

# How to use your new phone



**Manufacturer:** Toshiba

**Model:** DP5022F-SD

**Description:** Digital business telephone with 4-line LCD display.  
Hearing Aid Compatible

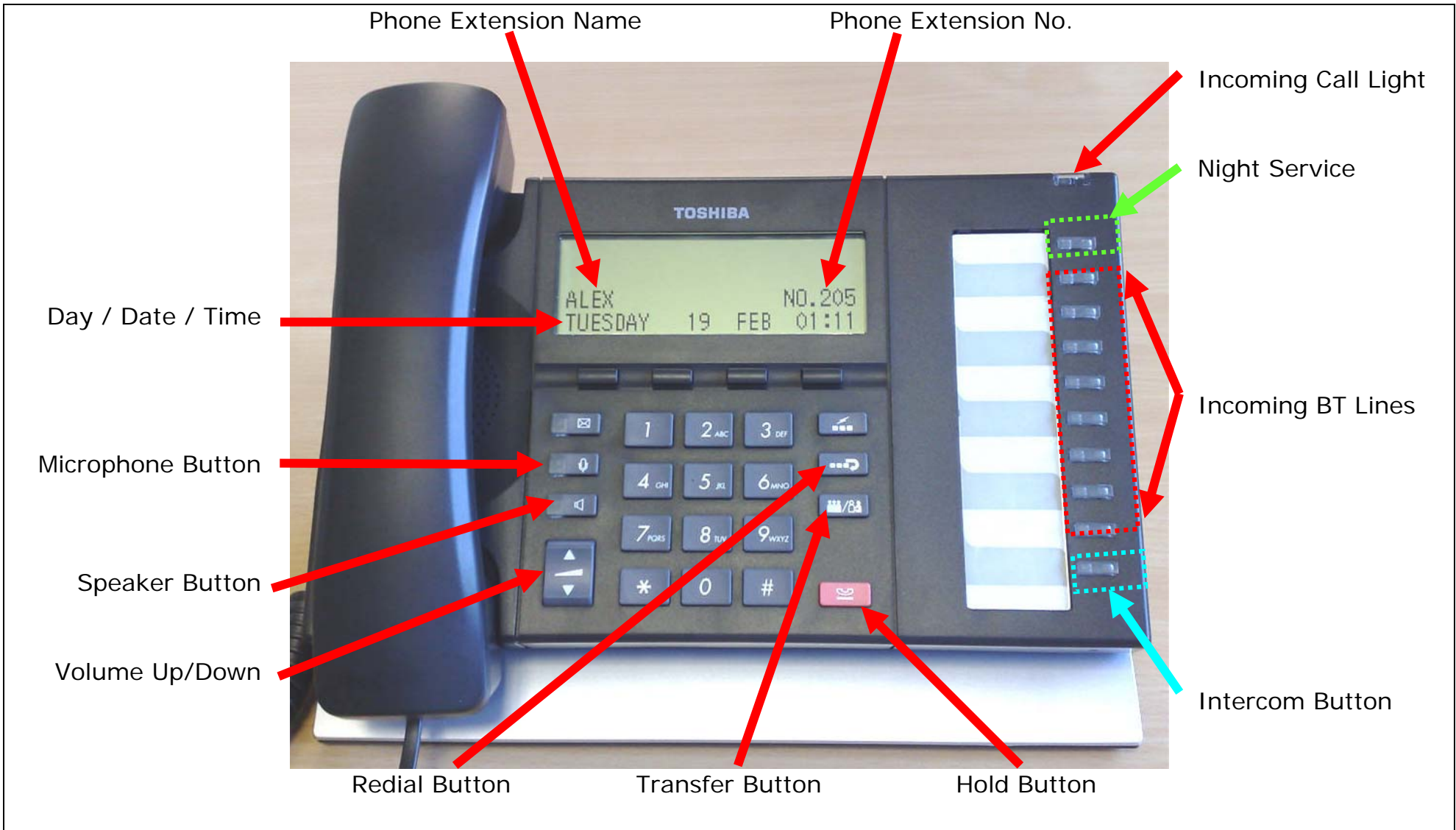
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# Phone Layout



