



# **12 and 24 Port SIP Handset Gateway**

## **Phone User Guide**

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## Symbols and Conventions

Important symbols and conventions used throughout this guide are shown below.

Icon	Description
	Important safety information. Ignoring this information may lead to physical danger to people.
	Information alerting you to potential loss of data or damage to an application, system or device.
	Highlights important information.

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## Products

The information contained within this document applies to the following products:

Part Number	Description
E-SIP3D-RUC12	Handset Gateway 12 port (digital only)
E-SIP3D-RUC1241	Handset Gateway 12 port (digital only)*
E-SIP3D-RUC24	Handset Gateway 24 port (digital only)
E-SIP3D-RUC2441	Handset Gateway 24 port (digital only)*
E-SIP3DZ-RUC12	Handset Gateway 12 port (digital) with FXO port
E-SIP3DZ-RUC1241	Handset Gateway 12 port (digital) with FXO port*
E-SIP3DZ-RUC24	Handset Gateway 24 port (digital) with FXO port
E-SIP3DZ-RUC2441	Handset Gateway 24 port (digital) with FXO port*
E-SIP3DY-RUC12	Handset Gateway 12 port (digital) with 2 FXO ports
E-SIP3DY-RUC1241	Handset Gateway 12 port (digital) with 2 FXO ports*
E-SIP3DY-RUC24	Handset Gateway 24 port (digital) with 2 FXO ports
E-SIP3DY-RUC2441	Handset Gateway 24 port (digital) with 2 FXO ports*
E-SIP3P-RUC24	Handset Gateway 24 port (Pphone/analog only)
E-SIP3P-RUC2441	Handset Gateway 24 port (Pphone/analog only)*
E-SIP3PZ-RUC24	Handset Gateway 24 port (Pphone/analog) FXO port
E-SIP3PZ-RUC2441	Handset Gateway 24 port (Pphone/analog) FXO port*
E-SIP3PY-RUC24	Handset Gateway 24 port (Pphone/analog) 2 FXO ports
E-SIP3PY-RUC2441	Handset Gateway 24 port (Pphone/analog) 2 FXO ports*

\* European version

## Safety Information



### WARNING - IMPORTANT SAFETY INSTRUCTIONS

- Read and make sure you understand all warnings and instructions, including those marked on the product.
- Do not install this product near water. For example in a wet basement location.
- Do not install this product, or associated wiring, during a lightning storm.
- Do not overload wall outlets, as this can result in the risk of fire or electrical shock.
- Do not attach the power supply cord to building surfaces. Do not allow anything to rest on the power cord. Do not place this product where anyone can step on the cord.
- Do not touch non-insulated wires or terminals unless the telephone wiring has been disconnected at the network interface.
- Unplug the product from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners.
- Do not operate the system if chemical gas leakage is suspected in the area. Use a telephone located in another, safe, area to report the trouble.
- The mains supply AC/DC adaptor must only be used in an easily accessible socket outlet.
- Do not open the <Product Name>. There are no user-serviceable parts inside. Only an authorized technician should open the unit for required maintenance or upgrading purposes.

## Power Surges



Sudden surges in electrical current can damage sensitive equipment. To reduce the risk of damage to your equipment, for example caused by lightning strikes, install a surge protector between your equipment and both the AC power outlet and the telephone line.

# Contents

<b>1</b>	<b>INTRODUCTION .....</b>	<b>9</b>
	Purpose of this document.....	9
	Who should read this document? .....	9
	Phone types.....	9
<b>2</b>	<b>ASTERISK SOFTSWITCH .....</b>	<b>10</b>
	Making a call.....	10
	Using the backup analog line (where available).....	10
	Redialing the last number called .....	10
	Answering a call .....	10
	From the analog backup line .....	10
	Auto answer.....	11
	Placing a call on hold and retrieving a held call .....	11
	Using the analog backup line.....	11
	Transferring a call and retrieving a transferred call.....	11
	Parking a call and retrieving a parked call.....	11
	Picking up a call.....	12
	Do not disturb .....	12
	Changing the volume.....	12
	Changing the volume of a connected call.....	12
	Muting a connected call .....	12
	Changing the ringer volume.....	12
	Voicemail .....	12
	Retrieving a voicemail message.....	12
	Deleting a voicemail message.....	13
	Conference call.....	13
	Making a conference call .....	13
	Conference bridging .....	13
	Placing a conference call on hold.....	13
	Speed dial numbers.....	13
<b>3</b>	<b>BROADSOFT SOFTSWITCH.....</b>	<b>14</b>
	Making a call.....	14
	Using the backup analog line (where available).....	14
	Redialing the last number called .....	14
	Picking up a call.....	14
	From the analog backup line .....	15
	Auto answer.....	15
	Placing a call on hold and retrieving a held call .....	15
	Using the analog backup line.....	15
	Transferring a call and retrieving a transferred call.....	15
	Parking a call and retrieving a parked call.....	15
	Do not disturb .....	16
	Changing the volume.....	16
	Changing the volume of a connected call.....	16
	Muting a connected call .....	16

	Changing the ringer volume.....	16
	Voicemail menu .....	16
	Retrieving a voicemail message .....	16
	Deleting a voicemail message .....	17
	Conference call.....	17
	Making a conference call .....	17
	Placing a conference call on hold .....	17
	Personal speed dials .....	17
	*74 speed dial 8 .....	17
	*75 speed dial 100 .....	18
	Feature access codes .....	18
<b>4</b>	<b>SYLANTRO SOFTSWITCH .....</b>	<b>19</b>
	Making a call.....	19
	Using the backup analog line (where available).....	19
	Redialing the last number called .....	19
	Picking up a call.....	19
	Picking up a bridged line call .....	19
	From the analog backup line .....	20
	Auto answer .....	20
	Placing a call on hold and retrieving a held call .....	20
	Using the analog backup line.....	20
	Transferring a call and retrieving a transferred call.....	20
	Parking a call and retrieving a parked call.....	20
	Do not disturb .....	21
	Changing the volume.....	21
	Changing the volume of a connected call.....	21
	Muting a connected call .....	21
	Changing the ringer volume.....	21
	Voicemail menu .....	21
	Conference call.....	21
	Making a conference call .....	21
	Placing a conference call on hold .....	22
	Speed dial numbers.....	22
	Feature access codes .....	22
<b>5</b>	<b>AVAYA DEFINITY.....</b>	<b>24</b>
	6402 / 6402D .....	24
	6408 / 6408D .....	25
	6416D .....	26
	6424D+M .....	27
	6426D M XM24.....	28
	8403.....	29
	8405 / 8405D .....	30
	8410 / 8410D .....	31
	8411D .....	32
	8434DX.....	33
<b>6</b>	<b>MERIDIAN PHONES .....</b>	<b>34</b>

	A2008 .....	34
	M2006.....	35
	M2008.....	36
	M2616.....	37
	M3110.....	38
	M3310.....	39
	M3820.....	40
	M3901.....	41
	M3902.....	42
	M3903.....	43
	M3904.....	44
<b>7</b>	<b>NEC PHONES.....</b>	<b>45</b>
	DTP-8 / DTU-8.....	45
	DTP-8D / DTU-8D .....	46
	DTP-16 / DTU-16.....	47
	DTP-16D / DTU-16D .....	48
	DTP-32D / DTU-32D .....	49
	ETJ-8 / ETW-8.....	50
	ETJ-16DC / ETW-16DC .....	51
	ETJ-16DD / ETW-16DD .....	52
	ETJ-24D / ETW-24D.....	53
<b>8</b>	<b>NORSTAR PHONES .....</b>	<b>54</b>
	M7100.....	54
	M7100N .....	55
	M7208, T7208 and M7208N.....	56
	M7310.....	57
	M7310N .....	58
	M7324.....	59
	M7324N .....	60
	T7100.....	61
	T7316.....	62
<b>9</b>	<b>PANASONIC PHONES .....</b>	<b>63</b>
	VB41200.....	63
	VB44210.....	64
	VB44220.....	65
	VB44223.....	66
	VB44224.....	67
	VB44225.....	68
	VB44230.....	69
	VB44233.....	70
<b>10</b>	<b>TOSHIBA PHONES.....</b>	<b>71</b>
	DKT2004.....	71
	DKT2010-SD .....	72
	DKT2020-SD .....	73

	DKT2020-SD and DADM2020.....	74
<b>11</b>	<b>P-PHONES .....</b>	<b>75</b>
	General Information about P-phones .....	75
	M5008.....	76
	M5009.....	77
	M5112.....	78
	M5208.....	79
	M5209.....	80
	M5212.....	81
	M5216.....	82
	M5312.....	83
	M5316.....	84
	M6310.....	85

# 1 INTRODUCTION

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## Purpose of this document

This document provides some basic instructions to help you to use your telephone with the Citel SIP Handset Gateway (referred to as the Citel Gateway in this document).

