Extension Feature button C-10
- previewing a call B-7
- Program switch C-21, C-22, C-23, C-24

## **R**

- Redial button A-8, B-9
- redialing a number B-9, F-6
- Redirecting Voice Mail Messages D-18
- Reset Extension F-6
- Ring Select C-21
  - changing C-23
- Ringer
  - turning off C-27
  - turning on C-27
- Ringer Volume C-21
  - changing C-23–C-24

## **S**

- sending a Voice Mail message D-9, D-10
  - to a range of extensions D-10
  - to an individual D-9
- Speakerphone B-9
  - answering a call B-10
  - disconnecting a call B-10
  - making a call B-9–B-10
  - using B-9
- Speakerphone button B-9, B-10
- Speed Dials
  - Personal C-13–C-14
  - System C-14
- Standard Feature Buttons A-8–A-9
  - Flash A-8
  - Hold A-8
  - Mute A-8
  - Redial A-8
  - Voice Mail A-8
- Station Status F-5

- Status Display
  - Automatic Call Distribution A-7
  - Feature A-6
  - Voice Mail A-7
- System Speed Dial F-5, F-6
- System Speed Dials C-14

## **T**

- Text Message B-6
- Transfer F-5
  - to a specific extension F-5
- Transfer button B-8
- transferring a call B-8–B-9
  - announced B-9, F-6
  - unannounced B-9, F-6

## **V**

- Voice Mail C-4, D-3, D-4–D-12, D-5–D-12, D-6–D-12, D-7–D-12, D-8–D-12, D-9–D-12, D-10–D-12, D-12, D-13–D-18, F-5, F-6
- Dial by Name Directory D-8
  - setting up your name* D-8
- exiting D-4
- forwarding a message D-4, D-10
  - to a range of extensions* D-11
  - to an individual* D-11
- gaining access D-3, D-12
  - from an external line* D-12
  - to your Voice Mail* D-3
- Greeting D-6, D-7
  - recording* D-7
- listening to a message D-3, D-5
  - Caller ID* D-5
  - delete* D-5
  - fast forward* D-5
  - foward to another extension* D-5
  - next message* D-5
  - pause* D-5
  - replay* D-5
  - rewind* D-5

Passcode D-6, D-7  
    *creating or changing* D-7  
prompts D-3  
sending a message D-10  
    *to a range of extensions* D-10  
    *to an individual* D-9  
setting up features D-6, D-13–D-18  
    *Caller ID announcement* D-6  
    *Dial by Name* D-6  
    *greeting* D-6  
    *passcode* D-6  
    *playback order* D-6  
    *Setup Options menu* D-6  
    *time and date* D-6  
    *Voice Mail Notification* D-6, D-13–D-18  
setup options D-3, D-6  
stop recording D-4  
using the Keypad D-4  
    *key functions* D-4  
Voice Mail Notification on a Digital  
    Pager D-13, D-13–D-18  
Voice Mail button A-8  
Voice Mail feature button D-3  
Voice Mail Notification on a Digital  
    Pager D-13, D-13–D-18  
Advanced settings D-15–D-18  
    *cancelling notification to  
    multiple pagers* D-17  
    *gaining access* D-15  
    *redirecting new messages to  
    other extensions* D-18  
    *setting up notification to up to  
    three pagers* D-16  
    *setting up the paging interval* D-17  
    *setting up the number of paging  
    attempts* D-17  
    *turning off redirecting* D-18  
Basic settings D-13–D-15  
    *gaining access* D-14  
    *turning off* D-15

*turning on* D-14  
Voice Mail Status Display A-7  
Volume button B-9, C-21

## **W**

wall mount installation E-5–E-7  
Warehouse Mode  
    setting up C-21–C-24  
Work Groups  
    monitoring C-18