

4406D+, 4412D+. 4424D+, and 4424LD+ Telephones User's Guide

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Your Telephone

Line Buttons

In this User Guide, fixed buttons on your telephone are indicated by a solid red background (Spkr). Buttons you label and program are represented by red letters on a white background (CampOn).

Line buttons are buttons used to make or receive inside or outside calls. Line buttons are labeled differently depending on how your system is configured. For example, you may have line buttons that provide you with direct access to an outside line, Pool buttons that provide you with access to an outside line after dialing an access code (usually a 9), Shared buttons that allow lines to be shared among co-workers, or Intercom buttons that provide you with access to internal dial tone.

In addition, line buttons may be labeled with an "R" (for Ring), "V" (for Voice), or "OO" (for Originate Only):

■ Ring Buttons - Calls you make arrive as ringing calls.

- Voice Buttons Calls you make arrive as voice-announced calls.
- Originate Only Line button can only be used to make (not receive) calls.

In this guide, <u>LINE</u> represents a button that is labeled with an outside line number and <u>EXT</u> represents a button that may be labeled with an extension number or an Intercom number.

Your Telephone

Using the Speaker- phone	To use the speakerphone, press Spkr . To mute, press Mute . The Speakerphone/Mute LED flashes continuously, indicating that the call has been muted. To return to normal operation, press Mute again. The	
	 Speaker/Mute LED returns to steady. Use the following guidelines to get the best performance from your speakerphone: Place your telephone at least one foot from any wall. Avoid placing your telephone in a partly enclosed area, such as underneath a low shelf over your desktop. Place your telephone as far as possible from interfering noises, such as your PC or a fan. Place your telephone is located on the right side of the telephone. Allow at least one inch of clearance. Your speakerphone performs better when the volume is set in the middle or lower range because you can more easily break into the conversation than when the speakerphone is set at maximum. 	
Line Button Lights	 Steady red The line you are using or will use when you lift the handset or press Spkr. Steady green The line is in use, or the feature programmed onto the line button is on. Flashing green An incoming call is ringing on this line button, or a call you transferred is returning on this line button. Fast-flashing green You have put a call on hold on this line button. Slow-flashing green Someone else has put a call on hold on this line button. 	

Your Telephone



Call on hold reminder tone.

Call Handling

Make a Call	 To make an outside call: 1: Press the Line button. 2: Do one of the following: Press Spkr. Lift the handset. Use the headset. If required, dial the dial-out code, usually 9. To make an inside call: 1: Press EXT. 2: Do one of the following: Press Spkr. Lift the handset. Use the headset.
Answer a Call	To answer an outside or inside call, do one of the following: Press Spkr. Lift the handset. Use the headset. To enable Hands-Free Answer on Intercom: Press a programmed (HFAI) button, which allows you to respond to voice-signaled (not ringing) intercom calls without having to lift the handset or press any buttons.

Call Handling

Transfer a Call	 To transfer a call using the dialpad: 1: Press Trnsfr . The system puts the call on hold and selects an EXT button. 2: Dial the extension or outside number. To cancel or return to the call on hold, press the button next to the flashing ★ Green Light. 3: Announce the call (optional). 4: Hang up. 	
	To transfer a call using one-touch manual transfer: 1: Press Trnsfr. 2: Press the programmed AutoDial button. 3: Announce the call (optional). 4: Hang up.	
	To transfer a call using one-touch auto transfers, if available: Press the programmed AutoDial button.	
	Check with your System Manager to see if you have one-touch manual transfer or one-touch auto transfer.	
Transfer	To transfer a call to a voice mailbox:	
a Call to 1: Do one of the following:		
a Voice	 Press the programmed [Feature] button, and press 6 	
Mailbox	Press the programmed Direct Voice Mail button (see	
	"Direct Voice Mail" under "Covering Calls Features"). ■ Select Direct Voice Mail from the display (DicVM or Direct VM).	
	You cannot select features from the 4406D+ display.	
	2: Dial the extension number.	
	3: Hang up.	

