

User Manual for M2000 Series Phones & Call Pilot Voicemail

M2616



M2008HF



January 2008

INDEX

INTRODUCTION.....	1
CAMPUS DIALING INSTRUCTIONS.....	2
BASIC FEATURES	2
Primary Directory Number Key (PDN)	2
Feature or Line Indicators	2
Handsfree Key	2
Volume Control	3
Release Key	3
Hold Key	3
Automatic Hold	3
Message Waiting Lamp/Message Key	3
PROGRAM KEY	3
00 Volume Control	3
02 Contrast Adjustment	3
03 Call Timer Enable	3
04 Idle Screen Format	3
05 Language Select.....	3
07 Display Diagnostics.....	4
09 Key Click.....	4
OPTIONAL KEY FEATURES.....	4
Automatic Dial Key (Auto Dial).....	4
Call Forward	4
Call Pickup.....	5
Call Transfer/Conference 3.....	5
Group Intercom Key.....	5
Last Number Redial	5
Speed Call Short.....	6
Speed Call Long	6
CONFERENCE CALLS	6

Who to Call -- (M-F, 8 – 4:30 pm):

Telecom Trouble/Repair/Help line for Staff: 581-1610
Telecom Trouble/Repair/Help line for Students: 581-1609
Voicemail password issues: 581-1605
Telecom work requests (new installs, etc.) & long distance authcodes: 581-1605
Telecom Billing issues: 581-1609
Conference Call Scheduling: Dial 0 for the operator
Automated campus directory (available 24 hrs/day) - from on campus, dial 66

Introduction

The Telecommunications Office provides two M2000 series phone sets--the M2616 and the M2008HF. These telephones require a digital telephone line. A digital telephone should never be plugged into an analog telephone jack. Analog lines are required for modems and fax machines and will NOT work if plugged into a digital telephone jack. Your digital telephone must remain plugged into the original telephone jack. Each phone line is programmed to match the actual phone set. Because the programming varies from phone to phone you should not swap phone sets between jack locations. **Departments are responsible for all phones placed in their area. Any stolen or vandalized phone will be charged back to the department. Never spray any kind of liquid cleaner or water on your telephone. Doing so could damage or ruin the phone and your department will be charged to replace the phone.** In order to place long-distance calls from campus phones, the department must request a long distance authcode be assigned to the user.

M2616 - 16 Programmable keys.

Caller ID display module. This module allows you to see the source of incoming (on-campus) calls and whether its been transferred or forwarded from another phone. This set is also a handsfree speaker phone, capable of conducting a two-way conversation through the speaker.

M2008HF - 7 Programmable keys.

Caller ID display module and two-way handsfree speaker phone.

Campus Dialing Instructions:

On-Campus: 1-XXXX

Off-campus local: 8 + XXX-XXXX

Long Distance In-State: 8 + XXX-XXXX + authcode

Long Distance Out-State: 8 + 1 + (XXX) XXX-XXXX + authcode

International: 8011 + country code + city code + phone number + # + authcode

Toll free: 8 + 1 + (8XX) + XXX-XXXX

AT&T Calling card: 8 + 1 + (800) 225-5288, then follow recorded instructions

Verizon Calling card: 8 + 1 + (800) 546-9639, then follow recorded instructions

Voicemail access numbers:

1-3001 (Orono Staff)

1-3000 (Bangor campus staff & all Orono students living in the residence halls)

Express Messaging numbers:

1-3031 (Orono Staff)

1-3030 (Bangor campus staff & all Orono students living in the residence halls)

To reach the:

Automated phone directory, dial: 66

Campus operator, dial 0

AT & T operator, dial 8+1+800-225-5288

Verizon operator, dial 8+1+800-546-9639

Basic Features:

PRIMARY DIRECTORY NUMBER KEY (PDN) : The primary directory number key is your main line. This key is always the bottom key on an M2008/M2008HF and is always the bottom right key on an M2616. The PDN key is always referred to as Key 1.

