Lucent Technologies
Bell Labs Innovations

4406D+, 4412D+, 4424D+, and 4424LD+ Telephones User's Guide

Back Panels:

Programming and Feature Codes

Displays

Front Panels:

Your Telephone

Call Handling

Using Features

Programming and Feature Codes

Your Telephone

Line Buttons

In this User Guide, fixed buttons on your telephone are indicated by a solid red background (**Spkr**). Buttons you label and program are represented by red letters on a white background (**CampOn**).

Line buttons are buttons used to make or receive inside or outside calls. Line buttons are labeled differently depending on how your system is configured. For example, you may have line buttons that provide you with direct access to an outside line, Pool buttons that provide you with access to an outside line after dialing an access code (usually a 9), Shared buttons that allow lines to be shared among co-workers, or Intercom buttons that provide you with access to internal dial tone.

In addition, line buttons may be labeled with an "R" (for Ring), "V" (for Voice), or "OO" (for Originate Only):

- Ring Buttons - Calls you make arrive as ringing calls.

- Voice Buttons - Calls you make arrive as voice-announced calls.

- Originate Only - Line button can only be used to make (not receive) calls.

In this guide, **LINE** represents a button that is labeled with an outside line number and **EXT** represents a button that may be labeled with an extension number or an Intercom number.

Your Telephone

Using the Speakerphone

To use the speakerphone, press **Spkr**.

To mute, press **Mute**. The Speakerphone / Mute LED flashes continuously, indicating that the call has been muted. To return to normal operation, press **Mute** again. The Speaker / Mute LED returns to steady.

Use the following guidelines to get the best performance from your speakerphone:

■ Place your telephone at least one foot from any wall.

■ Avoid placing your telephone in a partly enclosed area, such as underneath a low shelf over your desktop.

■ Place your telephone as far as possible from interfering noises, such as your PC or a fan.

■ Place your telephone on a hard, flat surface.

■ The microphone is located on the right side of the telephone. Allow at least one inch of clearance.

■ Your speakerphone performs better when the volume is set in the middle or lower range because you can more easily break into the conversation than when the speakerphone is set at maximum.

Line Button Lights

■ **Steady red**
The line you are using or will use when you lift the handset or press **Spkr**.

■ **Steady green**
The line is in use, or the feature programmed onto the line button is on.

☀ **Flashing green**
An incoming call is ringing on this line button, or a call you transferred is returning on this line button.

☀ **Fast-flashing green**
You have put a call on hold on this line button.

✦ **Slow-flashing green**
Someone else has put a call on hold on this line button.

Your Telephone

Tones

Dial tone (steady tone)
You can make a call.

Busy (slow repeating tone)
The phone you are calling is busy.

Fast busy (fast repeating tone)
No lines are available.

Error (alternating high-low tones)
You dialed or used a feature incorrectly.

Confirmation (double break in dial tone followed by steady tone)
You used a feature correctly.

Callback (5 short beeps)
A line or pool you selected, or an extension you called, is busy and the system is putting your call into the callback queue.

Call Waiting (1 or 2 beeps)
You have an inside call (1 beep) or an outside call (2 beeps) waiting for you.

Rings

1 long ring
Inside call.

1 short ring and 1 long ring
Outside call.

1 long ring and 3 short rings
Outside call transferred to you or a call you transferred returning to you.

1 beep each minute
Call on hold reminder tone.

Call Handling

Make a Call	**To make an outside call:**
	1: *Press the* `Line` *button.*
	2: *Do one of the following:*
	▪ *Press* `Spkr`.
	▪ *Lift the handset.*
	▪ *Use the headset.*
	If required, dial the dial-out code, usually `9`.
	To make an inside call:
	1: *Press* `EXT`.
	2: *Do one of the following:*
	▪ *Press* `Spkr`.
	▪ *Lift the handset.*
	▪ *Use the headset.*
	3: *Dial the extension.*
Answer a Call	**To answer an outside or inside call, do one of the following:**
	▪ *Press* `Spkr`.
	▪ *Lift the handset.*
	▪ *Use the headset.*
	To enable Hands-Free Answer on Intercom:
	Press a programmed `HFAI` *button, which allows you to respond to voice-signaled (not ringing) intercom calls without having to lift the handset or press any buttons.*