Call Handling

Place a ¹	Го place a call on hold:
Call on ¹	 Press the Hold button. To retrieve the call (or conference) on hold, press the line button next to the fast-flashing ★ Green Light (a call you put on hold) or the slow-flashing + Green Light (a call put on hold at another extension). When a call is on hold, the telephone beeps once each minute and Call on Hold appears on the display.
Conference Call	 While connected to the first party: 1: Press Conf. The system puts the call on hold and selects an EXT button. 2: Connect with the next party. You can connect to the next party by: Dialing an outside telephone number or an extension. Retrieving a call on hold. Answering an incoming call. 3: Press Conf. again. Calls are now conferenced. Repeat Steps 1–3 to add up to a total of 2 outside and 2 inside (not including yours) parties. To drop a participant: Press the programmed Drop button. The 4400-Series telephones do not have a fixed Drop button; you must program a Drop button onto a button. 2: Press the line button of the party that you want to drop. To put the conference on hold: Press Hold To return to the conference: Press any line button used to connect a participant.

Using Features

Use a Feature	 To use a feature, do one of the following: Press Feature and then select the feature from the display (not for the 4406D+ telephone). Press ▶ to move to the next screen of features. Press ◄ to return to the previous screen of features. Press Feature and then dial the feature code. Press the line button programmed with the feature.
Program a Feature Button	 To program a Feature button: 1: Label a button as "Feature." 2: Press EXT. 3: Lift the handset. 4: Enter programming mode by pressing # 0 0. 5: Press the button you labeled. 6: Press * 2 0. 7: Exit programming mode by pressing # * 0 0.
Program a Feature onto a Button	 To program features, extensions, and phone numbers: 1: Label the button. 2: Press EXT. 3: Lift the handset. 4: Press # 0 0. 5: Press the button you labeled. 6: Dial the appropriate programming code (see the following pages). Dial any additional numbers (such as extensions) if needed. 7: To program another button, repeat steps 1, 5, and 6; or exit by pressing # ★ 0 0.

Using Features

Special Characters	 Features that dial numbers automatically may need special characters to allow for correct dialing or system response. Hold Inserts 1–5 second pause in the dial sequence. Consecutive pauses are allowed. P appears on the display. Conf Sends switchhook flash. Must be first entry in sequence. F appears on the display. # # Used to signal end of dialing sequence for Auto Dial buttons or to separate grouped digits. The ## appears on the display. Trnsfr Stop. Halts dialing sequence to allow for system response. (Requires manual restart.)
Headsets	 Headsets for 4400-Series telephones allow one-touch operation, hands-free. The headset plugs into the headset jack. Two buttons are used for headset operation: Headset Status. Press Headset Status to switch between headset and handset operation. To program: EXT + lift handset + # 0 0 + Headset Status + * 7 8 2 + # * 0 0. Headset Hangup. Press Headset /Hangup to disconnect a call. The Headset/Hangup button is programmed by your System Manager.

Call Handling Features		
Call Waiting	When Call Waiting is turned on at an extension and you are already on a call, you hear one tone for inside calls or two tones for outside calls when a second call arrives at that extension.	
	To turn on Call Waiting at your extension: lift the handset and press 🔀 1	
	To turn off Call Waiting at your extension: lift the handset and press 🔀 🔀 1	
	To pick up a Call Waiting call: hang up and the waiting call rings, or press Feature (or #)+ 8 7.	
Camp-On	Camp-On allows you to complete a transfer to a busy extension. The call is put on hold until the extension can receive a call; then it rings automatically and you hear a priority ring (1 long ring and 3 short rings).	
	To use with the feature code:	To program onto a button:
	Feature (or #)+ 5 7 .	EXT + lift handset + # 0 0
		+ (<u>Camp-On</u>) +
Drop	You must program a Drop button onto a button. Use Drop to drop a participant from a conference call.	
	The display shows 4400-Dro	pp.
	To program a Drop button: EXT + lift handset + # 0 0 + Drop + * 7 8 7 + # * 0 0.	
HFAI	To use Hands-Free Answer Intercom (HFAI), you must program an HFAI button onto a button. When you press HFAI, you can talk to a person who calls you on an intercom call without lifting the receiver.	
	To program an HFAI button: EXT + lift handset + HFAI + # 0 0 + ★ 7 7 9 + # ★ 0 0.	