FEATURE OR LINE INDICATORS : Your phone has a liquid display crystal (LCD) with arrows that flash and point at the various lines or feature keys when they are in use.

HANDSFREE KEY: The handsfree key allows you make two-way calls without lifting the handset. The built-in microphone transmits your voice to the caller and you hear the caller through the speaker.

To make a handsfree call:

1. With the handset down, press your PDN to get dial tone.
2. Dial the telephone number.
3. When the party answers, speak towards the phone; you will hear the called party through the speaker.
4. To take the phone off handsfree, lift the handset. To switch back to handsfree, press the handsfree key and hang up handset.
5. To end a call when using handsfree, press the small orange key above the dial pad labeled RLS and the call will be disconnected.

VOLUME CONTROL: Under the dial pad on your phone you have a rocker bar which adjusts the ringing volume of your phone as well as the handset volume. NOTE: Your phone must be ringing to adjust the volume OR you must be on an active phone call to adjust the handset volume.

To increase volume level:

Press the right side of the volume control >>>.

To decrease volume level:

Press the left side of the volume control <<<.

RLS KEY: The small orange key labeled RLS is simply an alternate way to hang up (or release a call). Pressing the RLS key terminates an active call. When you use the RLS key the caller does not hear the sound the handset makes when it is placed in the cradle.

HOLD KEY: The hold key simply places an active call on hold. To put a call on hold, press the Hold key. The arrow indicator next to the line being placed on hold will flash. To take a call off hold, press the line key next to the flashing arrow.

AUTOMATIC HOLD: If you answer several different lines and are on an active call when a second line rings, you can press the second ringing line key. This automatically puts the first caller on hold and connects you to the second caller.

MESSAGE WAITING LAMP/MESSAGE KEY: Your phone is equipped with a red message waiting lamp. When this light is on, you have message(s) waiting in your voice mailbox.

Program Key

The program key allows you to control the display options on your phone. Program mode allows you to change a variety of display features such as screen format, contrast, and languages. A Program Key is assigned automatically to the upper right hand key. To access the program mode features press the Program Key, then scroll forward or backward through the available selections with the volume control key. Select the feature you wish to change by entering the two digit number associated with that feature. If you know the two digit code associated with the feature, you may enter this code immediately after pressing the Program Key. This eliminates the need to scroll through the entire list. The two digit codes are listed below.

00 VOLUME CONTROL: Volume levels can be set while the telephone is in an idle state. There is no need to wait for the phone to ring to adjust the ring volume.

To select and adjust the volume control:

1. Press Program key and Dial 00.
2. Select one of the following to adjust the specified volume. 1 = Ringer; 2 = Buzzer; 3 = Speaker; 4 = Handset; 5 = Handsfree.
3. Use the volume control key to increase or decrease the volume.
4. Press Program Key to save and exit or repeat these steps to adjust another volume level.

02 CONTRAST ADJUSTMENT: This allows you to change the contrast on the caller ID display.

To adjust the contrast:

1. Press Program Key and dial 02.
2. Use the volume control key to increase or decrease the contrast.
3. Press Program Key to save and exit.

03 CALL TIMER ENABLE: Call Timer Enable times the duration of a phone call from an M2616 phone. The timer will remain displayed for ten seconds after each call is disconnected.

To activate the call timer:

1. Press Program and dial 03.
2. Press either side of the volume control key to toggle between ON and OFF.
3. Press Program to save and exit.

04 IDLE SCREEN FORMAT: The date and time can be displayed in eight different formats (12 hour or 24 hour format). Examples: JAN 18 1:01 P; JAN 18 13:01.

To set the Idle Screen:

1. Press Program and dial 04.
2. Press the volume control key to scroll through the idle screen formats.
3. When you find the selection you want, press Program to save and exit.

05 LANGUAGE SELECT: Two different languages are available on the display (English and Quebec French). This feature selects the language in which features, prompts and messages are displayed; but has no effect on call party name display information.