## Adjust the angle of the phone







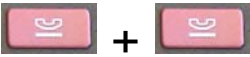


**1** Press and hold the adjustment bar at the rear



**2** Rotate the phone to the desired angle, then release the adjustment bar




## Button Overview


Button	Function / Operation
<p><b>Microphone</b></p> 	<ul style="list-style-type: none"> <li>• This toggles between Microphone and Mute.</li> <li>• When this key is lit you can use the phone handsfree.</li> <li>• When the button is pressed the red light goes off and the microphone in the telephone AND the handset are both muted</li> </ul>
<p><b>Speaker</b></p> 	<ul style="list-style-type: none"> <li>• Press to toggle the Speaker on/off during a call.</li> <li>• To start a handsfree call; press the speaker button, to end the call press the button again</li> </ul>
<p><b>Volume</b></p> 	<ul style="list-style-type: none"> <li>• Press and release the volume control to adjust the volume level one step at a time.</li> </ul>
<p><b>Redial</b></p> 	<ul style="list-style-type: none"> <li>• Press this button to redial the last number called (internal extension or external number)</li> <li>• Note: External numbers must be prefixed with a '9' for this to work, if an external line is selected manually the redial function will not be able to dial an external number.</li> </ul>
<p><b>Transfer</b></p> 	<ul style="list-style-type: none"> <li>• Press this button during a conversation places the call in to the transfer waiting state</li> <li>• Dial the extension you require</li> <li>• When the extension answers, announce the caller and then hang up</li> <li>• If the person on the extension doesn't want the call, wait for them to hang up and the caller will be returned to you</li> <li>• If there is no reply press the flashing green button to retrieve the caller to your phone</li> </ul>
<p><b>Hold</b></p> 	<ul style="list-style-type: none"> <li>• Press this button to place an internal or external call on hold. The line light flashes slowly.</li> <li>• This will mute the microphone and the speaker until the call is retrieved.</li> <li>• To retrieve the call on the same phone lift the handset and then press the flashing green light.</li> <li>• To retrieve the call from another phone lift the handset and then press the flashing red light.</li> </ul>
<p><b>Exclusive Hold</b></p> 	<ul style="list-style-type: none"> <li>• Press this button <i>twice</i> to place an internal or external call on exclusive hold. The line light flashes quickly.</li> <li>• This will mute the microphone and the speaker until the call is retrieved.</li> <li>• <i>The call can only be retrieved from the phone where it was placed on exclusive hold</i> by pressing the flashing green light.</li> </ul>

## Making a Call

There are three ways to make a call from your digital telephone:

- Hot dialling
- Speaker Button
- Handset




<p style="text-align: center;"><b>“Hot Dialling”</b></p> 	<ul style="list-style-type: none"> <li>• Just dial the extension number you want, which will be shown on the display as you dial, or to make an external call press “9” before dialling the number you require.</li> <li>• When you start to dial the Intercom, Speaker and Microphone buttons light up.</li> <li>• Call progress can be heard through the speaker.</li> <li>• When connected, you can continue the call via the speakerphone or lift the handset and continue the conversation using the handset.</li> </ul>
<p style="text-align: center;"><b>Speaker Button</b></p> 	<ul style="list-style-type: none"> <li>• Press the speaker button.</li> <li>• Dial tone plays through the speaker and the Intercom, Speaker and Microphone buttons light up.</li> <li>• Dial the extension number you want, which will be shown on the display as you dial, or to make an external call press “9” before dialling the number you require. Call progress can be heard through the speaker.</li> <li>• When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.</li> </ul>
<p style="text-align: center;"><b>Handset</b></p> 	<ul style="list-style-type: none"> <li>• Lift the handset, and then dial the extension number you want, which will be shown on the display as you dial. To make an external call press “9” before dialling the number you require.</li> <li>• Dial tone plays through the handset earpiece.</li> <li>• The Speaker and Microphone LED’s <b>do not</b> light.</li> <li>• The number you dial will be shown on the display.</li> <li>• When connected, you can continue to use the handset or switch to the speakerphone by pressing the Speaker button and then replacing the handset.</li> </ul>

	<p style="text-align: center;"><b>To summon the emergency services -</b></p> <p style="text-align: center;"><b>DIAL 9 then 999</b></p>
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## Answering a Call

There are three ways to answer a call:

<p><b>Handset</b></p> 	<ul style="list-style-type: none"><li>• Pick up the handset and the telephone automatically answers the ringing line.</li><li>• On some phones you may have to press the button associated with the ringing line (flashing green LED).</li></ul>
<p><b>Speaker Button</b></p> 	<ul style="list-style-type: none"><li>• Press the Speaker button and the telephone automatically answers the ringing line.</li><li>• On some phones you may have to press the button associated with the ringing line (flashing green LED).</li><li>• Once connected, you can continue on the speakerphone or lift the handset.</li></ul>
<p><b>Intercom Button</b></p> 	<ul style="list-style-type: none"><li>• Press the flashing green Intercom button and the telephone automatically answers the call.</li><li>• Once connected, you can continue on the speakerphone or lift the handset.</li></ul>




