



Quick Reference Guide

Telrad System

Digital Station 20 Telephone Sets



Telrad Digital Quick User Guide

How to Make an Intercom Call

Dial the extension number or
Press the DSS Key (Name on the button)

How to Pick up a Call

Press the [**pick up**] button
Dial the extension number or trunk number

How to Put a Call on Hold

While on the call press the [**Hold**] key

To return to caller

Press the flashing extension key

How to Transfer a Call

While on the call
Press [**XFR**] and the extension number or
Press the DSS Key

Hang up

To return to the caller

Press the flashing extension key

How to Program Call Forward No Answer / Busy / All:

1. Press **Feature**
2. Press **36** (for No Answer) or **32** (for Busy) or **35** (for All)
3. Press **2** (For all calls) or **3** (External) or **4** (Internal)
4. Enter the number you would like it forwarded to
 - a. Ex: **89** for Voicemail or the local # you would like it to go to
5. Hang up (either press SPKR or if you have lifted the handset, use the hook switch)

How to Program Speed Dials using Speed Dial Bins or Hot Keys (On the phone map):

Each phone has the capacity to store up to 25 personal speed dials (depending on the programming done by our techs). The main phone has the ability to facilitate up to 300 speed dial codes, if need be, again, depending on the programming done by our techs.

1. Press **Feature**
2. Press **Speed Dial/Program**
3. Enter the **bin number** you wish to store the number under or the button you wish to program
4. Enter the number you would like stored (Include dial-out and area codes ex. 9.604.555.1234)
5. Hang up

How to Program Your Memory Buttons

1. Press **Feature**
2. Press **Speed Dial/Program**
3. Press the Memory button to be programmed
OR Press Feature and then dial the desired feature code
(Feature codes are listed at the end of the handbooks)
4. Hang up

How to Conference Call - Eight Party (1inside 7 outside or Combination)

1. Dial first participant...Dial 9 and then the telephone number.
2. Once in contact with participant press **XFER/Conference** button.
3. Dial next participant...Dial 9 and the participant's telephone number.
4. Once the 2nd participant picks up you will join the calls by pressing **XFER/Conference** button.
5. Continue with these procedures for other participants (if required.) up to Eight Parties.

Fixed feature buttons

The **Dial pad** and adjacent **Fixed Feature** buttons are the same on all of the AVANTI telephone sets.

The **Dial pad** is the same familiar dial pad found on most push-button telephones. The **Telrad** sets to unique Fixed Feature buttons as described below make it easy to use sophisticated functions.

The Nine Fixed Feature Buttons adjacent to the dial pad are used for:

- **FEATURE** - Pressed prior to dialing feature codes, for activating features; a two digit Mnemonic Alpha/Numeric associated code is typically associated to a specific feature such as: **Feat BM** or **Feat 26** to turn on **Back Ground Music** on your sets speaker (when connected on system) such as from a Radio or CD player.
- **PICK UP** - Used to pick up calls ringing or on hold at other extensions;
- **TRANSFER/CONFERENCE** - Used to transfer calls to another extension, or to establish up to an **8 Eight Party** a conference call of up to 7 outside & 1 inside party or more in & less outside parties;
- **SPEED DIAL/ PROGRAM** - Used to store and dial speed dial numbers, or, after pressing **FEATURE**, to initiate a programming session (e.g. alarm, DND message, etc.);
- **REDIAL PAUSE** - Used to redial the last number dialed out, or to insert pauses in a dialing sequence;
- **FLASH** - Depending on system programming, this button is used to disconnect or to send Flash Signal to the connected remote exchange;
- **LO / HI** (actually two buttons) - Used to change the volume level of the speaker, handset, headset, tones, page calls, and background music. You press these buttons while the current feature is active. When your telephone is idle, the **LO / HI** button is used to adjust the display contrast on display sets;
- **HOLD** - Used to put an active conversation on hold in order to pursue another activity (e.g. placing calls, programming, etc.).

FOUR - 4 – Preprogrammed & Programmable buttons

Some of the buttons on your set are programmed in the system configuration for a particular purpose. A programmable button may be assigned a particular feature (e.g. outside line, message) or may be defined as a user-programmable button (e.g. speed dial or memory button).

System programmed MEMORY and SPEED DIAL buttons may be assigned values by each user. For example, a user can store an extension number into a system programmed MEMORY button.

The four buttons directly above the dial pad of all digital set models are programmable in the system configuration, like any of the other programmable button types described in this section.