To select and activate a language:

1. Press Program and dial 05.

2. Press the volume control key to scroll through the languages.
3. Press the number associated with the language you want (i.e. 1=English; 2=Quebec French).
4. Press Program to save and exit.

07 DISPLAY DIAGNOSTICS: This feature is a self diagnostic test for the display.

To activate the Display Diagnostics:

1. Press Program and dial 07.
2. Use the volume control key to scroll through the display diagnostics.
3. Press Program to exit.

09 KEY CLICK: Key Click lets you hear a “click” when you press the dial pad keys on your phone.

To activate or deactivate Key Click:

1. Press Program and dial 09.
2. Use the volume control key to toggle between ON and OFF.
3. Press Program to save and exit.

You can still receive telephone calls while the phone is in program mode. However, the display remains in program mode until the Program key is pressed a second time. Telephone calls cannot be placed while the phone is in program mode.

Optional Key Features:

The following section describes other features that *may* be on your phone. All phones do not necessarily have all of these features.

AUTOMATIC DIAL KEY (AUTO DIAL): An auto dial key stores a frequently dialed number.

To Program an Auto Dial Key:

1. Without lifting the handset, press the Auto Dial Key.
2. Enter the number you want to store (you cannot store your long distance authorization code) and you must follow the campus dialing instructions when entering the number. Example: 8+1+617-555-1212.
3. Press the Auto Dial Key again.

To Use the Auto Dial Key:

1. Lift handset, press Auto Dial Key you programmed.
2. If this is a long distance number you be prompted to enter your long distance authorization code.

To Change the Number Stored:

1. Repeat steps 1-3 above.

CALL FORWARD: This feature allows you to forward your calls to another phone or directly to your Voice Mailbox (provided you have one). You can also forward your calls to an off campus local number.

To Forward Calls to Another Extension:

1. Without lifting the handset, press the Forward Key (arrow next to the forward key will flash).
2. Enter the five digit campus number you want your calls forwarded to (i.e. 1-1010).
3. Press the Forward Key again (arrow next to the forward key will remain pointing at the forward key).

To Forward Calls Directly to Your Voice Mailbox:

1. Without lifting the handset, press the Forward Key (arrow next to the forward key will flash).
2. Enter 1-3001 (Orono Staff) OR 1-3000 (Bangor Staff/Student).
3. Press the Forward Key again (arrow next to the forward key will remain pointing at the forward key).

To Forward Calls to a Local Off-Campus Number:

1. Without lifting the handset, press the Forward Key (arrows next to the forward key will flash).
2. Enter 8 plus the number you are forwarding to (i.e. 8+866-XXXX).
3. Press the Forward Key again (arrow next to the forward key will remain pointing at the forward key).

To Cancel:

1. Without lifting the handset, press the Forward Key (arrow pointing at the forward key will go off).

Code Accessed:

To Program:

1. Lift handset and press * 70.
2. Enter the five digit extension number where you want your calls forwarded to (i.e. 1-1010). You will hear a confirmation tone.
3. Hang up.

To Cancel:

1. Lift handset and press # 70.

CALL PICKUP: If your telephone is a member of a Call Pickup Group, you can answer another ringing phone from your set.

To Answer a Ringing Phone:

1. Lift the handset, press the Call Pickup Key.

Code Accessed:

1. Lift handset, Dial * 72.

CALL TRANSFER/CONFERENCE : Call Transfer/Conference allows you to transfer an caller to another extension on campus or you can initiate a three way call.

To Transfer a call:

1. Press the Conference Key. (The arrow next to your line key will flash. This means the caller is on hold.
2. Dial the five digit extension you want to transfer the caller to.
3. When they answer you can announce the call (remember the caller is on hold and they cannot hear the conversation). After announcing the call....
4. Press the Conference Key again (once you press the conference key the second time, you now have a three-way conversation -- which means all three of you can speak and hear each other).
5. To complete the transfer, press the orange RLS key or just hang up.

To Cancel the Transfer and Get the Caller Back

1. After you have pressed the Conference Key and dialed the extension; press the orange RLS key. The arrow next to the line key will be flashing, indicating your caller is still on hold. Now press the line key with the flashing arrow. You are then re-connected to your caller.