Call Handling Features (continued)			
Paging	 There are two types of paging: Group, where you can broadcast an announcement through the speakerphones of telephones on extensions that are placed into paging groups. Loudspeaker, where you can broadcast an announcement over a loudspeaker connected to the system. 		
Group Paging	To broadcast an announcement to a paging group, lift the handset and dial the extension of the paging group. You can also program a button with a paging group extension by using the Auto Dial feature (see "Auto Dial" under "Dialing Features").		
Loudspeaker Paging	Pages over a loudspeaker paging system are heard everywhere in the building or only in a particular area, depending on whether or not the loudspeaker system is a multizone paging system. To broadcast an announcement over a loudspeaker, press the button labeled for "Loudspeaker Paging." If you do not have this button on your telephone, see your System Manager.		
Park	Park places a call on hold at your extension so that it can be picked up from any extension in the system. You pick up a parked call by using the Pickup feature.		
	To use without programming a Park button: 1. While on the call, press Trnsfr. 2. Dial your own extension. You hear a busy tone. 3. Press Trnsfr.	To program onto a button: EXT + lift handset + # 0 0 + Park + ★ 8 6 + # ★ 0 0 .	

Call Handling Features (continued)

Pickup	Pickup allows you to answer calls that are ringing, parked, or on hold anywhere in the system. There are two types of Pickup: Individual and Group. Use Individual Pickup to pick up a call for one specific extension. Use Group Pickup to answer calls ringing at extensions in your Pickup group.	
Individual Pickup	There are three types of Individual Pickup: General, Extension, and Line. Use Extension to pick up a parked call.	
General	To use with a programmed General Pickup button: Pickup + ext. number (or line number).	To program onto a button: EXT + lift handset + # 0 0 + Pickup + * 9 + # * 0 0.
Extension	To use with the feature code: Feature (or #)+ 9 + ext. number.	To program onto a button: EXT + lift handset + # 0 0 + Pickup + * 9 + ext. number + # * 0 0.
Line	To use with the feature code: Feature (or #)+9+ line number.	To program onto a button: EXT + lift handset + # 0 0 + Pickup + * 9 + line number + # * 0 0.
Group Pickup	To use with the feature code: Feature (or #)+ 8 8.	To program onto a button: EXT + lift handset + # 0 0 + Pickup + * 8 8 + # * 0 0.

Covering Calls Features		
Coverage	Coverage allows a call ringing at one extension (a sender) to ring at another extension (a receiver) at the same time, and to be answered at either extension.	
	There are two types of Coverage: Individual and Group. Individual Coverage can be Primary or Secondary Coverage. With Primary and Secondary Coverage, a call not answered at a sender's extension rings first at the Primary Coverage extension and later, after a ring delay interval, at the Secondary Coverage extension. See your System Manager for details.	
Coverage Off	Coverage Off turns off all coverage, both inside and outside calls. To program a Coverage Off button: EXT + lift handset + # 0 0 + Coverage Off + * 4 9 + # * 0 0.	
Coverage Inside Off/On	Coverage Inside Off/On prevents or allows coverage of inside calls. If you activate Coverage Inside Off, you can cover only outside calls. If you activate Coverage Inside On, you can cover both outside and inside calls.	
	To activate Coverage Inside Off: EXT + lift handset + # 0 0 + EXT + * * 4 8 + # * 0 0.	
	To activate Coverage Inside On: EXT + lift handset + # 0 0 + EXT + ★ 4 8 + # ★ 0 0	
Coverage VMS Off	Coverage VMS Off prevents outside calls from being sent to the voice messaging system.	
	This feature should be programmed on a button with LEDs.	
	To program a Coverage VMS OFF button: [EXT] + lift handset + # 0 0 + Coverage VMS Off + * 4 6 + # * 0 0.	

