

# Telephone User Guide

## 1220 IP Phone



Please contact Telecom Administration x3-3546, with questions regarding features or to schedule training.



### SOFT KEY DESCRIPTIONS

<b>Soft key</b>	<b>Description</b>
Cancel	Cancel action.
Choose	Select a symbol.
Clear	Clear the input field.
Case	Switch the next character to either uppercase or lowercase.
Delete	Backspace one character.
Done/Select/Enter	Application dependent.
More	Access additional soft keys.

### TELEPHONE OPTIONS MENU

<b>Volume adjustment</b>	Adjusts volume of ringer, handset listen, handsfree listen, headset listen and buzzer.
<b>Contrast adjustment</b>	Adjusts contrast on display screen.
<b>Language</b>	Choose language to display.
<b>Date/Time format</b>	Choose from several different ways to display date/time.
<b>Local Dial pad Tone</b>	When you press a key on the dial pad you can choose between sound or no sound.
<b>Ring type</b>	Choose from eight different ring tones.
<b>Call Timer</b>	Measures duration of call.
<b>On hook default path</b>	Choose between Headset or Handsfree.
<b>Change Feature Key label</b>	Rename the label that corresponds to the feature key, specifically auto dial.
<b>Live Dial Pad</b>	Make a call without lifting handset or pressing the Handsfree key.

#### To access Telephone Options Menu

- Press the *Services* key. *Telephone Options* is now displayed on the screen.
- Press *Select*. You can now scroll through the menu and make changes to any of the options as needed.
- Press *Quit* to exit the *Services*.

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**REDIAL LIST** logs up to 20 outgoing calls. When the list is full the system overwrites the oldest entry. Use this feature to review calls made and to redial any of these phone numbers.

- To view the log press the **REDIAL** key. Use the up or down navigation keys to scroll through the list.
- To dial one of the phone numbers, use the up or down navigation keys to scroll and select the desired entry. Press the *Dial* soft key.
- To delete one entry press the **REDIAL** key. Use the up or down navigation keys to scroll and select the desired entry. Press the *Del* soft key. *Delete Current Item?* will display on the screen. Press the *Yes* soft key to delete the entry or choose the *No* soft key to return to the previous screen without deleting the entry.
- To delete the entire list press the **REDIAL** key. Press the *Del* soft key. *Delete Current List?* will display on the screen. Press the *Yes* soft key to delete the entire list or choose *No* to return to the previous screen.

#### **RING TYPE ...change the ring tone on your phone.**

There are eight different rings to choose from. Press the *Services* key and select *Telephone Options*. Use the down navigation key to scroll through the menu. Select *Ring Type*. Ring type 1 will flash. Press the *Play* soft key to listen to that ring.

Use the down navigation key to go to the next ring type and press the *Play* soft key to listen to that ring. Repeat to select and listen to each ring type. When you have decided on the **RING TYPE**, press the *Select* soft key to save it. Press *Quit* to exit the Options List.

#### **TRANSFER .....transfer a caller to another Mason phone number.**

With the call in progress, press the *Trans* soft key. The caller is automatically placed on hold. Dial the five-digit phone number where the call is being transferred. Announce the caller, then press *Trans* again to complete the transfer.

If the called party does not answer, press *Goodbye*, then press the flashing line key to return to caller.

#### **VOICE MAIL**

##### **... retrieve voicemail messages from your campus phone.**

Lift the handset and press the *Message* key. This key is programmed to automatically dial voicemail.

##### **... retrieve voicemail message from your home phone.**

Dial 703-993-4500. Enter \*#, then enter your seven-digit Mason phone number.

#### **Features . . .**

(listed in alphabetical order)

##### **AUTODIAL .....program one phone number per key for quick dial.**

Without lifting the handset, press the *autodial* key you want to program. The indicator next to this key will flash. The following information is displayed:

*Programming autodial*

*Enter number*

Enter the phone number you want to save, then press the autodial key to save the phone number. When programming external phone numbers remember to enter 9 before the phone number.

*Examples: Local call, 97031234567*

*Domestic long distance, 918161234567*

*International, 9011 + Country Code + phone number  
(City Code may also be required)*

To dial a phone number using the autodial key, lift the handset and press the autodial key where the phone number is stored.

##### **CALL PARK. . . place a call on hold and retrieve it from another phone.**

While on an active call, press the *Park* soft key. You will see a 5-digit number on the display. This is the number you will use to retrieve the call. Remember this number. Press *Park* again. Go to the phone where you will retrieve the call. Lift the handset and dial the 5-digit number where the call is parked.

##### **CALL PICKUP . . . answer a ringing telephone located in the next workstation, without leaving your desk.**

You must be in the same **CALL PICKUP** group with the ringing telephone. Lift the handset and press the *Pickup* soft key. If your telephone does not have a call pickup key, lift your handset and dial \*11.

