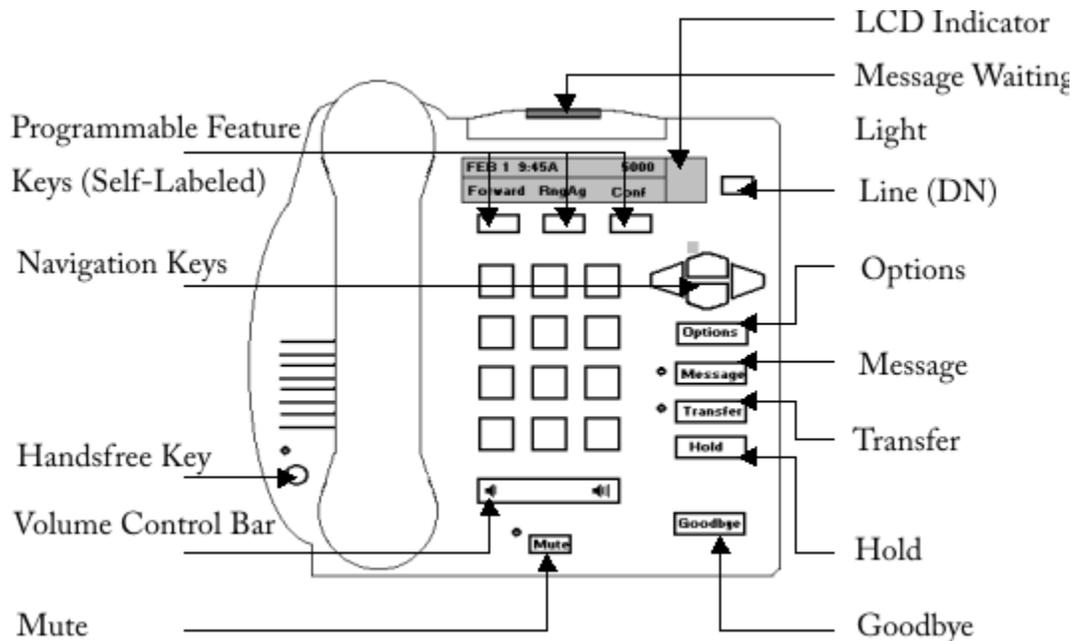




## Phone Functions - M3902

Click on feature you would like to learn more about.



### Programmable Feature Keys (Self-Labeled)

There are many features that can be programmed into these keys, but here at C&W the most common are:

- [Forward](#)
- [Call Pickup](#)
- [Conference Call](#)
- [Ring Again](#)

### [Forward](#)

Call Forward allows you to direct your calls to ring at another Line(DN) or directly to voicemail.

### **To forward all your calls:**

1. Press the **Forward** Key.
2. **Dial** the number that you want to forward your calls to.
3. Press the **Forward** Key again.

### **To change a previous call forward number:**

1. Press the **Forward** Key.
2. **Dial** the new forward number.
3. Press the **Forward** Key.

### **To cancel Call Forward:**

Press the **Forward** Key.

### **To reinstate Call Forward to the same number:**

Press the **Forward** Key Twice.

## Call Pickup

Call Pickup allows you to pick up a call from any telephone in the same Pickup Group.

### **To answer a cal in your own Call Pickup Group:**

1. Lift the **handset**.
2. Press the **More...** Key.
3. Press the **Group Pickup** Key.

## Conference Call

You can set up a conference call for three (or six) people, this includes yourself.

### **To set up a conference call:**

1. While on a call, press the **Conference** Key. The other party is on hold and you hear a dial tone.
2. **Dial** the number of the person you want to add to the conference.
3. Press the **Conference** Key.

**Note:** Repeat these instructions until all parties are added to the call.

### **If the person you added to the conference is unavailable:**

1. Press the **Goodbye** Key.
2. Press the **Line (DN)** Key with the flashing icon to return to your original call.

## **Ring Again**

Use the Ring Again feature when you dial a number and receive a busy tone. For internal calls only. The Ring Again feature lets you know when the person you dialed is available. The Ring Again feature automatically redials the number.