Covering Calls Features (continued)		
Direct Voice Mail	Direct Voice Mail allows you to place or transfer a call directly to another person's voice mail without ringing that person's telephone.	
	To use with the feature code:	To program onto a button:
	Feature (or #)+ 5 6 + extension number (or Auto Dial)).	EXT + lift handset + # 0 0 + DVM + ¥ 5 6 +
		# * 0 0 .
Follow Me	Use Follow Me to have calls arriving at your extension sent to another extension where you are working. Activate Follow Me from the extension where you want to receive calls.	
	To activate Follow me: [Feature] (or #)+ 3 4 + the sending extension's number.	
	To cancel Follow Me: see "Car under Forward.	ncelling Follow Me and Forward"
Forward	Use Forward to send calls arriving at your extension to another number. This number can be an inside extension, an extension on another system in a private network, or an outside number. Turn on forward from your extension.	
	To send calls to an extension: Feature (or #)+ 3 3 + the extension number.	
	To send calls to an outside number: Feature (or #)+ 3 3+ code (usually 9)+ the outside number + # #.	
	Check with your System Manager to see if you are allowed to send calls to outside numbers.	

Covering Calls Features (continued)			
Canceling Follow Me	You can cancel Follow Me and Forward from the sending or receiving telephone.		
and Forward	If you forward your calls to an outside number, you can cancel from your extension or from a remote location by using Remote Access. Check with your System Manager.		
	To cancel from the sending telephone: Feature (or #) + 3 3 + your extension.		
	To cancel from the receiving telephone: ■ To cancel Follow Me or Forward calls from one extension: Feature (or #) + * 3 4 + sending extension number. ■ To cancel Follow Me or Forward calls from all extensions: Feature (or #) + * 3 4 * .		
Dialing Features			
Account Code Entry	Use Account Code Entry to enter account codes for outside calls, both incoming and outgoing. These codes are used for billing, cost-accounting, or project tracking.		
	To use with the feature code:	To program onto a button:	
	Feature (or #) + 8 2 + code + #.	EXT + lift handset + # 0 0 + ACE + * 8 2 + # * 0 0	
Authorization Code	The Authorization Code feature allows you to pick up someone else's telephone, enter your authorization code, and complete a call with the restrictions that apply to your own telephone.		
	To use with the feature code: To program onto a button:		
	Feature (or #) + 8 0 + code + # .	EXT + lift handset + # 0 0 + Auth Code + * 8 0 + # * 0 0.	

Dialing Features (continued)		
Auto Dial	Use Auto Dial buttons for one-touch dialing of frequently called telephone numbers. You can program two types of Auto Dial buttons: Inside and Outside. On the 4406D+ telephone, use Personal Speed Dial instead of Auto Dial buttons.	
	To program an Inside Auto Dial button: EXT + lift handset + # 0 0 + AutoDial + * 2 2 + the extension number.	
	To program an Outside Auto Dial button: EXT + lift handset + # 0 0 + AutoDial + * 2 1 + the number.	
Saved Number Dial	Saved Number Dial allows you to save a dialed number and to call it again without manually redialing.	
	To program a Saved Number Dial button: EXT + lift handset + # 0 0 + Save # + ★ 8 5 + # ★ 0 0.	
Directory and Speed Dialing Features		
Directory	The Directory feature is a built-in, interactive telephone book that stores listings of names and telephone or extension numbers. If you have a 4412D+, 4424D+, or 4424LD+ telephone, you can dial numbers by selecting listings from the display. There are three Directories on the system: Extension, Personal, and System. Your System Manager programs the Extension and System Directories.	
Extension and System	Use the Extension Directory and System Directory with 4412D+, 4424D+, and 4424LD+ telephones.	
Directory	The Extension Directory and System Directory are created by the System Manager. Use the Extension Directory to dial inside numbers. The System Directory consists of three-digit System Speed Dial codes for commonly called numbers of outside contacts (such as clients and suppliers).	
	To use: Press Menu + Directory (Dir) + Ext Dir (or System Dir) + Select range, then press the button next to the listing to dial.	