##### **CALLING PARTY PRIVACY. . . place a call to an external phone number without your phone number displaying on the called party's Caller ID.**

Lift the handset and dial \*67 BEFORE you place your call. This feature must be activated on a per call basis. If the phone number you are calling does not accept calls from phone numbers that have **CALLING PARTY PRIVACY** activated the call will not go through. Instead you will hear a recorded message stating they party you are calling does not accept calls from blocked phone numbers.

**CALLERS LOG.....** can store up to 100 incoming calls. When the list is full, the oldest entry is overwritten. The list contains the following information for each call:

- *caller's first and last name (if available)*
- *extension or phone number of the caller*
- *time and date of the call*
- *the number of times the caller called*

To access the **CALLERS LOG** press the *Caller* soft key. Use the up or down navigation keys to scroll through the list. You can configure the *Callers List* to store all incoming calls or only unanswered calls.

To configure the **Call Log** options:

- Press the *Services* key, then select *Telephone Options*.
- Use the up and down navigation keys to scroll through the menu, then select *Call Log Options*.
- Select *Incoming Calls*.
- Select *Log Mode*. Use the up and down navigation keys to scroll between *Log All Calls* and *Log Unanswered Calls*. Press the *Enter* key when the option you want is displayed on the screen. The *Enter* key is located in the center of the navigation keys.

#### **CONFERENCE CALL..... (five people + you).**

Dial the first number, when the person answers let them know you are setting up a conference call. Press the *Conf* soft key, this places the person on hold and gives you dial tone. Dial the second number. When the person answers let them know you want to add them to a conference call. Press the *Conf* soft key to bring the three of you together. Repeat to add additional people. If the person does not answer, press the *Goodbye* key and return to the call by pressing the flashing line key.

#### **CALL JOIN. . . join a caller on another line to the current conference call.**

Place the caller on hold and return to the conference call. Press the *Conf* soft key and return to the caller. Press the *Conf* soft key. The caller is now joined to the conference call.

#### **FEATURE KEY LABEL. . . change the AutoDial KEY LABEL to display a name.**

You can change the **KEY LABEL** on any line key, with the exception of your main line.

- Press the *Services* key and select *Telephone Options*.
- Use the up and down navigation keys to scroll through the menu until you see *Change Feature Key Label* and press the *Select* soft key.
- *Change Feature Key Label* will flash. Press the *Select* soft key.
- A message will display asking you to select a feature key. Press the key you want to re-label. Press the *Clear* soft key. *Edit feature key label* will display.
- Use the dial pad to enter the new label to display.
- Press the *More* soft key. To switch between upper and lower case press the *Case* soft key. When you have completed entering the new label, press the *Select* soft key. The new key label will display.
- Press *Quit* to exit.

#### **FORWARD.... send calls directly to your voice mail or to another Mason phone.**

Without lifting the handset, press the *Fwd* soft key. Enter the 5-digit Mason phone number where you want your calls forwarded. Press the *Fwd* soft key again. There will be a solid indicator next to the *Fwd* soft key to remind you that your phone is forwarded. To cancel the forward press the *Fwd* soft key. The indicator next to *Fwd* will go out and you will now receive calls on your phone. Example: To forward directly to voice mail, press the *Fwd* soft key and dial 34500. Press the *Fwd* soft key again to activate forward.

#### **HOLD. . . place a caller on HOLD**

There are two ways to place a caller on hold.

- Press the **HOLD** key (located on the bottom right corner of the phone). To return to the caller press the flashing line key. OR
- While on an active call and another line on your phone rings, press the ringing line key. This places the first caller on hold. To go back to the first caller, press the flashing line key. The second caller is now on hold.

#### **INTERCOM. . . talk to another department staff member without calling their five-digit phone number?**

If your department has requested the **INTERCOM** feature there will be an **INTERCOM** key on your phone. Lift the handset and press the **INTERCOM** key. Dial the two-digit intercom number of the staff member you want to intercom. For additional information on the **INTERCOM** feature, contact Telecom Admin, x3-3546.

**PERSONAL DIRECTORY.....** allows you to store up to 100 contacts to include first name, last name, and phone number.

**ADD** entry, press the *Directory* key and select **PERSONAL DIRECTORY**. Press the *Add* soft key. Use the dial pad to enter the name. Press the up navigation key to enter special characters. Press the *Next* soft key. Use the dial pad to enter the phone number. Press *Done* soft key to save the entry or press *Cancel* to return to the *Add* screen without saving the new entry.

**EDIT** entry, press the *Directory* key and select **PERSONAL DIRECTORY**. Press the up or down navigation keys to scroll and select the entry to edit. Press the *Edit* soft key and make the necessary changes. To save your changes press *Done* soft key or press *Cancel* to return to the directory.

**DELETE** entry, press the *Directory* key and select **PERSONAL DIRECTORY**. Press the up or down navigation keys to scroll to the entry you want to delete. Press the *More* soft key, then press the *Del* soft key. *Delete Current Item?* will display on the screen. Select the *Yes* soft key to delete the entry.

#### **REDIAL .....the last number that you called**

Lift the handset and press your main line key.

OR

Without lifting the handset press your main line key twice.