Call Handling

Transfer a Call	**To transfer a call using the dialpad:** **1:** *Press* **Trnsfr** . The system puts the call on hold and selects an **EXT** button. **2:** *Dial the extension or outside number.* To cancel or return to the call on hold, press the button next to the flashing ☀ **Green Light**. **3:** *Announce the call (optional).* **4:** *Hang up.* **To transfer a call using one-touch manual transfer:** **1:** *Press* **Trnsfr** . **2:** *Press the programmed* **AutoDial** *button.* **3:** *Announce the call (optional).* **4:** *Hang up.* **To transfer a call using one-touch auto transfers, if available:** *Press the programmed* **AutoDial** *button.* Check with your System Manager to see if you have one-touch manual transfer or one-touch auto transfer.
Transfer a Call to a Voice Mailbox	**To transfer a call to a voice mailbox:** **1:** *Do one of the following:* ■ *Press the programmed* **Feature** *button, and press* **5** **6** . ■ *Press the programmed* **Direct Voice Mail** *button (see "Direct Voice Mail" under "Covering Calls Features").* ■ *Select* Direct Voice Mail *from the display (*DicVM *or* Direct VM*).* You cannot select features from the 4406D+ display. **2:** *Dial the extension number.* **3:** *Hang up.*

Call Handling

Place a Call on Hold	**To place a call on hold:** **1:** *Press the* Hold *button.* **2:** *To retrieve the call (or conference) on hold, press the line button next to the fast-flashing* ☀ **Green Light** *(a call you put on hold) or the slow-flashing* ✚ **Green Light** *(a call put on hold at another extension).* When a call is on hold, the telephone beeps once each minute and Call on Hold appears on the display.
Make a Conference Call	**While connected to the first party:** **1:** *Press* Conf *.* The system puts the call on hold and selects an EXT button. **2:** *Connect with the next party.* You can connect to the next party by: ■ Dialing an outside telephone number or an extension. ■ Retrieving a call on hold. ■ Answering an incoming call. **3:** *Press* Conf *again. Calls are now conferenced.* Repeat Steps 1–3 to add up to a total of 2 outside and 2 inside (not including yours) parties. **To drop a participant:** **1:** *Press the programmed* Drop *button.* The 4400-Series telephones do not have a fixed Drop button; you must program a Drop button onto a button. **2:** *Press the line button of the party that you want to drop.* **To put the conference on hold:** *Press* Hold *.* **To return to the conference:** *Press any line button used to connect a participant.* **To end the conference:** *Hang up.*

Using Features

Use a Feature	**To use a feature, do one of the following:** ■ *Press* `Feature` *and then select the feature from the display (not for the 4406D+ telephone).* Press ▷ to move to the next screen of features. Press ◁ to return to the previous screen of features. ■ *Press* `Feature` *and then dial the feature code.* ■ *Press the line button programmed with the feature.*
Program a Feature Button	**To program a** `Feature` **button:** **1:** *Label a button as "Feature."* **2:** *Press* `EXT`. **3:** *Lift the handset.* **4:** *Enter programming mode by pressing* `#` `0` `0`. **5:** *Press the button you labeled.* **6:** *Press* `*` `2` `0`. **7:** *Exit programming mode by pressing* `#` `*` `0` `0`.
Program a Feature onto a Button	**To program features, extensions, and phone numbers:** **1:** *Label the button.* **2:** *Press* `EXT`. **3:** *Lift the handset.* **4:** *Press* `#` `0` `0`. **5:** *Press the button you labeled.* **6:** *Dial the appropriate programming code (see the following pages). Dial any additional numbers (such as extensions) if needed.* **7:** *To program another button, repeat steps 1, 5, and 6; or exit by pressing* `#` `*` `0` `0`.

Using Features

Special Characters	Features that dial numbers automatically may need special characters to allow for correct dialing or system response. **Hold** *Inserts 1–5 second* **pause** *in the dial sequence. Consecutive pauses are allowed.* P *appears on the display.* **Conf** *Sends switchhook* **flash.** *Must be first entry in sequence.* F *appears on the display.* **# #** *Used to signal* **end of dialing** *sequence for Auto Dial buttons or to separate grouped digits. The* ## *appears on the display.* **Trnsfr** **Stop**. *Halts dialing sequence to allow for system response. (Requires manual restart.)*
Headsets	Headsets for 4400-Series telephones allow one-touch operation, hands-free. The headset plugs into the headset jack. Two buttons are used for headset operation: ■ Headset Status. Press **Headset Status** to switch between headset and handset operation. To program: **EXT** + lift handset + **# 0 0** + **Headset Status** + **✻ 7 8 2** + **# ✻ 0 0**. ■ Headset Hangup. Press **Headset /Hangup** to disconnect a call. The Headset/Hangup button is programmed by your System Manager.