Directory and Speed Dialing Features (continued)

Personal Directory

If you have a 4424LD+ telephone, you can create your own personalized list of names.

To add listings:

Menu + Directory + Personal Dir + Enter New + Type up to an 11-character name (Select A-F from the display and letters G-Z are shown under the faceplate of your telephone) + Enter + Enter the number using the dialpad + Enter + Respond to the number display prompt + Enter + Exit.

To change personal directory listings:

Menu + Directory + Personal Dir + Edit Dir + Choose item to be changed (Replace Name changes name, Replace Num changes number, Replace Tag displays or conceals number on the display) + Select entry to be changed + Enter new information+ Enter + Exit.

To delete listings:

Menu + Directory + Personal Dir + Put on Home + Select range of + Select entry to be deleted + Select Delete to delete entry (Cancel exits without change) + Exit.

To assign listings to your Home screen:

Menu + Directory + Personal Dir + Put on Home + Select range of letters + Select entry to display in the directory + Select Home screen location + Select Continue for another entry + Exit.

To dial listing on Home screen:

Directory + Press the button next to the listing to dial.

To dial listing not on Home screen:

From the Home screen: Menu + Next Page twice + Select letter range + Press appropriate line button + Press button next to the listing to dial.

Directory and Speed Dialing Features (continued)

Personal Speed Dial Use Personal Speed Dial on a 4406D+ telephone to program up to 24 numbers that can be dialed by using a two-digit code.

To prevent the loss of programming on your buttons, do not use Personal Speed Dial on a 4412D+, 4424D+, or 4424LD+ telephone.

To program your Personal Speed Dial numbers, make a list of your telephone numbers/extensions numbered 1 to 24, then: EXT + lift handset + # 0 0 + # + list number (01-24) + 2 1 + the number + # \approx 0 0.

To use Personal Speed Dial:

- 1: Press EXT.
- 2: Press Feature .
- 3: Dial the two-digit code (01-24).

Language Features		
Language Choice	 You can change the language on your display screen to English, Canadian French, or Latin American Spanish. To change the language for your display: Press the programmed Feature button. Pion English: 7 9 0. For English: 7 9 0. For Canadian French: 7 9 1. For Latin American Spanish: 7 9 2. 	
Privacy Functions		
Do Not Disturb	Do Not Disturb prevents calls from ringing and prevents paging over a speakerphone. You must program a Do Not Disturb button to use this feature. This feature should be programmed on a button with LEDs. To program a Do Not Disturb button: [EXT + lift handset + # 0 0 + DND + * 4 7 + # * 0 0 .	
Privacy	Privacy prevents other people from joining calls on shared line buttons. Privacy also prevents Barge-In from being used to join a call. To turn Privacy on: Feature (or #) + 3 1. To turn Privacy off: Feature (or #) + \times 3 1. This feature should be programmed on a button with LEDs. To program a Privacy button: EXT + lift handset + # 0 0 + Privacy + \times 3 1 + # \times 0 0.	

Programming Functions			
Inspect	Inspect allows you to see information about an incoming call that is ringing, alerting, or on hold or to see what is programmed on a button. To use the Inspect feature, you press the programmed Inspect button and then the line button for the incoming call. To program an Inspect button: $EXT + lift handset +$ # 0 0 + Inspect + * 7 7 8 + # * 0 0.		
Ringing Options			
Personalized Ring	By using the Personalized Ringing options, you can select one of eight different ringing patterns for your telephone, making it easier to distinguish its ring from those of other telephones. To select a ring pattern for your telephone: $EXT + lift handset +$ # 0 0 + $EXT + $ 3 2 + ring (1 - 8) + # \approx 0 0. The last ring you hear is the ring you selected.		
Scheduling Features			
Posted Message	You can post a message to provide information to co-workers with display telephones—for example, to tell callers where you are when not answering the telephone or why you do not want to be disturbed. When you call a co-worker who has a message posted, the posted message is shown on your display (even if the call is answered).		
	Up to 20 different messages can be posted. 11–20 are for custom settings (see your System Manager). The factory-set messages are: 01 D0 NOT DISTURB 06 IN A CONFERENCE 02 OUT TO LUNCH 07 WITH A CLIENT 03 AT HOME 08 WITH A CLIENT 04 OUT SICK 09 AWAY FROM DESK 05 IN A MEETING 10 OUT ALL DAY		

