



4400 and 4400D Telephones User's Guide

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Your Telephone

Fixed Buttons

4400

- Volume
- Flash

4400D

- Conf (Conference)
- Trnsfr (Transfer)
- Redial
- Volume
- Hold

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.

Your Telephone

Tones

(continued)



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 (1 beep) or an outside (2 beeps) call waiting.

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, returning transferred call, or returning Callback call.



1 beep each minute

Call on hold.

Call Handling

Make a Call

To make an outside call:

Lift the handset. Dial the dial-out code (usually **9**), if required; then dial the telephone number.

To make an inside call:

Lift the handset and dial the extension.

Answer a Call

To answer an outside or inside call:

Lift the handset.

Transfer a Call

To transfer inside or outside calls:

- 1 Press and release the **Flash** button (4400 telephone) or the **Trnsfr** button (4400D telephone).
- 2 Dial the extension, or the dial-out code plus the outside number.
- 3 Announce the call and hang up.

You can transfer only inside calls to an outside number provided that you are allowed to do so. You cannot transfer an outside call to another outside number.

Place a Call on Hold

To place a call on hold:

- 1 Press and release the **Flash** button (4400 telephone) or the **Hold** button (4400D telephone).
- 2 To return to the call on hold, press and release the **Flash** or **Hold** button again.

On a 4400 telephone, if you retrieve a call from hold and want to place it on hold again, you must press the **Flash** button twice.

If you hang up while a call is on hold on a 4400 telephone, the call is removed from hold and rings back on the telephone. On a 4400D telephone, if you hang up while a call is on hold, the call remains on hold.

Call Handling

Make a Conference Call

Follow these steps to make a conference call:

- 1 While on a call, press and release the **Flash** button (4400 telephone) or the **Conf** button (4400D telephone).
- 2 Dial the outside number or extension.
- 3 Announce the conference.
- 4 Press and release the **Flash** button or the **Conf** button again.

- ◆ To end the conference, hang up.
- ◆ To drop the last party added on the 4400 telephone, press and release the **Flash** button.
- ◆ To add another party to the conference on a 4400D telephone, press the **Conf** button again and dial the additional outside number or extension.

Up to five parties (three inside, two outside) can be on a conference call on a 4400D telephone. Up to three parties can be on a conference call on a 4400 telephone. You cannot drop a conference participant from a 4400D telephone.

Use System Speed Dial

To use System Speed Dial:

Lift the handset, press **#**, and dial the three-digit code (600–729).

Use Personal Speed Dial

To program Personal Speed Dial codes:

- 1 Lift the handset and dial **# 0 0**.
- 2 Dial **#** and the 2-digit code (01–24).
- 3 Dial *** 2 1**, the dial-out code if any, and the telephone number.
- 4 Repeat Steps 2 and 3 to program additional numbers.
- 5 Hang up to end programming.

To use Personal Speed Dial:

Lift the handset, press **#**, and dial the two-digit code (01–24).

Use Redial

To use Redial:

- 1 Lift the handset.
- 2 Do one of the following, depending on which telephone you are using:
 - On the 4400D telephone, press the **Redial** button to redial the last number that was dialed.
 - On the 4400 telephone, dial **# 8 4** to redial the last number that was dialed.

Using Features

Use a Feature

To use a feature when you are not on a call:

- 1 Lift the handset.
- 2 Dial **#** and the feature code.
- 3 Dial any additional required information (such as an extension).
- 4 Hang up.

To use a feature while you are on a call on a 4400 telephone:

- 1 Press and release the **Flash** button.
- 2 Dial **#** and the feature code.
- 3 Dial any additional required information (such as an extension).
- 4 To return to the call, press and release the **Flash** button.

To use a feature while you are on a call on a 4400D telephone:

- 1 Press and release the **Hold** button.
- 2 Press the switchhook.
- 3 Dial **#** and the feature code.
- 4 Dial any additional required information (such as an extension).
- 5 To return to the call, press and release the **Hold** button.

Use Special Characters

Features that dial numbers automatically (such as Personal Speed Dial) may need special characters to allow for correct dialing or system response.

Conf Sends switchhook **flash** (4400D telephone only). Must be first entry in sequence. **F** appears on the display.

Used to signal **end of dialing** sequence or to separate grouped digits. **#** appears on the 4400D display.

Feature Codes

Account Code	# 8 2 + <i>account code</i> + #
Authorization Code	# 8 0 + <i>authorization code</i> + #
Callback Automatic Callback On Automatic Callback Off Callback Cancel	# 5 5 # * 1 2 # * * 1 2 # * 5 5
Call Waiting Pick up Call Waiting call On Off	# 8 7 # * 1 1 # * * 1 1
Coverage Primary Cover Secondary cover Group Cover Coverage Inside On Coverage Inside Off	# * 4 0 + <i>sender's extension</i> # * 4 1 + <i>sender's extension</i> # * 4 2 + <i>sender's extension</i> # * 4 8 # * * 4 8
Direct Voice Mail	# 5 6
Follow Me	# 3 4 + <i>extension</i>

Feature Codes

Forward Inside Outside	# 3 3 + extension # 3 3 + dial-out code + number + #
Forward and Follow Me	Cancel from all extensions: # * 3 4 * Cancel from one extension: # * 3 4 + sending extension Cancel from your telephone: # 3 3 + your extension
Messaging	See your System Manager.
Paging Loud-speaker	# 9 + line number + zone
Park Return to parked call	# * *
Personal Speed Dial	# + code (01–24)
Pickup Group Pickup Inside Outside	# 8 8 # 9 + extension # 9 + line number

Feature Codes

Privacy

On
Off

3 1
* 3 1

Reminders

Activate by dialing # 8 1

System Speed Dial

+ code (600–729)

Redial

8 4

On the 4400D telephone, you also can press the **Redial** button.

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