Programming and Feature Codes

Call Handling Features

Call Waiting	When Call Waiting is turned on at an extension and you are already on a call, you hear one tone for inside calls or two tones for outside calls when a second call arrives at that extension. **To turn on Call Waiting at your extension:** *lift the handset and press* ✱ **1 1** *.* **To turn off Call Waiting at your extension:** *lift the handset and press* ✱ ✱ **1 1** *.* **To pick up a Call Waiting call:** *hang up and the waiting call rings, or press* **Feature** *(or* **#** *)+* **8 7** *.*

Camp-On	Camp-On allows you to complete a transfer to a busy extension. The call is put on hold until the extension can receive a call; then it rings automatically and you hear a priority ring (1 long ring and 3 short rings).

To use with the feature code: **Feature** *(or* **#** *)+* **5 7** *.*	**To program onto a button:** **EXT** *+ lift handset +* **# 0 0** *+* **Camp-On** *+* ✱ **5 7** *+* **# ✱ 0 0** *.*

Drop	You must program a Drop button onto a button. Use **Drop** to drop a participant from a conference call. The display shows 4400-Drop. **To program a Drop button:** **EXT** *+ lift handset +* **# 0 0** *+* **Drop** *+* ✱ **7 8 7** *+* **# ✱ 0 0** *.*

HFAI	To use Hands-Free Answer Intercom (HFAI), you must program an HFAI button onto a button. When you press **HFAI**, you can talk to a person who calls you on an intercom call without lifting the receiver. **To program an HFAI button:** **EXT** *+ lift handset +* **HFAI** *+* **# 0 0** *+* ✱ **7 7 9** *+* **# ✱ 0 0** *.*

Programming and Feature Codes

Call Handling Features (continued)

Paging	There are two types of paging: ■ **Group**, where you can broadcast an announcement through the speakerphones of telephones on extensions that are placed into paging groups. ■ **Loudspeaker**, where you can broadcast an announcement over a loudspeaker connected to the system.
Group Paging	To broadcast an announcement to a paging group, lift the handset and dial the extension of the paging group. You can also program a button with a paging group extension by using the Auto Dial feature (see "Auto Dial" under "Dialing Features").
Loudspeaker Paging	Pages over a loudspeaker paging system are heard everywhere in the building or only in a particular area, depending on whether or not the loudspeaker system is a multizone paging system. To broadcast an announcement over a loudspeaker, press the button labeled for "Loudspeaker Paging." If you do not have this button on your telephone, see your System Manager.
Park	Park places a call on hold at your extension so that it can be picked up from any extension in the system. You pick up a parked call by using the Pickup feature.

To use without programming a Park button:

1. *While on the call, press* **Trnsfr**.

2. *Dial your own extension.*

You hear a busy tone.

3. *Press* **Trnsfr**.

To program onto a button:

EXT + *lift handset* + **#** **0** **0** + **Park** + **✳** **8** **6** + **#** **✳** **0** **0**.

Programming and Feature Codes

Call Handling Features (continued)

Pickup

Pickup allows you to answer calls that are ringing, parked, or on hold anywhere in the system. There are two types of Pickup: Individual and Group. Use Individual Pickup to pick up a call for one specific extension. Use Group Pickup to answer calls ringing at extensions in your Pickup group.

Individual Pickup

There are three types of Individual Pickup: General, Extension, and Line. Use Extension to pick up a parked call.

General	**To use with a programmed General Pickup button:** `Pickup` + ext. number (or line number).	**To program onto a button:** `EXT` + lift handset + `#` `0` `0` + `Pickup` + `*` `9` + `#` `*` `0` `0`.
Extension	**To use with the feature code:** `Feature` (or `#`)+ `9` + ext. number.	**To program onto a button:** `EXT` + lift handset + `#` `0` `0` + `Pickup` + `*` `9` + ext. number + `#` `*` `0` `0`.
Line	**To use with the feature code:** `Feature` (or `#`)+ `9` + line number.	**To program onto a button:** `EXT` + lift handset + `#` `0` `0` + `Pickup` + `*` `9` + line number + `#` `*` `0` `0`.
Group Pickup	**To use with the feature code:** `Feature` (or `#`)+ `8` `8`.	**To program onto a button:** `EXT` + lift handset + `#` `0` `0` + `Pickup` + `*` `8` `8` + `#` `*` `0` `0`.

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