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## Who should read this document?

If you are using one of the telephones and one of the systems described in this document, this document is for you.

You do not have to read all of the document. Your administrator should be able to tell you which type of system you are using (Asterisk, BroadSoft or Sylanro etc.), so you only need to read the relevant section.

You need to identify the telephone that you are using. Pictures of the different models of phone are shown, together with a table for recording the functions that have been assigned to the buttons. This will help you to follow the instructions for your system.

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## Phone types

There are two versions of the Citel Gateway: one for digital handsets and one for P-Phone/analog handsets. This document contains examples of phones of both types.

Many models of telephone have a similar appearance – you may need to check for a label on the telephone to confirm the manufacturer and model number of your handset.



You must not connect digital handsets to a model of the Citel Gateway that is designed to support P-Phone or analog handsets. You must not connect P-Phone or analog handsets to a model designed to support digital handsets. Damage to the handsets may result.

## 2 ASTERISK SOFTSWITCH

See your system administrator for further details about your softswitch, including particular key mappings for your telephone. Some of the key sequences described may be different in your location.

Your telephone system relies on your local network to route calls, both incoming and outgoing. Some implementations may include two backup (analog) lines. These are standard, residential-type telephone lines, which are only intended to be used in the event of a network failure.

These notes do not describe hook-flash for analog

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### Making a call

1. Lift the handset or press the handsfree (speaker) button.
2. Dial the number.
3. When the call is finished, replace the handset, press the handsfree button again or press the release button.

### Using the backup analog line (where available)

Only one person can make or receive a call using a backup analog line at a time (there may be one or two lines, depending on your product model number).

1. Lift the handset or press the handsfree (speaker) button.
2. Press the FXO (analog) key or dial the analog prefix number given to you. Depending on the dial plan, you might not hear the "usual dial tone" but the call may be placed on your behalf (e.g. 911 may be mapped to dialing 911 on the analog port).
3. Make the call in the normal way.

---

### Redialing the last number called

1. Lift the handset or press handsfree (speaker) button.
2. Press the REDIAL button.

On a SIP Meridian Handset, the last number can be redialed by pressing the line button twice.

3. When the call is finished, either replace the handset, press handsfree (speaker) button again or press the release button.

---

### Answering a call

#### From the analog backup line

All of the phones set to receive calls from the backup line will ring.

Answer the call using any of the phones – all the other phones that were ringing will show the backup line as busy.

## Auto answer

- Press the Auto answer button – the LCD or LED indicator is lit.  
When the phone is called you will hear a “Ring Splash” and the call is automatically answered “Handsfree”.
- To cancel auto answer, press the Auto answer button again.

---

## Placing a call on hold and retrieving a held call

- Press the HOLD button to place a call on hold.
- Either press the HOLD button or press the line button with the flashing indicator to retrieve a held call.

## Using the analog backup line

Calls can be placed on hold in the same way as other calls. In addition:

- You can press the button for any line on your main (softswitch) system to make or receive a call: the call on the analog line is held.
- If you pick up a call from the analog line, any other calls are automatically placed on hold.
- To pick up a held analog call, press the analog button.

---

## Transferring a call and retrieving a transferred call

To transfer a call:

1. Press the TRANSFER button.
2. When the call is finished replace the handset, press the handsfree (speaker) button again or press the release button.

To retrieve a call being transferred, press the line button with the flashing indicator.

---

## Parking a call and retrieving a parked call

You can temporarily ‘park’ a call onto an extension. The ‘parked’ call can then be accessed (‘retrieved’) using the same or another phone.

To park a call:

1. Press the Transfer button.
2. Dial \*700 (your system administrator may have assigned different codes).
3. Enter an appropriate extension number to hold the call being parked.
4. Press #.
5. Replace the handset, press the handsfree (speaker) button again or press the release button.

After you have parked the call, you need to announce the extension to the intended recipient.

To retrieve a parked call:

1. Answer your phone. The park extension is announced.

2. Dial the park extension (usually from 701-720, but check with your system administrator).

There is no indication on the telephone that a call is parked at a particular extension.

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## Picking up a call

To pick up a call from the same group, dial \*8#.

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## Do not disturb

- To set "Do Not Disturb", dial \*61# and any callers are directed to your Voice Mail.
- To cancel "Do Not Disturb", dial \*61# again.

---

## Changing the volume

### Changing the volume of a connected call

- To increase the volume, press the VOLUME UP button.
- To lower the volume, press the VOLUME DOWN button.

### Muting a connected call

- To switch off the audio, press the MUTE button.
- To switch on the audio, press the MUTE button again.

### Changing the ringer volume

You can only do this when the phone is ringing.

- To increase the volume, press the VOLUME UP button.
- To decrease the volume, press the VOLUME DOWN button.

---

## Voicemail

To access your Voicemail menu:

1. Lift the handset or press the handsfree (speaker) button.
2. Dial your own phone's extension number.
3. When prompted, enter:
  - a) Your mailbox number
  - b) The # key
  - c) Your passcode
  - d) The # key

To leave your Voicemail menu, press #.

### Retrieving a voicemail message

1. Access your voicemail menu as described above.
2. Press 1 to hear your voicemail message.

## Deleting a voicemail message

1. Access the voicemail main menu by the method above.
2. Press 7 to delete the voice mail message.

---

## Conference call

### Making a conference call

To add a third party to an existing conversation between two parties:

1. Press either a second line button or the CONFERENCE button.  
The original line will be placed on hold.
2. Dial the extension of the phone to be added.
3. Press the CONFERENCE button again.
4. Press the HELD LINE button. (This is the line the first party was held on whilst the conference was set up, and will have a flashing indicator).

### Conference bridging

Anyone wanting to join the conference must:

1. Dial the conference bridging number, set up by the system administrator.
2. Enter the PIN given to you by the system administrator.

When someone leaves the conference a “beep” will be heard by those still in the conference call.

### Placing a conference call on hold

Pressing the HOLD button on any of the phones in the conference will prevent that person from hearing the conversation, which can continue between the other parties in the conference call.

Pressing HOLD again or pressing the line button with the flashing indicator will readmit that party to the conference.



If your system plays music when a call is placed on hold, this will happen even if you are in a conference call and may prevent other members of the conference call from hearing each other. Instead, use the MUTE option to prevent other conference members from hearing non-related conversations.

You cannot hold simultaneous conference calls on a single phone.

As you add people to a conference call, you may introduce a delay in the audio. This becomes noticeable after you have approximately 8 members in a daisy-chained conference call.

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## Speed dial numbers

You can only use speed dial numbers assigned by your system administrator.

## 3 BROADSOFT SOFTSWITCH

See your system administrator for further details about your softswitch, including particular key mappings for your telephone. Some of the key sequences described may be different in your location.

Your telephone system is digital and relies on your local network to route calls, both incoming and outgoing. Some implementations may include a backup (analog) line. This is a standard, residential-type telephone line, which is only intended to be used in the event of a network failure.

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### Making a call

1. Lift the handset or press the handsfree (speaker) button.
2. Dial the number.
3. When the call is finished, replace the handset, press the handsfree button again or press the release button.

