

# How to use your new phone



**Manufacturer:** Toshiba

**Model:** DKT3152F-SD

**Description:** Digital business telephone with LCD display and 'feature' buttons.

## Making a Call

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

### 1. "Hot Dialling"

To make a call using "Hot Dialling" –

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.

When you start to dial, the extension button, Speaker and Microphone LED's light.

Call progress can be heard through the speaker.

When connected, you can continue the call via the speakerphone or lift the handset and continue the conversation using the handset.

### 2. Speaker Button

To make a call using the "Spkr" button –

Press Spkr.

A line may be automatically selected or you can manually choose a line.

Your extension or Line button lights (depending on system programming).

Dial tone plays through the speaker.

The Speaker and Microphone LED's light up.

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.

When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

### 3. Handset

To make a call using the handset -

To make a call, 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.

A line may be automatically selected or you can manually choose a line.

Dial tone plays through the handset earpiece.

The Speaker and Microphone LED's **do not** light.

The number you dial will be shown on the display.

When connected, you can continue to use the handset or switch to the speakerphone by holding down the Speaker button and replacing the handset.

### 4. Emergency Services

To call the emergency services you need to first select an outside line by dialling "9" before you dial "999". In essence then –

**To summon the emergency services,            DIAL 9 then 999**

## **Answering a Call**

There are several ways to answer a call:

### **Handset**

Pick up the handset and the telephone automatically answers the ringing line. On some phones you may have to press the button associated with the ringing line (flashing green LED).

### **Speaker**

Press the Speaker button and the telephone automatically answers the ringing line.

On some phones you may have to press the button associated with the ringing line (flashing green LED).

Once connected, you can continue on the speakerphone or lift the handset.

### **Microphone**

To turn the Microphone On/Off when the speakerphone is active (Speaker LED is on), press the Microphone button.

When the Microphone is on, the Microphone LED is on, steady red.

When the microphone is off, the Microphone LED is off and you cannot be heard through the microphone.

### **To Remove Message LED**

To Manually turn off your Msg LED, lift the hand set of the phone with the lit MSG LED, then press #409. Do this step for each message received.

## **Call Transfer**

Whilst on a call, press the Transfer button.

Your Line LED flashes green and you hear an internal dial tone.

Dial the extension where the call to be transferred. You can remain on the line and announce the call to the extension you have just dialled, or immediately "blind transfer" the call by hanging up once you have dialled the number.

If the extension to which you want to transfer the call is busy, you may hang up and the transferred call will be camped on to the busy destination.

## **Hold**

To place a call on hold, press Hold.

Your LCD shows the line on hold. The held Line's LED flashes green while appearances of the line at other stations flash red.

To return to the held call, press the held Line button.

If you do not return to the held call within a specified time, it rings back to your telephone.

The call remains "camped-on" to your phone indefinitely, but if the person on hold hangs up, the call is released.

## **Volume Control**

To adjust the handset volume Press the Vol ▲ to increase volume or Vol ▼ to decrease volume during the call. When you hang up, the volume returns to the default setting.

To adjust the speaker volume for internal/external calls -

1. Press the Speaker button.
2. Press an extension button - you hear dial tone.
3. Press the Vol ▲ to increase volume and Vol ▼ to decrease volume. This volume setting applies to all calls until changed.

To adjust the Ring Tone make sure the telephone is idle and the handset is on-hook. Press the Vol ▲ to increase volume and Vol ▼ to decrease volume. This adjusts volume for your telephone's ring tone.

## **Night Service**

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.

If the reception is due to be unmanned thereby leaving no-one to answer any incoming calls, then the following procedure should be used -

1. Press the Night Service button
2. Press "3"
3. The LED on the Night Service button will now be illuminated
4. Incoming calls will now ring multiple phones throughout the building, including the DECT cordless phones

To deactivate the Night Service function –

1. Press the Night Service button
2. Press "1"
3. The LED on the Night Service button will now go off
4. Incoming calls will now only ring specific phones, e.g. reception

## **LIFT**

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 the lift will call you again and again until you do!

You can now 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 call you again and again until you do!

# Telephone Layout Guide



LED for Speaker when on

Speaker button

Redial button

Slide out extension guide

Night Service Button

LED for Microphone when on

Microphone button

Transfer button

Hold button

Volume up

Volume down