By default, however, they are used for the following features:

- **MSG** Message button - for activating the **Text & Voice Mail** message notification feature;
- **DND** Do Not Disturb button – to activate & deactivate the Do Not Disturb (**DND**) feature; with or without implementing the **30 DND Customizable message programming** (see attached page) and to indicate when phone is in **Call Forward Follow Me** to another extension location;
- **MUTE** button - for activating and deactivating the telephone set microphone;
- **SPKR** Speaker button - for answering and disconnecting calls or getting dial tone without lifting your handset.

Typical system - programmed buttons:

- **MEMORY** Memory buttons - A user can program a defined MEMORY button with a valid extension Directory Number (DN) or feature code to enable calling an extension or activating a feature just by pressing the button, without dialing the individual digits. The **LED indicator** on the MEMORY button indicates the current activity of the extension or feature to which it is assigned, by **Solid Red** for Handset in use or **Flashing Red** for Speaker busy or that phone is in DND mode.
- **SPD** Speed dial buttons - A user can store numbers of up to 16 digits in a system-defined Speed Dial button. SPD buttons are usually used for storing outside numbers. Other strings, including outside Line/outside line group numbers, extension numbers, feature codes, etc. may also be programmed on a SPD button, but (unlike MEMORY buttons) the validity of the string will not be checked and no status LED indication will be given. Speed Dial buttons can be combined to dial up to 32 Digits.
- **CB/Queue** – Use this button to Queue an outside line when your **Group** Button is lit and a Busy signal is received when accessing an Outside Line via Dial 9 or pushing the Group button; This button is also used when a Busy Telrad station is called to put on a Call Back Que to that station so when user hangs up on a call their set is called automatically back.
- **9/604** Pushing this button automatically access's an available system Trunk (Line) and dials the local area code so user needs only dial the 7 Digit phone number, it is simply a preprogrammed Speed Dial button that can be changed to suit an individuals dialing preferences.
- **ARD** - **Automatic ReDial as defined as ARD 1 to ARD 99** buttons can be programmed onto a set button that has a specific quantity of Redial Attempts at a Preset Frequency such as: 5 times every 5 seconds or whatever is preferred.
- **SNR** - **Saved Number Redial** is used to store a number under this button just dialed on your dial pad when a user wish's to dial other calls and wants to retain this number for later.
- **CFBY** - **Call Forward Busy** provides a visual indication when a users set is in Call Forward Busy to Voice Mail, another Extension or to an External outside number such as a Cell or Home office number.
- **CFNA** - **Call Forward No Answer** provides a visual indication when a users set is in Call Forward No Answer to Voice Mail, another Extension or to an External outside number such as a Cell or Home office number.
- **LV MSG** - **Leave Message** is used to transfer a caller into a users voice mail box to leave a message; the user first dials the transfer to Extension number (or push's their intercom button if defined) then push's the LV MSG button to bypass the Auto Attendant greeting straight into the transferred to users Personal No Answer or Busy Mailbox Greeting.
- **PU MSG** - **Pick Up Message** is used to transfer a user into their voice mail box to check for messages; the user first dials the transfer to Extension number (or push's their intercom button if defined) then push's the PU MSG button to bypass the Auto Attendant & personal mailbox greeting and informs user of new/saved/urgent messages prompting them to enter their password to access messages.
- **GROUP (Trunk) Group** - Outside line group button - A group of outside lines are assigned to this button. When you press an outside line group button, an available line from the group is automatically selected and typically moves to an assigned Float button to enable a call to be put on hold; to place or receive another call or simply to put on hold and pick up again.
- **FLOAT** - A float button is used to provide a line Visual Line appearance of an outside line from an outside Line Group when user has Dialed 9 or pushed a Group button for line access; normally several Float buttons are defined on a users phone to enable several calls to be handled and for multi party Conference calling. As any appearance for an outside line, the Float button shows the current state of the outside line via the LED indicator, and enables easy pickup by pressing the button. The Trunk number in use is displayed in your sets LCD so it can be Picked Up elsewhere or by others by informing them to push their Pick Up button and dial Trunk number (i.e.: 801) or your Extension number to access the call.
- **TK Trunk** - Outside Line button – A Individual outside line is assigned to this button. When you press it, you will be connected to the designated outside line (if available), or answer an incoming call on that line if it is ringing. The button's LED indicator shows the sets status **In use** by **Solid Green**, or **on Hold** by **Flashing Green** on your set or **Red if in use by others**. An individual Trunk button may or may not be set up on your phone.
- **LCR** Least Cost Routing button - The Least Cost Routing button is used to have your call routed via the least expensive line available to the system at the time of your call; this may not be programmed on a set.

List of button options - For a full list of buttons which may be programmed on your system, see the Administration manual.