### Using the backup analog line (where available)

1. Lift the handset or press the handsfree (speaker) button.
2. Press the FXO (analog) key or dial the analog prefix number given to you. You will hear the usual dial tone.
3. Make the call in the normal way.

---

### Redialing the last number called

1. Lift the handset or press handsfree (speaker) button.
2. Press the REDIAL button.

On a SIP Meridian Handset, the last number can be redialed by pressing the line button twice.

3. When the call is finished, either replace the handset, press handsfree (speaker) button again or press the release button.

---

### Picking up a call

To pick up a call from the same group, dial \*8#.

To pick up a call from a phone ringing on the server:

1. Dial \*97
2. Enter the extension number of the ringing phone.
3. Press #.

## From the analog backup line

All of the phones set to receive calls from the backup line will ring.

Answer the call using any of the phones – all the other phones that were ringing will show the backup line as busy.

## Auto answer

- Press the Auto answer button – the LCD or LED indicator is lit.  
When the phone is called you will hear a “Ring Splash” and the call is automatically answered “Handsfree”.
- To cancel auto answer, press the Auto answer button again.

---

## Placing a call on hold and retrieving a held call

- Press the HOLD button to place a call on hold.
- Either press the HOLD button or press the line button with the flashing indicator to retrieve a held call.

## Using the analog backup line

Calls can be placed on hold in the same way as other calls. In addition:

- You can press the button for any line on your main (softswitch) system to make or receive a call: the call on the analog line is held.
- If you pick up a call from the analog line, any other calls are automatically placed on hold.
- To pick up a held analog call, press the analog button.

---

## Transferring a call and retrieving a transferred call

To transfer a call:

1. Press the TRANSFER button.
2. When the call is finished replace the handset, press the handsfree (speaker) button again or press the release button.

To retrieve a call being transferred, press the line button with the flashing indicator.

---

## Parking a call and retrieving a parked call

You can temporarily ‘park’ a call onto an extension. The ‘parked’ call can then be accessed (‘retrieved’) using the same or another phone.

To park a call:

1. Press the second Line 1 button.
2. Dial \*68# (your system administrator may have assigned different codes).
3. Enter an appropriate extension number to hold the call being parked.
4. Press #.
5. Replace the handset, press the handsfree (speaker) button again or press the release button.

After you have parked the call, you need to announce the extension to the intended recipient.

To retrieve a parked call:

1. Dial \*88#. The park extension is announced.
2. Dial the park extension.
3. Press #.

There is no indication on the telephone that a call is parked at a particular extension.

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## Do not disturb

- To set “Do Not Disturb”, press the DO-NOT-DISTURB button and any callers hear a busy tone or are directed to your Voice Mail.
- To cancel “Do Not Disturb”, press the DO-NOT-DISTURB button again.

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## Changing the volume

### Changing the volume of a connected call

- To increase the volume, press the VOLUME UP button.
- To lower the volume, press the VOLUME DOWN button.

### Muting a connected call

- To switch off the audio, press the MUTE button.
- To switch on the audio, press the MUTE button again.

### Changing the ringer volume

You can only do this when the phone is ringing.

- To increase the volume, press the VOLUME UP button.
- To decrease the volume, press the VOLUME DOWN button.

---

## Voicemail menu

To access your Voicemail menu:

1. Lift the handset or press the handsfree (speaker) button.
2. Dial your own phone's extension number.
3. When prompted, enter:
  - Your passcode
  - The # key

To leave your Voicemail menu, press \*9.

### Retrieving a voicemail message

1. Access your voicemail menu as described above.
2. Press 1 to hear your voicemail message.

## Deleting a voicemail message

1. Access the voicemail main menu by the method above.
2. Press 7 to delete the voice mail message.

---

## Conference call

### Making a conference call

To add a third party to an existing conversation between two parties:

1. Press either a second line button or the CONFERENCE button.  
The original line will be placed on hold.
2. Dial the extension of the phone to be added.
3. Press the CONFERENCE button again.
4. Press the HELD LINE button. (This is the line the first party was held on whilst the conference was set up, and will have a flashing indicator).

### Placing a conference call on hold

Pressing the HOLD button on any of the phones in the conference will prevent that person from hearing the conversation, which can continue between the other parties in the conference call.

Pressing HOLD again or pressing the line button with the flashing indicator will readmit that party to the conference.



If your system plays music when a call is placed on hold, this will happen even if you are in a conference call and may prevent other members of the conference call from hearing each other. Instead, use the MUTE option to prevent other conference members from hearing non-related conversations.

You cannot hold simultaneous conference calls on a single phone.

As you add people to a conference call, you may introduce a delay in the audio. This becomes noticeable after you have approximately 8 members in a daisy-chained conference call.

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## Personal speed dials

### \*74 speed dial 8

To set up a speed dial:

1. Dial \*74
2. Press the Speed Dial 8 number. Note: use only numbers 2 - 9
3. Enter the Speed Dial telephone number (Internal or External).
4. Press #

For example: \*7429876# will assign 2 as the speed dial number for extension 9876.

To call a Speed Dial 8 number:

1. Dial the Speed Dial 8 number (for example, 2).
2. Press #

## \*75 speed dial 100

To set up a speed dial:

1. Dial \*75
2. Press the Speed Dial 100 number. You can only use numbers from 00 – 99.
3. Enter the Speed Dial extension number.
4. Press #

For example: \*75019876# will assign 01 as the speed dial number for extension 9876.

To call a Speed Dial 100 number:

1. Press #
2. Dial the Speed Dial 100 number (for example, 01).

---

## Feature access codes

Feature codes may differ, depending on the softswitch provider and preferences applied by your system administrator.

<b>Code</b>	<b>Affect of the code</b>
*37	Sustained Authorization Code Deactivation (calls locking)
*47	Sustained Authorization Code Activation (calls unlocking)
*55	Direct Voice Mail Transfer
*57	Customer Originated Trace
*65	Calling Line ID Delivery per call
*66	Last Number Redial
*67	Calling Line ID Delivery Blocking per call
*68	Call Park
*69	Call Return
*70	Cancel Call Waiting (Per call)
*71	Per Call Account Code
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
*74	Speed Dial 8
*75	Speed Dial 100
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*88	Call Park Retrieve
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
*97	Directed Call Pickup
*98	Call Pickup (Group)
*99	Clear Voice Message Waiting Indicator

## 4 SYLANTRO SOFTSWITCH

See your system administrator for further details about your softswitch, including particular key mappings for your telephone. Some of the key sequences described may be different in your location.

Your telephone system is digital and relies on your local network to route calls, both incoming and outgoing. Some implementations may include a backup (analog) line. This is a standard, residential-type telephone line, which is only intended to be used in the event of a network failure.

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### Making a call

1. Lift the handset or press the handsfree (speaker) button.
2. Dial the number.
3. When the call is finished, replace the handset, press the handsfree button again or press the release button.

### Using the backup analog line (where available)

1. Lift the handset or press the handsfree (speaker) button.
2. Press the FXO (analog) key or dial the analog prefix number given to you. You will hear the usual dial tone.
3. Make the call in the normal way.

---

### Redialing the last number called

1. Lift the handset or press handsfree (speaker) button.
2. Press the REDIAL button.

On a SIP Meridian Handset, the last number can be redialed by pressing the line button twice.

3. When the call is finished, either replace the handset, press handsfree (speaker) button again or press the release button.

---

### Picking up a call

To pick up a call from the same group, dial \*54#.

To pick up a call from a phone ringing on the server:

1. Dial \*53
2. Enter the extension number of the ringing phone.
3. Press #.

### Picking up a bridged line call

When the Bridged Line Appearance (BLA) extension number is dialed all phones in the bridged line group will ring or the BLA line buttons will flash on all phones in the bridged line group that are set to "Monitoring Line".

To answer the call (on any ringing phone in the BLA group), press the flashing bridged line button. The line button stops flashing on all phones in the BLA group.

If the call is placed on hold the line button starts flashing on all phones in the bridged line group and the call can be retrieved by pressing the flashing bridged line button, on any phone in the BLA group.

