



Standard 2500 Analog Phone User's Guide

Michael Wagner - 2023-04-10 - Comments (0) - Telephone



The 2500 model phone is

the standard phone set that will be found on most desks on campus.

Standard Features

1. The **MUTE** Button. Press the **MUTE** button to turn off the handset microphone. When the button is depressed, the **other** person on the call cannot hear your conversation. Press the button again to turn off mute.
2. The **FLASH** Button. Press **FLASH** instead of the switch hook for completing conference calls and transferring a call.
3. The **REDIAL** Button. Press **REDIAL** to automatically redial the last number you dialed. The telephone retains in memory the last number you dialed until you dial another number.
4. The **HOLD** Button. Press **HOLD** to put a call on hold until you can return to it. The RED light below the Hold button will light up and stay lit to indicate your call is on hold. In order to return to the held call, press **HOLD** again. You may place the handset in the cradle without disconnecting your call. In this instance you lift the handset, the Hold light will go out and you will be re-connected to your call.
 - **NOTE:** The caller will **not** hear music on hold. Be sure to tell him/her that you are placing the call on hold to avoid any possible confusion.

5. The **MESSAGE** Light. A red light on the left front bottom which **flashes** when a message has been left for you or when a call is coming in.
6. The **VOLUME CONTROL** (if applicable). For raising or lowering the receive volume of the handset. Press the **up arrow** to raise the volume. Press the **down arrow** to lower the volume.
7. The **RINGER VOLUME CONTROL** is in the base under the right side of the telephone set. There are three settings: **High, Low, and Off**. Be sure your ringer is set to either **High** or **Low**.

Advanced Features

- **Cover.** To send all incoming calls straight to voicemail
 1. Pick up the handset and dial ***8**. This will activate the coverage feature.
 2. To take a phone **off cover** and to return the phone to normal operations simply pick up the handset and dial **#88**, you will hear a succession of beeps, then simply hang up.
- **Call Forwarding.** To forward all incoming calls to another extension
 1. Pick up the handset and dial ***2**, you will hear a succession of beeps
 2. Dial the extension to which you would like to forward your calls.
 3. To turn off call forwarding dial **#22**, again you will hear a succession of beeps, then simply hang up.
- **Automatic Call Back.** If you dialed an on campus (or OUS) number, reached a busy signal, and would like the phone to automatically re-dial the other party:
 1. While listening to the busy signal
 2. PRESS **FLASH/RECALL**
 3. Hear dial tone press ***5** listen for a confirmation tone
 4. Hang up.
 5. When both phones are idle you will hear three short rings
 6. Lift handset and answer
- **Call Pickup.** To answer a phone in your pick-up group:
 1. Listen for dial tone dial ***7**.
 2. Begin talking immediately.
- **Call Conference.** You may conference up to three parties (you and two others). If you need a larger conference call, you can order a [MeetMe conference here](#).
 1. Listen for a dial tone.
 2. Dial the party you wish to conference and announce the call.
 3. Press **FLASH/RECALL**.
 4. Hear Recall Dial Tone . Dial third party

5. Press **FLASH/RECALL**. Introduce parties and begin conference.

- **Call Hold** (with music on hold). To place a call on hold:

1. Press **FLASH/RECALL**
2. Hear Recall dial tone
3. Dial ***4**. Listen for dial tone
4. Lay receiver down. **DO NOT hang up.**
5. To return to call: **HANG UP**. Your phone will ring with three short rings
6. Answer phone and resume talking

- **Redial**. To have the system automatically redial the last number you called:

1. Listen for dial tone.
2. Dial **#73**
3. Wait for answer.

- **Transfer a call.**

1. Press and release **FLASH/RECALL**
2. **Listen** for dial tone
3. **Dial** the third party
4. **Announce** the party now
5. Press **FLASH/RECALL**
6. **Introduce** the parties
7. Hang up.
8. If line is **busy** or not answered
9. Press **FLASH/RECALL** twice to return to call.

- **Abbreviated Dialing (Speed Dialing)**. To program your most frequently dialed telephone numbers. Speed dialing requires you to create a list. To program the list:

1. Listen for dial tone
2. Dial **#80**
3. Hear the dial tone
4. Dial "**1**"
5. Dial an Abbreviated Dial Code Number (1-99)
6. Hear Dial Tone.
7. DIAL the number to be called, including appropriate access codes such as "**9**".

- 1.

- E.g. #80+1+1+9+XXXXXXX; or, for an extension:

#80+1+1+26900.

8. PRESS "**#**"
9. Hear dial tone
10. **Hang Up**/OR Program the next number by starting at step 2 above.
11. **To Use List:**

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- 1. Listen for dial tone:
 2. Dial * followed by the **List Number**, followed by the **Abbreviated Dial Code Number** (1-99)

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- E.g. (***0+1**, or ***1+2**)

- **NOTE:** An interesting feature of creating lists, is your first list translates to list 0 in the system. Your second list is numbered 1 in the system. Keep this in mind when you access and use your lists.

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