### **To use Ring Again:**

1. Dial a number and receive a busy tone.
2. Press the **Ring Again** Key.
3. Press the **Goodbye** Key. **or** Replace the **handset**.

When the number you want to reach is available, or the person has re-used their set, you hear the Ring Again tone.

4. Lift the handset **or** Press a **Line (DN)** Key.
5. Press the **Ring Again** Key.
6. When the number you dialed is available, you hear a notification tone.

### **To cancel Ring Again:**

Press the **Ring Again** Key before you receive the signal to redial your number.

## **Navigation Keys**

Use the **Navigation Keys** to scroll through the different menus and lists available.

## **Handsfree Key**

The **Handsfree Key** puts the call on speakerphone.

## **Volume Control Bar**

The Volume Control Bar allows you to adjust the volume of the ring and the volume of the handset.

## Mute

When using the Handsfree feature or when using the handset, to mute yourself out. You can still hear your party but they can not hear you.

## LCD Indicator

The LCD Indicator shows information like your local, the incoming call number, what the Feature Keys are programmed to, and lets you view all the menus and option.

## Message Waiting Light

This light will flash when the phone is ringing and it will stay on when you have a message that is unanswered in CallPilot.

## Line (DN)

Press this key to answer a call Handsfree or to make a call without picking up the handset. Pressing it twice redials the last number dialed.

## Options

The Options key allows you to customize features on your telephone set. It is used in conjunction with the Navigator keys and screen prompts step you through the procedures. The two more important options are:

Volume adjustment  
Choose Ring type

### Volume adjustment

Use the Navigation Keys to select Volume Adjustment: Ringer, Buzzer, Speaker, Handset listen, and Handsfree.

Select **Ringer**. Press the **Select** Key then use the **Volume Control Bar** to adjust Ringer Volume.

Select **Buzzer**. Press the **Select** Key then use the **Volume Control Bar** to adjust Buzzer Volume.

Select **Speaker**. Press the **Select** Key then use the **Volume Control Bar** to adjust Speaker Volume.

Select **Handset listen**. Press the **Select** Key then use the **Volume Control Bar** to adjust Handset Listen Volume.

Select **Headset**. Press the **Select** Key then use the **Volume Control Bar** to adjust Headset Volume.

Press the **Done** Key to save the changes and exit.

## Choose Ring type

Ring Type gives you the choice of telephone ring types or tones. When a ring type appears in the display you can hear the selection prior to activating the tone for your telephone. After you select Ring type:

1. Use the **Navigation** Keys to scroll through the sub-menu list of Ring types: Ring type 1, Ring type 2, ring type 3.
2. Press the **Play** Key to sample a ring tone.
3. Press the **Select** Key to activate the desired ring type.
4. Press the **Done** key to save the changes and exit.

**Note:** the display list contains only the ring types available for your telephone model.

## Message

Press this key to call your voice mail system to retrieve your messages.

## Transfer

Use the Transfer feature to direct a call to a third party.

### **How to Transfer a call**

1. Press the Transfer Key.
2. Dial the number to which you want to transfer to.
3. Press the Transfer Key.

## Hold

Use the Hold feature when you are on the line with one party and a second call comes in on a second line. You can answer the second call and retain the original call by putting it on Hold.

### **To place a call on Hold:**

Press the **Hold** Key. The LCD indicator flashes beside the Line (DN) on hold.

**Note:** If Automatic Hold is enabled the active call is automatically put on Hold when you answer the second call.

**Note:** The caller hears music if music is configured on your system.

### **To retrieve a call on hold:**

Press the Line (DN) Key beside the flashing LCD indicator.

### **Goodbye**

The Goodbye key disconnects you from your current call.