### From the analog backup line

All of the phones set to receive calls from the backup line will ring.

Answer the call using any of the phones – all the other phones that were ringing will show the backup line as busy.

### Auto answer

- Press the Auto answer button – the LCD or LED indicator is lit.  
When the phone is called you will hear a “Ring Splash” and the call is automatically answered “Handsfree”.
- To cancel auto answer, press the Auto answer button again.

---

## Placing a call on hold and retrieving a held call

- Press the HOLD button to place a call on hold.
- Either press the HOLD button or press the line button with the flashing indicator to retrieve a held call.

### Using the analog backup line

Calls can be placed on hold in the same way as other calls. In addition:

- You can press the button for any line on your main (softswitch) system to make or receive a call: the call on the analog line is held.
- If you pick up a call from the analog line, any other calls are automatically placed on hold.
- To pick up a held analog call, press the analog button.

---

## Transferring a call and retrieving a transferred call

To transfer a call:

1. Press the TRANSFER button.
2. When the call is finished, replace the handset, press the handsfree (speaker) button again or press the release button.

To retrieve a call being transferred, press the line button with the flashing indicator.

---

## Parking a call and retrieving a parked call

You can temporarily ‘park’ a call onto an extension. The ‘parked’ call can then be accessed (‘retrieved’) using the same or another phone.

A ‘park’ button and a separate ‘retrieve’ button must have been configured.

To park a call:

1. Press the park button.

2. Enter an appropriate park extension for the call being parked.
3. Replace the handset, press handsfree (speaker) button again or press the release button.

Once the call has been parked, this needs to be announced to whoever is the intended recipient.

To retrieve a parked call:

1. Press the 'retrieve' button.
2. Dial the park extension.

There is no indication on the telephone that a call is parked at a particular extension.

---

## Do not disturb

- To set "Do Not Disturb", press the DO-NOT-DISTURB button and any callers hear a busy tone or are directed to your Voice Mail.
- To cancel "Do Not Disturb", press the DO-NOT-DISTURB button again.

---

## Changing the volume

### Changing the volume of a connected call

- To increase the volume, press the VOLUME UP button.
- To lower the volume, press the VOLUME DOWN button.

### Muting a connected call

- To switch off the audio, press the MUTE button.
- To switch on the audio, press the MUTE button again.

### Changing the ringer volume

You can only do this when the phone is ringing.

- To increase the volume, press the VOLUME UP button.
- To decrease the volume, press the VOLUME DOWN button.

---

## Voicemail menu

See your System Administrator or the Sylanro Portal Management User's Guide for details of how to use voice mail.

---

## Conference call

### Making a conference call

To add a third party to an existing conversation between two parties:

1. Press either a second line button or the CONFERENCE button.  
The original line will be placed on hold.
2. Dial the extension of the phone to be added.

3. Press the CONFERENCE button again.
4. Press the HELD LINE button. (This is the line the first party was held on whilst the conference was set up, and will have a flashing indicator).

### Placing a conference call on hold

Pressing the HOLD button on any of the phones in the conference will prevent that person from hearing the conversation, which can continue between the other parties in the conference call.

Pressing HOLD again or pressing the line button with the flashing indicator will readmit that party to the conference.



If your system plays music when a call is placed on hold, this will happen even if you are in a conference call and may prevent other members of the conference call from hearing each other. Instead, use the MUTE option to prevent other conference members from hearing non-related conversations.

You cannot hold simultaneous conference calls on a single phone.

As you add people to a conference call, you may introduce a delay in the audio. This becomes noticeable after you have approximately 8 members in a daisy-chained conference call.

### Speed dial numbers

Only speed dial numbers assigned by your System Administrator to a specific button can be used. Please reference your Sylanro Portal Management User's Guide for further information.

### Feature access codes

Feature codes may differ, depending on the softswitch provider and preferences applied by your system administrator.

Code	Affect of the code
*00	Redials the last number called.
*01 to *20	Reserved for your own personal speed dial numbers.
*21 to *49	Reserved for company-wide speed dial numbers.
*50	Turns on the billing code feature for the current call only. For more information on using billing codes, see Using Billing Codes in the "Sylanro User Guide".
*53	Activates the Directed Call Pickup feature. This feature lets the user retrieve a call that is ringing at another extension by dialing *53 followed by the extension that is ringing.
*54	Activates the Group Call Pickup feature. Dialing *54 lets the user pick up the first of any calls currently ringing at any extension in the company. If calls are ringing at several extensions, this feature lets the user pick up the call in the current group that started ringing first. This feature works for the user's call group if he is part of one, otherwise the user can pick up calls within the entire company.
*57	Activates the annoyance call trace feature. The user can trace an annoying phone call after he hangs up from the call, by pressing *57. For more information, see Tracing an Annoying Phone Call in the "Sylanro

- User Guide”.
- \*67 Blocks the user's number from being transmitted on any outgoing call by pressing \*67 before dialing the number. This feature only works if the user has caller ID enabled.
  - \*69 Activates the Call Return feature for the last incoming call. Press \*69 to redial the number of the last incoming call.
  - \*72 Call forwarding activation
  - \*73 Call forwarding de-activation
  - \*80 Lets an external call be made on a phone which only allows internal calls.

# 5 AVAYA DEFINITY

---

## 6402 / 6402D



### Key and Indicator Mappings

There are no additional key or indicator mappings for this telephone.

## 6408 / 6408D



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	
6	
7	
8	

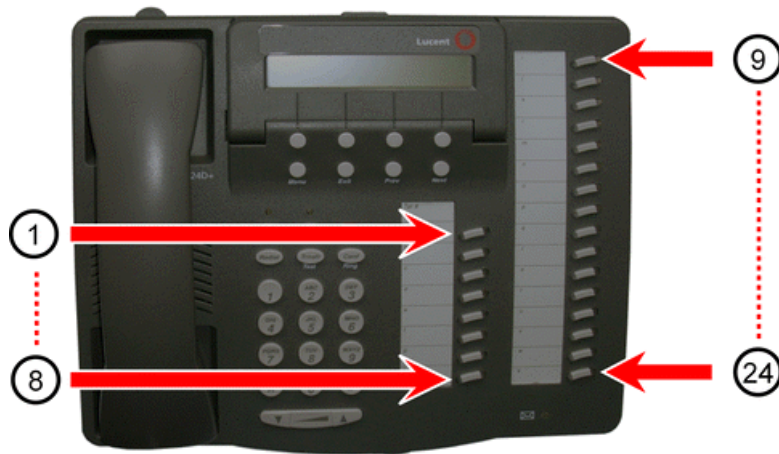
## 6416D



### Key and Indicator Mappings

	Function		Function
1	Line 1	9	
2	Line 1	10	
3	Line 2	11	
4	Line 2	12	
5		13	
6		14	
7		15	
8		16	

