

# TOSHIBA PHONE QUICK START GUIDE

## Placing an outside call:

- Press 9 on the keypad OR  
Press an available line button

The keypad is hot and will work if the handset is off hook or on hook. The speaker will come on automatically if the handset is on hook.

## Placing and internal intercom call:

**Dial the extension number on the dial pad.**

The keypad is hot and will work if the handset is off hook or on hook. The speaker will come on automatically if the handset is on hook.

## Transferring call to another extension

- Press the Cnf/Tm button located next to the keypad and dial the extension number.
- When you hear a tone, announce the call to the person you are transferring the call to.
- To complete the transfer, simply hang up.

Pressing the Cnf/Trn button automatically puts the caller on hold. If you want the caller back, just press the flashing line button and you will be reconnected.

## Transferring call directly to person's voicemail

- While on the call, press the Xfer to VM button located on the right side of the phone.
- When the voicemail answers, dial the mailbox (extension) number and hang up.

## Setting up voicemail for the first time:

**To log on to Voicemail from your phone dial 555.**

- The voicemail will ask you to "enter your security code and finish by pressing #".
- Enter your default password, which is your extension number plus 997#. (Example: 6800997# for extension 6800)
- Then follow the prompts to set up your name, primary greeting and password.

Once your mailbox is setup you will be able to retrieve your messages.

## Retrieving voicemail

**The message waiting button will flash on your phone when you have messages.**

- Press the flashing message waiting button or dial 555. The voice mail will know it is you calling from your extension and will ask you for your security code.
- You are now in your mailbox and can retrieve your messages.

## Retrieving voicemail from outside the office

To retrieve messages from outside the office:

- Dial your phone number.
- When your voicemail message starts press # and then press \*.
- Enter your user ID which is your mailbox number plus #. Enter your security code plus #.

## Setting up a conference call

You can have up to 8 parties on a conference.

### **Internal:**

- Dial an extension to establish an internal call.
- If you want to add another caller press the **CONF/TRN** button. Dial the extension number of the person you want to conference in.
- When that person answers, press the **CONF/TRN** button again. You are now connected in a three-way conference.

### **External:**

- Establish an internal or external call as you normally would.
- Press the **CONF/TRN** button and dial 9, then the phone number 1+ xxx-xxx-xxxx.
- When the called party answers the call, press the **CONF/TRN** button again.
- You are now connected.

Repeat the procedure if you want to add another person to the conference.

## Speed Dial

### **Storing a Speed Dial number:**

- Press #66 and you will hear a conformation tone.
- Dial 100 thru 119; these are your personal speed dial access codes. Enter the phone number, 9 + 1 XXX-XXX—XXXX
- Then press #

### **Dialing a Speed Dial number:**

- Press "Spdial" on the phone and the speed dial access code 100 thru 119.

## Call Park feature

### **To park a call:**

- Press the **PARK** button and dial your extension number and hang up. This will place the call in a park orbit in the phone system.
- You can also use any other extension number on the phone system as a place to park a call.

### **Retrieve parked call:**

- You can go to any phone, press the **PARK** button and the extension number and this will retrieve the call.

## To erase multiple voicemail messages

- Go into the voice mail system (press 555 if light is not blinking for voice message).
- Allow system to play a message, once it starts to play, just press option 7, press option 6, and the # key.
- The system will only erase about 40 messages at a time so you will have to repeat the above step.

## Forwarding calls to another phone number

On your work phone enter the following to have any incoming calls to your line forward to another phone:

#6031 + 9 + 1 + [Area Code + Number] + # + 10

(10 is the number of seconds your office phone will ring before forwarding to the new number)