# TELRAD CANADA

## THE FUTURE OF INTEGRATED TELECOMMUNICATIONS

**Your User-Friendly Guide**
**Avanti Telephone Sets**

## Telrad Avanti 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
<u>To return to caller</u>
Press the flashing extension key

### How to Transfer a Call
While on the call
Press transfer and the extension number or
Press the DSS Key
Hang up
<u>To return to the caller</u>
Press the flashing extension key

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

1. Press **Feature**
2. Press **36** (for No Answer) <u>**or**</u> **32** (for Busy) <u>**or**</u> **35** (for All)
3. Press **2** (For all calls) <u>**or**</u> 3 (External) <u>**or**</u> 4 (Internal)
4. Enter the number you would like it forwarded to
   a. Ex: **600** 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 **<u>or the button</u>** 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

1. Dial first participant….Dial 9 and then the telephone number.
2. Once in contact with participant press **Transfer/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 **Transfer/Conference** button.
5. Continue with these procedures for other participants (if required.)

**The Telrad set Fixed Feature buttons make it very easy for staff to use any set in the office, the Eight (8) buttons that surround the Left Hand side & Bottom of the Dial Pad are all the same on all Telrad sets** and therefore more user friendly.  Even the four (4) buttons above the Dial Pad are the same on all Telrad set models; however they can be changed to other one button functions for other applications.

**The MSG Button** lets you know when you have voice mail or interoffice messages and the LCD display will tell you how many voice mail and interoffice messages you have, you need only push the MSG button to answerback interoffice messages or to go into your voice mailbox to get your messages.

**The DND - Do Not Disturb Button** will give you a solid red indication when you put your set into DND and you can select from 30 Customizable "Absent from the Office or DND" messages that other LCD set users would see when you are in DND mode.  Alternatively, you can use your DND button <u>for a second level of DND called DND Call Forward or Call Forward Follow-Me and the DND button flashes red</u> and the LCD display tells you where your calls are forwarded to so you have an easy visual indication of the status of your set.

**The Mute Button** allows you to activate the handset mute or speakerphone mute just by the push of the same button as it knows whether you are on the speakerphone or your handset and it works!

**The SPKR Button** allows you to make and receive intercom speakerphone conversations or when on a handset call and if another person in your office wanted to hear the conversation but not participate in a speakerphone call the Telrad set user could push the Feature button and then the SPKR – Speaker button and the conversation could be heard over the sets speaker without activating the speakerphone transmitter.

**The Feature Access Button** allows you to push it and a 2 digit letter code to activate system seldom used features that have not been programmed onto a button on your telephone such as Feat 26 which is the same as Feat BM to turn on background music to play over your set speaker, or Feat 22 which is CB for Call Back and Que to a busy station or busy line, this combination of mnemonics (letter code abbreviations) makes it very easy to remember features and not require a larger buttoned telephone set.

**The Pick-Up Button** lets you answer an incoming call when it does not ring at their set, and also pick up a call ringing at another set or when they hear the night bell.

**The Transfer/Conference Button** is a multipurpose button used to transfer a call to another station and to make an up <u>to EIGHT Party Balanced & Amplified Conference Call</u> (on up to 7 TELUS lines & 1 inside phone or more inside parties etc.)

**The Speed Dial/Program Button** lets you access personal (up to 90 No.) or system (up to 1700 or 2700 No.) speed dial numbers that you can program on your system.  The program button is also used to program one button feature access onto any button on your telephone.

**The Redial/Pause Button** is for last number redial and for programming pauses into speed dial number for long distance access services, etc.

**The Flash Button** lets you reorder dial tone on the line you have accessed, or can be programmed to enable you to access telephone company line services such as call waiting, conference calling, etc.

**The Lo/Hi Button** lets you set all the different ringing and voice announce, speakerphone levels of your telephone set; when your phone is idle it is used for controlling the LCD contrast and for turning the background music volume up or down, it is also used for scrolling through system or DND messages that you might send or set onto your telephone.

**The Hold Button** is used for exclusive or inclusive hold so that if you want your line to only flash on your set when you put it on hold you push this button once, if you want it to flash on all sets than push it twice.  The hold button can be changed in programming so that this is reversed.  The DUAL colored line lights of green or flashing green when in use or on hold by you and red when in use by others makes it even easier to identify your lines versus others.

**Telrad set users can select from 1 of 9 distinctive ring tones** that enables them to customize their sets ringing so they can easily tell if it is their set that is ringing when they are not right beside their desk; simply push the *star & # pound button together then push from 1 to 9 on the keypad to select.

**The "Hot Dial Pad" on the Telrad telephone set** reduces the time it takes to make calls, or call transfers and to activate features.  The user simply can dial the feature code without having to first push the speaker button, or simply dial 9 or the line access code for a specific line and the speaker will automatically activate and supply dial tone to make the call or will activate the feature such as : Page, Background Music, Call Back and Que, etc..

**Telrad has  Four (4) ways to communicate with other Telrad set users when they are on another call…..**

**The First Way** allows Telrad executive and standard sets are DAP – Dual Audio Path Capable, the Telrad set user can be set-up so that when he or she are on their handset on another call an important call they might have been expecting or notification that a client has arrived etc…can be soft paged over their sets speaker with answerback to the caller of call handling instructions (totally independent of their current call) without having to push hold or interrupt their current call.

**The Second Way** a busy set user can be notified about a holding call or arrived client etc…is to use the Telrad system 30 Customizable System LCD Messages that can be sent to the busy set and the user can accept or reject the message with a simple push of their button, again without interrupting their current call.  Any Telrad or SLT telephone can also select & activate any of 30 Customizable DND Do Not Disturb or Absent from Office Messages that another caller with an LCD Display phone would see when they call that extension.

**The Third Way** to notify a user of another call is to camp the second call onto the busy set and set users will hear a periodic camp on tone reminding them of the held call, after a hold, leave a message or be transferred into Voicemail.

**The Fourth Way** a user could receive a second call would be to program his/her set with another DN – Directory Number and the Telrad set user could then have the second call ring or flash or both ring & flash on this button; the Telrad set user has complete control to stop the ringing and/or put their phone in DND – Do Not Disturb.  Our Telrad FLEXCALL programming capability lets us customize your line access, ringing assignments etc…the very best way for your particular needs.