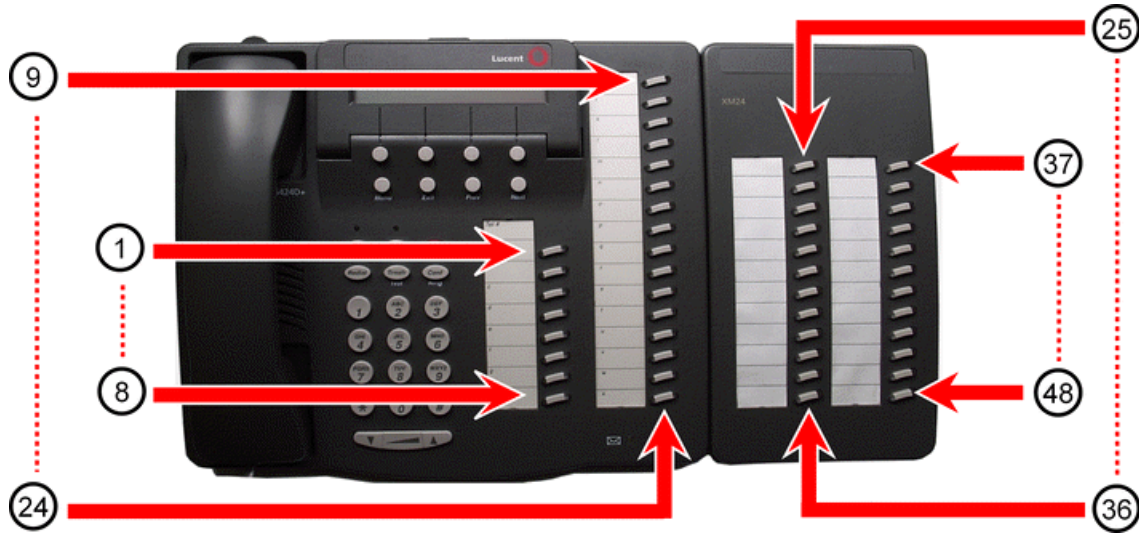
## 6424D+M



### Key and Indicator Mappings

	Function		Function
1	Line 1	13	
2	Line 1	14	
3	Line 2	15	
4	Line 2	16	
5		17	
6		18	
7		19	
8		20	
9		21	
10		22	
11		23	
12		24	

## 6426D M XM24



### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	17		33	
2	Line 1	18		34	
3	Line 2	19		35	
4	Line 2	20		36	
5		21		37	
6		22		38	
7		23		39	
8		24		40	
9		25		41	
10		26		42	
11		27		43	
12		28		44	
13		29		45	
14		30		46	
15		31		47	
16		32		48	

---

## 8403

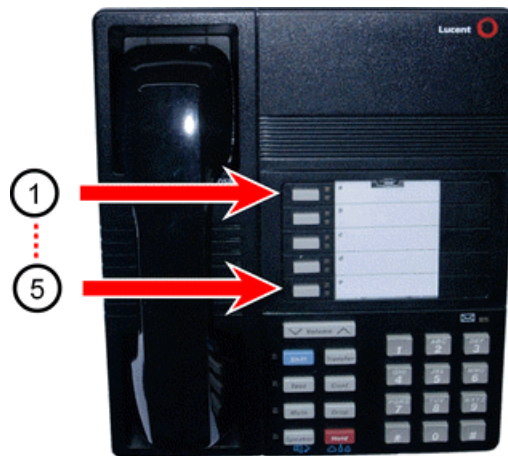


### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2

---

## 8405 / 8405D



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Redial

## 8410 / 8410D



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Redial
6	
7	
8	
9	
10	

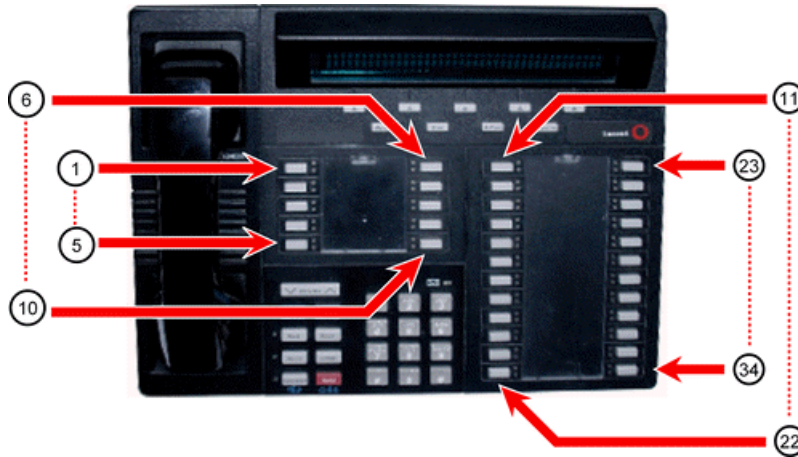
## 8411D



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Redial
6	
7	
8	
9	
10	

## 8434DX



### Key and Indicator Mappings

	Function		Function
1	Line 1	18	
2	Line 1	19	
3	Line 2	20	
4	Line 2	21	
5	Redial	22	
6		23	
7		24	
8		25	
9		26	
10		27	
11		28	
12		29	
13		30	
14		31	
15		32	
16		33	
17		34	

# 6 MERIDIAN PHONES

## A2008



### Key and Indicator Mappings

	Function		Function
1	Line 1	8	Message Waiting
2	Line 1	9	
3	Line 2	10	
4	Line 2	11	
5	Transfer	12	
6	Conference	13	
7	Redial	14	

## M2006



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference

## M2008



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference
7	Redial
8	Message Waiting

## M2616



### Key and Indicator Mappings

	Function		Function
1	Line 1	8	Message Waiting
2	Line 1	9	
3	Line 2	10	
4	Line 2	11	
5	Transfer	12	
6	Conference	13	
7	Redial	14	

## M3110



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference
7	Redial
8	Message Waiting

## M3310



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference
7	Redial

## M3820



### Key and Indicator Mappings

	Function		Function
1	Line 1	8	Message Waiting
2	Line 1	9	
3	Line 2	10	
4	Line 2	11	
5	Transfer	12	
6	Conference	13	
7	Redial		

## M3901



To access the features on the buttons labeled 2-6, press the Fx button, then press the numbered button.

### Key Mappings

	Function
1	Line 1
2	Transfer
3	
4	Redial
5	Message Waiting

---

## M3902



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Conference
4	Redial

## M3903



Labels with a black background refer only to keys. Labels with a white background refer to keys and indicators.

### Key Mappings

	Function
1	Line 1

### Key and Indicator Mappings

To access the functions assigned to 3 and 4, press the Shift button then the press button 3 or 4.

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2

## M3904



Labels with a black background refer only to keys. Labels with a white background refer to keys and indicators.

### Key Mapping

	Function
1	Line 1

### Key and Indicator Mappings

To access the functions assigned to buttons 7 to 12, press the Shift button then the press the appropriate button.

	Function		Function
1	Line 1	7	
2	Line 1	8	
3	Line 2	9	
4	Line 2	10	
5	Transfer	11	
6	Conference	12	

# 7 NEC PHONES

## DTP-8 / DTU-8



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	
6	
7	
8	
9	
10	

## DTP-8D / DTU-8D



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	
6	
7	
8	
9	
10	

## DTP-16 / DTU-16



### Key and Indicator Mappings

	Function		Function
1	Line 1	10	
2	Line 1	11	
3	Line 2	12	
4	Line 2	13	
5		14	
6		15	
7		16	
8		17	
9		18	

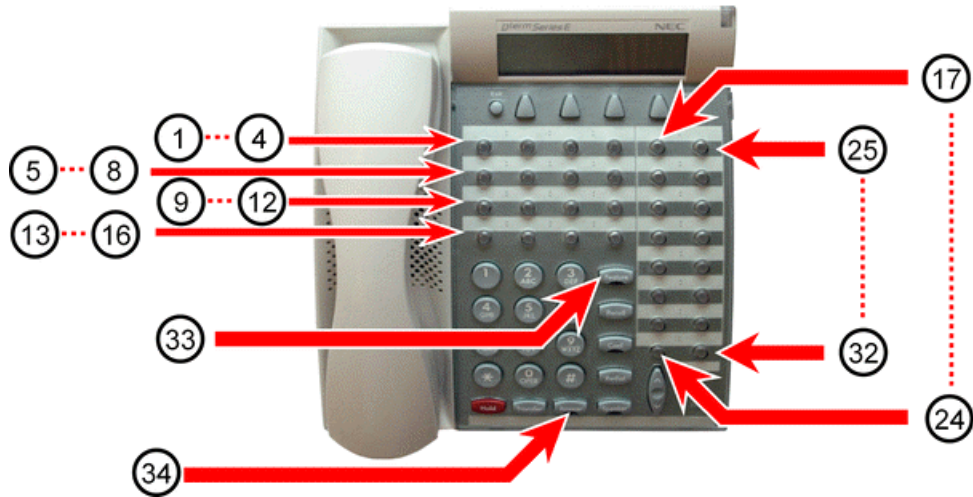
## DTP-16D / DTU-16D



### Key and Indicator Mappings

	Function		Function
1	Line 1	10	
2	Line 1	11	
3	Line 2	12	
4	Line 2	13	
5		14	
6		15	
7		16	
8		17	
9		18	