## Functions During a Call

Functions available during a call are:

<p><b>Transfer</b></p> 	<ul style="list-style-type: none"><li>• Press this button during a conversation places the call in to the transfer waiting state</li><li>• Dial the extension number you require</li><li>• When the extension answers, announce the caller and then hang up</li><li>• If the person on the extension doesn't want the call, wait for them to hang up and the caller will be returned to you</li><li>• If there is no reply press the flashing green button to retrieve the caller to your phone</li></ul>
<p><b>Hold</b></p> 	<ul style="list-style-type: none"><li>• Press this button to place an internal or external call on hold. This will mute the microphone and the speaker until the call is retrieved.</li><li>• To retrieve the call on the same phone lift the handset and then press the flashing green light.</li><li>• To retrieve the call from another phone lift the handset and then press the flashing red light.</li></ul>
<p><b>Volume</b></p> 	<p><b>Handset</b></p> <ul style="list-style-type: none"><li>• During the call to adjust the handset volume press the Vol ▲ to increase volume or Vol ▼ to decrease volume. <i>When you hang up, the volume returns to the default setting.</i></li></ul> <p><b>Speaker</b></p> <ul style="list-style-type: none"><li>• To adjust the speaker volume for internal/external calls, whilst listening to the caller via the speakerphone -<ul style="list-style-type: none"><li>◦ Press the Vol ▲ to increase volume and Vol ▼ to decrease volume. This volume setting applies to all calls until changed again.</li></ul></li></ul>

## Other Functions

With the phone in its normal mode, other functions available are:

<p style="text-align: center;"><b>Night Service</b></p> 	<p>During the day there are only specific phones that ring when an incoming call is received on an external line, that way care staff don't have to deal with incoming calls.</p> <p>When reception is unmanned at night, then the following procedure should be used <u>from the reception phone</u> (normally only extension 200) -</p> <ol style="list-style-type: none"> <li>1. Press the Night Service button</li> <li>2. Press "3"</li> <li>3. The light on the Night Service button will now be illuminated</li> <li>4. Incoming calls will now ring multiple phones throughout the building, including the DECT cordless phones</li> </ol> <p>To deactivate the Night Service function <u>from the reception phone</u> -</p> <ol style="list-style-type: none"> <li>1. Press the Night Service button</li> <li>2. Press "1"</li> <li>3. The light on the Night Service button will now go off</li> <li>4. Incoming calls will now only ring specific phones, e.g. reception and admin</li> </ol>
<p style="text-align: center;"><b>Ringer Volume</b></p> 	<ul style="list-style-type: none"> <li>• To adjust the ringer volume –             <ul style="list-style-type: none"> <li>◦ Press <u>and hold</u> the Vol ▲ to increase ringer volume or Vol ▼ to decrease the ringer volume.</li> <li>◦ Release the button at the desired volume level</li> </ul> </li> </ul>
<p style="text-align: center;"><b>Answer the front door</b></p> 	<ul style="list-style-type: none"> <li>• Depending on the layout of the property the phone display will show the caller ID as "Front door" or "Inner door" or "Outer door"</li> <li>• Once you have spoken to the visitor you can then unlock the door from the telephone by slowly pressing the # button 3 times, i.e.             <ul style="list-style-type: none"> <li># (pause)</li> <li># (pause)</li> <li>#</li> </ul> </li> <li>• You will hear the intercom unit beep in the earpiece once it accepts the door open command (##)</li> <li>• Now hang up the phone by replacing the handset.</li> </ul>

## Lift Emergency

Notes for the lift emergency call system –

- When the emergency “Bell” button in the lift is pressed, the lift will automatically dial several phones within the building.
- If you answer the call there will be a couple of seconds’ silence followed by a pre-recorded message that you should listen to.
- The once the message has finished, after a couple of seconds there will be a “beep”. **YOU MUST PRESS THE “ \* ” BUTTON AT THIS POINT!**
- This is an acknowledgement to the lift that someone has answered the call. If you don’t press the “ \* ” button the lift will call you repeatedly until you do!
- Once you have acknowledged the call you can have a two way conversation with the person trapped in the lift to offer reassurance that help is on the way.
- When you have finished talking to the person in the lift, **YOU MUST PRESS THE “ 0 ” BUTTON BEFORE YOU HANG UP!**
- If you don’t the lift will repeat the entire process from the beginning and call you repeatedly until you do!

**FOR DETAILED INSTRUCTIONS ON HOW TO DEAL WITH AN EMERGENCY CALL FROM THE LIFT, PLEASE REFER TO THE INSTRUCTIONS FROM THE LIFT MANUFACTURER**