Scheduling Features

Posted Message (continued)	To use the Posted Message feature: For 4412D+, 4424D+, or 4424LD+ telephones: To post a message: Menu + Posted Msg (Post) + Select the message from the display. To cancel a posted message: Menu + Posted Msg (Post) + Cancel + Exit. For 4406D+ telephones: To use posted messages, you must program a Posted Message button. Posted Message should be programmed on a button with LEDs. To program a Posted Message button with LEDs (for 4406D+ telephones only): EXT + lift handset + # 0 0 + Posted Message + * 7 5 1 + # * 0 0. To post a message: Posted Message + dial the code for the message you want (01–20). To cancel a posted message: Posted Message + dial 0 0
Reminders	 With Reminder service, you can arrange for the system to make reminder calls at preset times. To set a reminder: Feature (or #) + 8 1 + time + 2 for A.M. or 7 for P.M. Enter the time in four digits, for example, 0130. To cancel a reminder: Feature (or #) + * 8 1. You hear a priority ring (1 long ring and 3 short rings) to indicate a Reminder Call.

Displays

Display Appearances

Feature names appear differently on the multiline 4400-Series telephones, depending on whether the display is a 2-line display (4406D+, 4412D+, and 4424D+ telephones) or a 7-line display (4424LD+ telephone).

Feature	2-Line Display	7-Line Display	
Account Code Entry	Acct	AccountCode	
Authorization Code	Auth	Auth Code	
Auto Dial	AutoD	Auto Dial	
Inside	In	Inside	
Outside	Out	Outside	
Call Waiting	CWait	CallWaiting	
Camp-On	Camp	Camp On	
Conference	Conf	Conference	
Coverage	Cover	Coverage	
Direct Voice Mail	DrcVM	Direct VM	
Directories	Dir	Directory	
Extension Directory	ExtDir	Ext Dir	
Personal Directory	Not Applicable	Personal Dir	
System Directory	SysDir	System Dir	
Do Not Disturb	DND	DoNotDistrb	
Drop	4400 Drop	Drop	
Feature Button	Feat	Feature	
Follow Me	Flwme	Follow Me	
Forward	Forwd	Forward	
HFAI Button	HFAI	HFAI	
Inspect Button	Insp	Inspect	
Paging			
Group Paging	GrpPg	Group Page	
Loudspeaker Paging	Ldspg	Loudspkr Pg	
Park	Park	Park	
Personalized Ringing	PRing	PersonalRng	
Pickup	Pkup	Pickup	
Posted Message	Posted Msg	Post	
Privacy	Prvcy	Privacy	
Reminder	Rmind	Reminder	
Saved Number Dial	Save#	SaveNumDial	
Transfer	Trans	Transfer	

Displays

4406D+	4406D+ Display The 4406D+ telephone's 2-line by 16-character display is used primarily for visual feedback. You cannot select features by using the 4406D+ display, but you can enter a feature code after pressing Feature or ∰.		
4412D+ and 4424D+	 4412D+ and 4424D+ Displays 2-line by 24-character. Menu —Takes you to MENU MODE screen (see figure). ▷ button—Takes you to next screen. < button—Takes you to previous screen. Exit —Takes you to Home screen showing date and time. 		
	■ Four softkeys—Use to select items from display.		

Displays

4424LD+

4424LD+ Display

- 7-line by 24-character.
- Menu Takes you to MENU MODE screen (see figure below).
- ▶button—Takes you to next screen.
- ■ ■ United button—Takes you to previous screen.
- Exit —Takes you to Home screen showing date and time.
- Ten softkeys—Use to select items from display.



When you press **Feature**, a screen like the following appears with features to be selected.

	Lucent O	
Select a Featu Press Exit To AccountCode Auth Code Follow Me Direct VM Privacy		000000