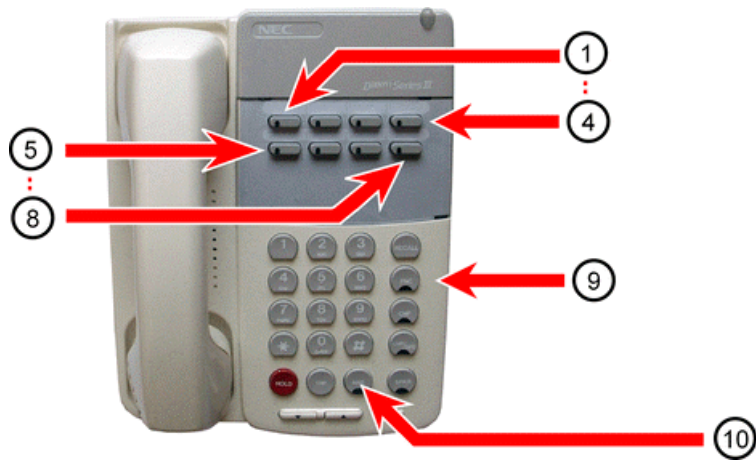
## DTP-32D / DTU-32D



### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	13		25	
2	Line 1	14		26	
3	Line 2	15		27	
4	Line 2	16		28	
5		17		29	
6		18		30	
7		19		31	
8		20		32	
9		21		33	
10		22		34	
11		23		35	
12		24		36	

## ETJ-8 / ETW-8



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	
6	
7	
8	
9	
10	

## ETJ-16DC / ETW-16DC



### Key and Indicator Mappings

	Function		Function
1	Line 1	10	
2	Line 1	11	
3	Line 2	12	
4	Line 2	13	
5		14	
6		15	
7		16	
8		17	
9		18	

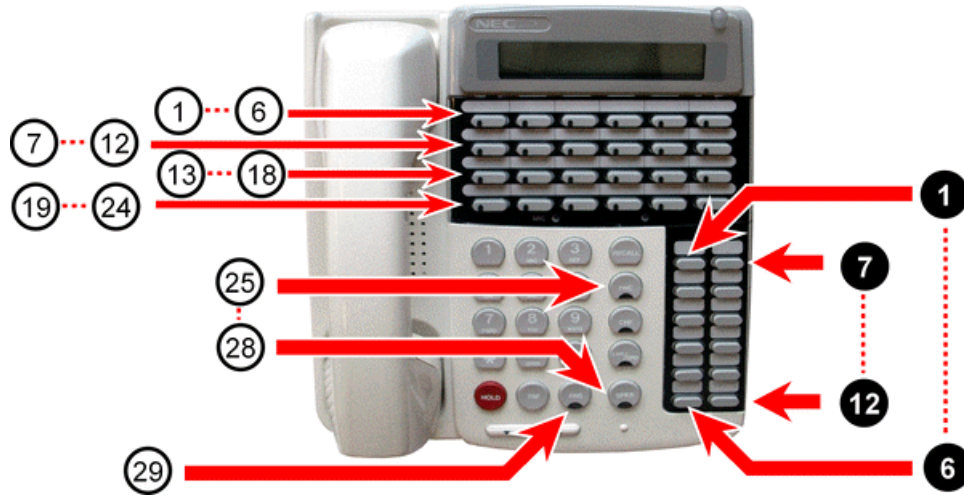
## ETJ-16DD / ETW-16DD



### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	14		27	
2	Line 1	15		28	
3	Line 2	16		29	
4	Line 2	17		30	
5		18		31	
6		19		32	
7		20		33	
8		21		34	
9		22		35	
10		23		36	
11		24		37	
12		25		38	
13		26			

## ETJ-24D / ETW-24D



Labels with a black background refer only to keys. Labels with a white background refer to keys and indicators.

### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	11		21	
2	Line 1	12		22	
3	Line 2	13		23	
4	Line 2	14		24	
5		15		25	
6		16		26	
7		17		27	
8		18		28	
9		19		29	
10		20			

### Key Mappings

	Function		Function		Function
1	Line 1	5		9	
2	Line 1	6		10	
3	Line 2	7		11	
4	Line 2	8		12	

## 8 NORSTAR PHONES

### M7100



### Key Mappings

	Function
1	Hold
2	
3	

---

## M7100N



### Key Mappings

	Function
1	Hold
2	
3	

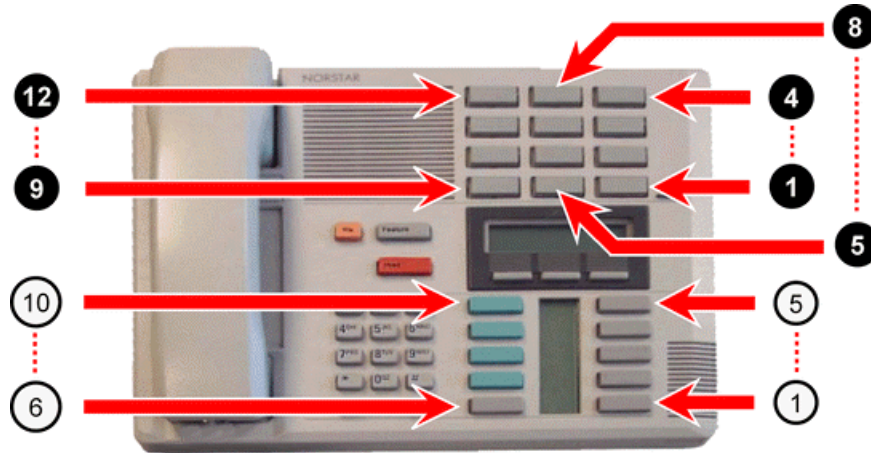
## M7208, T7208 and M7208N



### Key and Indicator Mappings

	Function
1	Handsfree/Mute
2	Line 1
3	Line 1
4	Transfer
5	Conference
6	Redial
7	Line 2
8	Message Waiting

## M7310



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

### Key and Indicator Mappings

	Function		Function
1	Handsfree/Mute	6	
2	Line 1	7	
3	Line 1	8	
4	Line 2	9	
5	Line 2	10	Message Waiting

### Key Mappings

	Function		Function
1	Conference	7	
2		8	
3		9	Transfer
4		10	
5	Redial	11	
6		12	

## M7310N



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

### Key Mappings

	Function		Function
1	Conference	7	
2		8	
3		9	Transfer
4		10	
5	Redial	11	
6		12	

### Key and Indicator Mappings

	Function		Function
1	Handsfree/Mute	6	
2	Line 1	7	
3	Line 1	8	
4	Line 2	9	
5	Line 2	10	Message Waiting

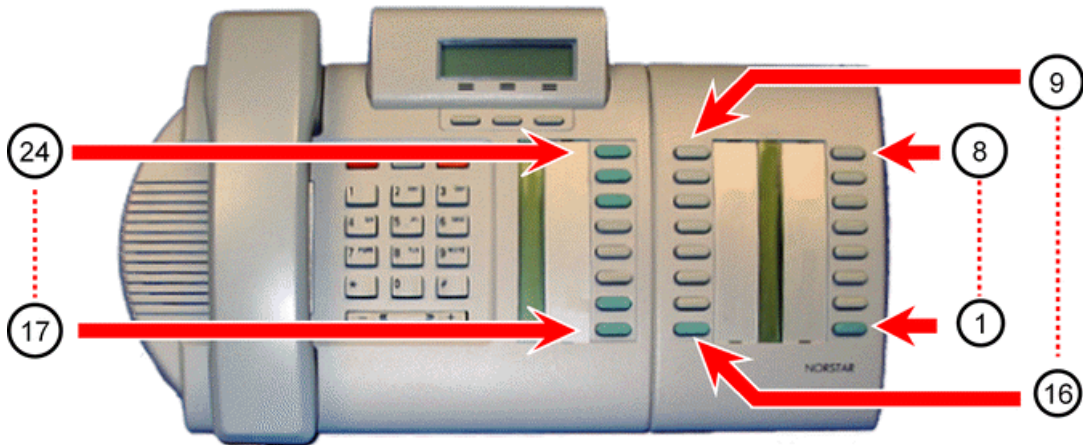
## M7324



### Key and Indicator Mappings

	Function		Function
1	Handsfree/Mute	13	Redial
2	Line 1	14	Transfer
3	Line 1	15	Conference
4	Line 2	16	
5	Line 2	17	
6		18	
7		19	
8		20	
9		21	
10		22	
11		23	
12	Message Waiting	24	