IMPORTANT: Do not press the Conference Key a second time. Doing so completes the transfer and puts you in a 3-way call. Once you press the Conference Key a second time you cannot get the call back on your line.

To Initiate a Three-Way Call:

1. Call the first party.
2. After they answer, press the conference key and dial the second party.
3. After the second party answers, press the conference key again and you be in a three-way call.

GROUP INTERCOM KEY: The Group Intercom Key is an alternate way to call someone who is a member of your intercom group. Intercom Groups usually consist of departmental staff members. This allows you to call a member's intercom line without tying up their main incoming 581 line. Each department is responsible for keeping track of the Intercom Numbers and participants in their group.

To Make an Intercom Call:

1. Lift handset.
2. Press the Group Intercom Key (labeled I/C).
3. Dial the one or two digit member code. A member code usually consists of a number similar to this: 22.10. The 22 is the group number, the 10 is the member number. To reach this member you would simply dial 10.

To Answer an Intercom Call:

When your phone rings, the arrow will flash next to the Intercom (I/C) key. Lift the handset and press the I/C key.

LAST NUMBER REDIAL: Your phone will automatically redial the last number you dialed on your set. Each number you dial is automatically stored in memory, erasing the previously stored number. If the last number you dialed was a long distance number, it will NOT redial your long distance authorization code. You will have to manually enter your authcode.

To Activate Last Number Redial:

1. Lift handset and press the # sign twice (# #) -- OR lift handset and dial * 79.

SPEED CALL SHORT: This feature allows you to dial a pre-programmed number using a one-digit code (0 - 9).

To Program A Speed Call Number:

1. Without lifting the handset, press the Speed Call Key.
2. Enter a one-digit code (0 - 9), then enter the number you want associated with that code. (Note: Remember to follow the proper dialing procedures when storing an off-campus number.) When entering a long distance number, you CANNOT include your long distance authorization code.)
3. Press the Speed Call Key.

To Change A Number:

1. Repeat steps 1 - 3 above.

To Call a Number You Have Stored:

1. Lift the handset and press the Speed Call Key.
4. Dial the code (0 - 9) where you stored your number. The number associated with that code will automatically be dialed.

Code Accessed:

To Program:

1. Lift the handset, dial * 75.
2. Enter a code (0 - 9) then enter the number you want associated with that code followed by the # sign. You will hear a confirmation tone. (Note: Remember to follow the proper dialing procedure when storing an off-campus number.) When entering a long distance number, you CANNOT include your long distance authorization code.)

To Change a Number:

1. Repeat steps 1 - 2 above.

To Call a Number:

1. Lift the handset and dial * plus the code where the number you want to call is stored. The number will automatically be dialed.

SPEED CALL LONG: This feature allows you to dial a pre-programmed number using a two-digit code.

Speed Call Long numbers are programmed exactly the same as Speed Call Short **EXCEPT** you would assign your number to a **two-digit code (i.e. 00 - 29)**. Speed Call Long can store either 30, 50 or 70 numbers.

To Code Access Speed Call Long follow the instructions for Speed Call Short EXCEPT use * 76 as the access code.

Conference calls

Our conference bridge can be used for setting up conference calls. This service is called the "Meet Me Conference". This conference bridge allows up to 30 parties to dial a special campus phone number at a pre-arranged time and automatically be connected together. Each participant dialing in pays their own toll charges if the 581 exchange is a long distance call for them.

To arrange a meet me conference:

1. Call the campus operation (dial 0) to schedule a day, time, duration and number of participants for your Conference call. If the bridge is available, the operator will provide you with the appropriate number to dial.
2. Let your participants know the date, time and number to call.
3. At the arranged time, each participant dials the number and the calls will automatically be connected. The first person to dial the conference number will just hear a constant ring tone until a second and subsequent callers dial into the bridge.
4. When the conference call is finished, everyone just hangs up.