## M7324N



### Key and Indicator Mappings

	Function		Function
1	Handsfree/Mute	13	Redial
2	Line 1	14	Transfer
3	Line 1	15	Conference
4	Line 2	16	
5	Line 2	17	
6		18	
7		19	
8		20	
9		21	
10		22	
11		23	
12	Message Waiting	24	

---

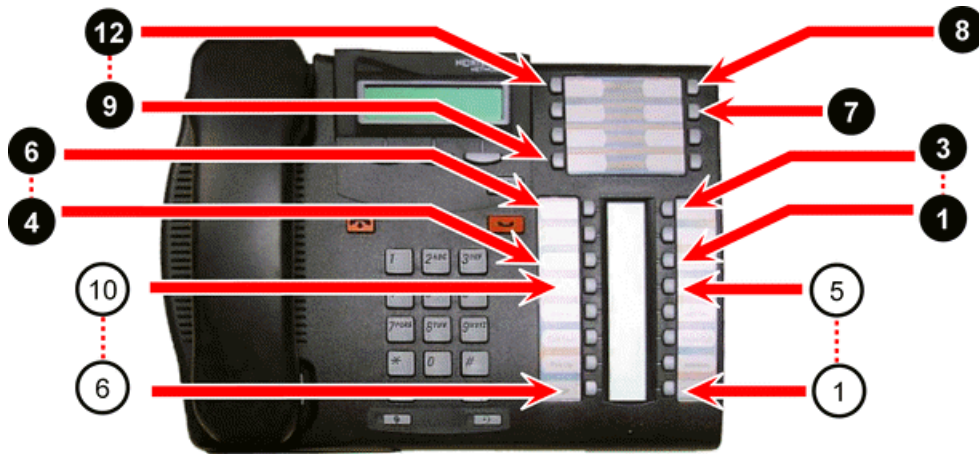
## T7100



### Key Mappings

	Function
1	Hold
2	
3	

## T7316



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

### Key Mappings

	Function		Function
1		7	
2		8	
3		9	
4	Redial	10	
5	Transfer	11	
6	Conference	12	

### Key and Indicator Mappings

	Function		Function
1	Handsfree/Mute	6	
2	Line 1	7	
3	Line 1	8	
4	Line 2	9	
5	Line 2	10	Message Waiting

## 9 PANASONIC PHONES

### VB41200



### Key Mappings

	Function
1	
2	

## VB44210



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

### Key Mappings

	Function		Function
1		7	
2		8	
3		9	
4		10	
5		11	Reserved
6		12	Conference

### Key and Indicator Mappings

	Function		Function
1	Line 1	4	Line 2
2	Line 1	5	
3	Line 2	6	

## VB44220



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

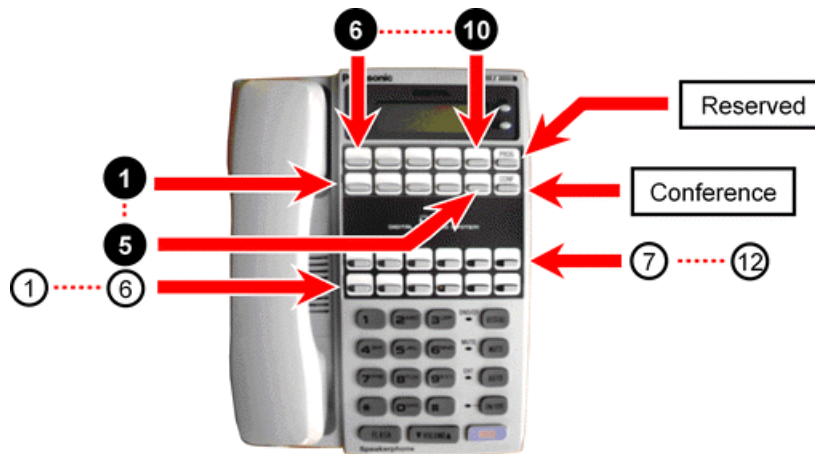
### Key Mappings

	Function		Function		Function
1	Line 1	5		9	
2	Line 1	6		10	
3	Line 2	7		11	Reserved
4	Line 2	8		12	Conference

### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	5		9	
2	Line 1	6		10	
3	Line 2	7		11	
4	Line 2	8		12	

## VB44223



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

### Key Mappings

	Function		Function		Function
1	Line 1	5		9	
2	Line 1	6		10	
3	Line 2	7			Reserved
4	Line 2	8			Conference

### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	5		9	
2	Line 1	6		10	
3	Line 2	7		11	
4	Line 2	8		12	

## VB44224



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

### Key Mappings

	Function		Function		Function
1		5		9	
2		6		10	
3		7		11	
4		8		12	

### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	5		9	
2	Line 1	6		10	
3	Line 2	7		11	
4	Line 2	8		12	

## VB44225



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

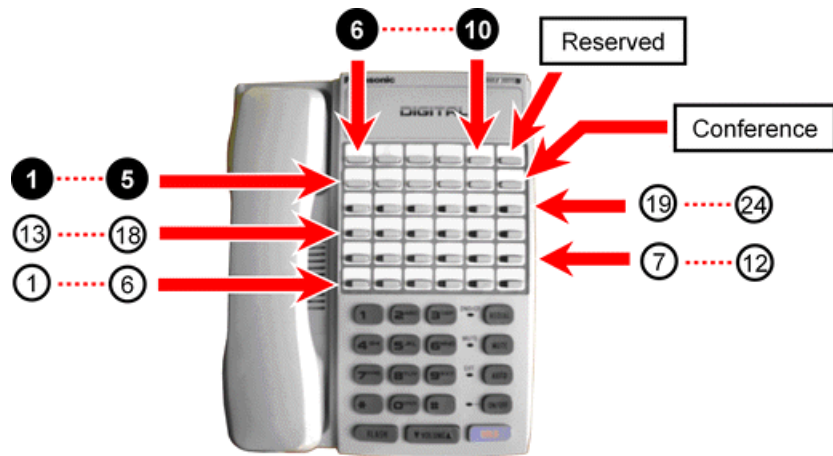
### Key Mappings

	Function		Function		Function
1		5		9	
2		6		10	
3		7			
4		8			

### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	5		9	
2	Line 1	6		10	
3	Line 2	7		11	
4	Line 2	8		12	

## VB44230



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

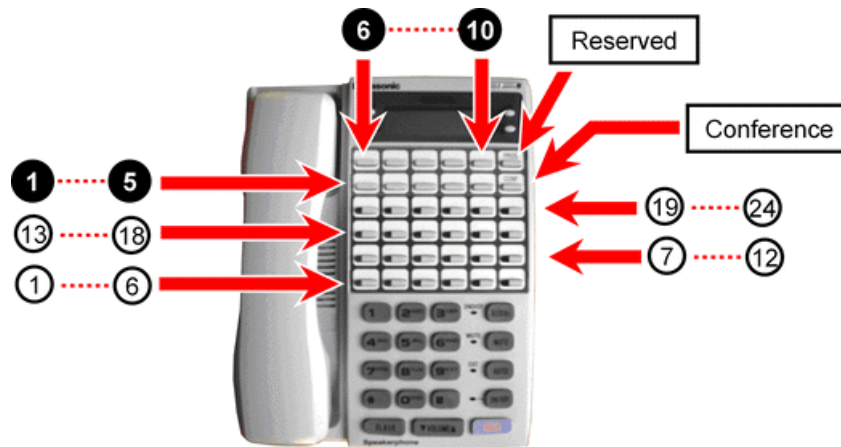
### Key Mappings

	Function		Function		Function
1		5		9	
2		6		10	
3		7			
4		8			

### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	9		17	
2	Line 1	10		18	
3	Line 2	11		19	
4	Line 2	12		20	
5		13		21	
6		14		22	
7		15		23	
8		16		24	

## VB44233



Numbers on the solid background represent keys; numbers on a white background represent key and indicator pairs.

### Key Mappings

	Function		Function		Function
1		5		9	
2		6		10	
3		7			
4		8			

### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	9		17	
2	Line 1	10		18	
3	Line 2	11		19	
4	Line 2	12		20	
5		13		21	
6		14		22	
7		15		23	
8		16		24	

# 10 TOSHIBA PHONES

---

## DKT2004



### Key and Indicator Mappings

The DKT2004 does not have any programmable buttons.

## DKT2010-SD



### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	5		9	
2	Line 1	6		10	
3	Line 2	7			
4	Line 2	8			

## DKT2020-SD



### Key and Indicator Mappings

	Function		Function
1	Line 1	11	
2	Line 1	12	
3	Line 2	13	
4	Line 2	14	
5		15	
6		16	
7		17	
8		18	
9		19	
10		20	

## DKT2020-SD and DADM2020



### Key and Indicator Mappings

	Function		Function		Function
1	Line 1	15		29	
2	Line 1	16		30	
3	Line 2	17		31	
4	Line 2	18		32	
5		19		33	
6		20		34	
7		21		35	
8		22		36	
9		23		37	
10		24		38	
11		25		39	
12		26		40	
13		27			
14		28			

# 11 P-PHONES

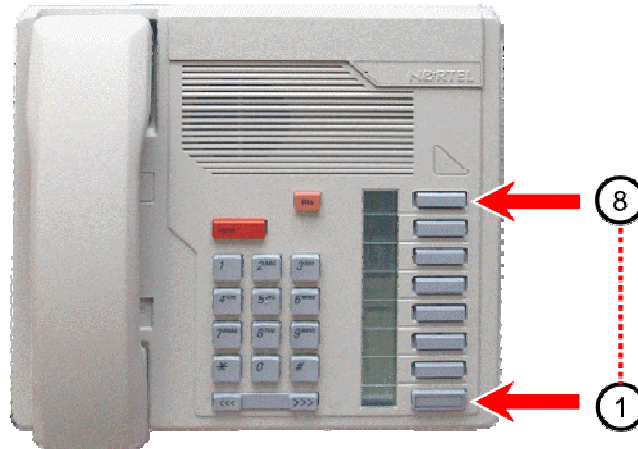
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## General Information about P-phones

The following is general information about the P-phone which may be of use to the telephone user.

- P-phone audio levels are lower than other phones in a Centrex system. This is normal, but may seem strange compared to other SIP phones.
- The display on a P-phone telephone can only display upper case (capital) letters.
- The user may occasionally hear a buzzing sound when using a P-phone this is caused by updates to the LCD taking place. These updates are generally as a result from button presses (e.g. to transfer a call) and therefore do not intrude on a telephone conversation.
- There is a slight delay (of about a second) before the phone goes off-hook after pressing the line key on P-phones with handsfree microphones.
- The single red indicator light on P-phones is not a message waiting indicator.

## M5008



The handset volume cannot be adjusted from its default level.

The default handsfree volume is set at the minimum and any change made to this volume during a call is not retained after the call finishes.

### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference
7	Redial
8	Message Waiting

## M5009



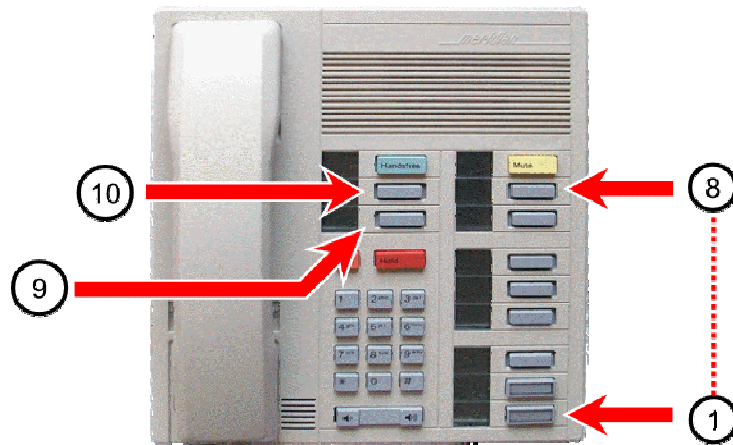
The handset volume cannot be adjusted from its default level.

The default handsfree volume is set at the minimum and any change made to this volume during a call is not retained after the call finishes.

### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference
7	Redial
8	Message Waiting
9	

## M5112



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference
7	Redial
8	Message Waiting
9	
10	

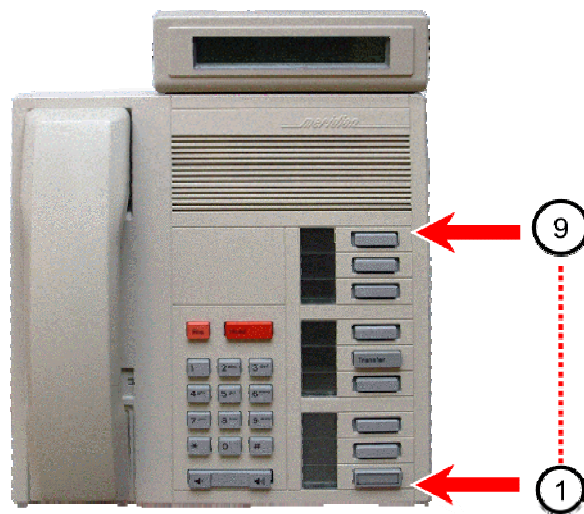
## M5208



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference
7	Redial
8	Message Waiting

## M5209



The handset volume cannot be adjusted from its default level.

### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference
7	Redial
8	Message Waiting
9	

## M5212



The headset microphone cannot be muted: the mute button affects the handset even when the headset is being used.

If the handset is lifted during a headset call then the local mute is activated (indicator flashes), allowing the handset user to listen in on the call. If the mute button is pressed, the handset user can then join in the conversation.

The headset volume cannot be adjusted higher than its default level.

### Key and Indicator Mappings

	Function		Function
1	Line 1	6	Conference
2	Line 1	7	Redial
3	Line 2	8	Message Waiting
4	Line 2	9	
5	Transfer	10	

## M5216



The headset microphone cannot be muted: the mute button affects the handset even when the headset is being used.

If the handset is lifted during a headset call then the local mute is activated (indicator flashes), allowing the handset user to listen in on the call. If the mute button is pressed, the handset user can then join in the conversation.

The headset volume cannot be adjusted higher than its default level.

### Key and Indicator Mappings

	Function		Function
1	Line 1	8	Message Waiting
2	Line 1	9	
3	Line 2	10	
4	Line 2	11	
5	Transfer	12	
6	Conference	13	
7	Redial	14	

## M5312



### Key and Indicator Mappings

	Function		Function
1	Line 1	6	Conference
2	Line 1	7	Redial
3	Line 2	8	Message Waiting
4	Line 2	9	
5	Transfer	10	

## M5316



### Key and Indicator Mappings

	Function		Function
1	Line 1	8	Message Waiting
2	Line 1	9	
3	Line 2	10	
4	Line 2	11	
5	Transfer	12	
6	Conference	13	
7	Redial		

## M6310



### Key and Indicator Mappings

	Function
1	Line 1
2	Line 1
3	Line 2
4	Line 2
5	Transfer
6	Conference
7	Redial