TOSHIBA CIX40 PHONE & VOICEMAIL USER GUIDE

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Voice   Network   Cabling   VOIP   Security   PM   Internet

GETTING TO KNOW YOUR PHONE

** Some features may already be pre-programmed **
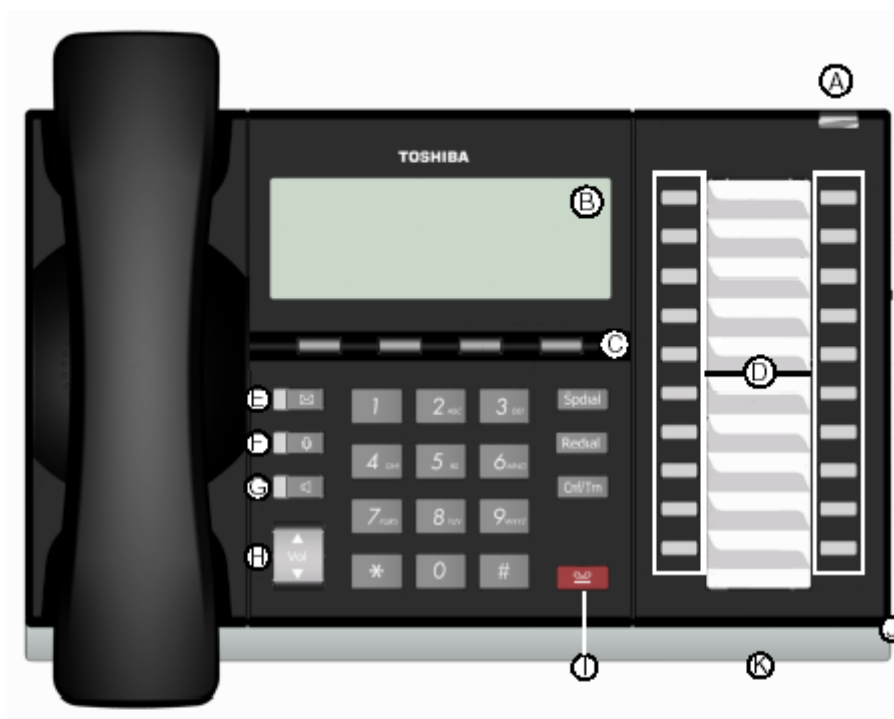
20 Programmable Feature Buttons 4-Line LCD Telephone

Legend

A. Status LED (message and ringing)
B. LCD Display
C. Softkeys
D. Programmable Feature Buttons
E. Message Waiting LED Button
F. Microphone LED Button

G. Speaker LED Button
H. Volume
I. Hold Button
J. Microphone
K. Tilt stand

Button	Definitions
	Message (Msg): When Msg LED flashes, press **Msg** to call back the station or voice mail device that activated the LED. This is the telephone's [PDN] message waiting button. **Important!** *Red LED must be on in order for button to function.*
	Microphone (Mic/Mute) button toggles between Mic and Mute. When Mic key is lit, Mute is disabled. When Mic is pressed again and light is off, Mute is enabled on the microphone in the telephone and the microphone in the handset.
	Speaker: Press to toggle the speaker ON/OFF. When red Speaker LED is lit handsfree communications is supported. To start a handsfree conversation; press the Speaker button, this turns the red Speaker LED on. To terminate this call press the Speaker button again (Speaker LED off). During a handset conversation, press the Speaker button to start hands-free communications (red Speaker LED on). Press the Speaker button again to transfer the conversation back to the handset (Speaker LED off).
	Press and release the volume control bar to adjust volume levels. See "Volume Control" on page 13. **Important!** *Continuously holding the volume button (up or down) does not change the volume. It is adjusted on a per press basis.*
	Navigation Key: Round button on the IP513 telephone is a navigation key used for moving the cursor on html pages and in the programming screens. Center of the button is the "select" function. The arrows are used to scroll up, down, left or right.

Description	Image
Digital Single Line Telephone: • On hook dialing • Headset I/F • Ringing LED • Non-display	
10 Button Digital Telephone: • Half duplex Speakerphone • Headset I/F • Ringing LED • Non-display	
10 Button Digital Telephone: • 4 line LCD with back light option • Half duplex Speakerphone • Headset I/F • Ringing LED	

Description	Image
20 Button Digital Telephone: • 4 line LCD with back light option • Half duplex Speakerphone • Headset I/F • Ringing LED	
10 Button with Electronic LCD Labels: • 9 line LCD with back light • Half duplex and Full duplex Speakerphone options • Headset I/F • Ringing LED	

PHONE USER GUIDE

- ## PLACE A CALL

  From the Handset: Lift the handset, then dial the number (you can switch to speakerphone by pressing **Spkr** and hanging up handset). *

  From the Speaker: Press **Spkr**., then dial the # (you can switch to handset by lifting handset).*

  * For Outside Line: Dial "9" then "1 + Area Code" & Phone #.

- ## DIAL OUT OF THE DIRECTORY

  1. Press **DIR** soft key.
  2. Choose directory you wish to access and use dial pad to enter name:

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My = Personal Speed Dial, **EXTR**=System Speed dial Names, **INTR**= Internal Extensions, **Dial** = Cancels directory.

- Press **FIND** to start directory search.
- Press **NEXT** to move forward.
- Press **BACK** to move backwards.
- Press **CALL** to connect to the directory entry selected.
- Press **CNCL** to quit the directory search.

ANSWERING A CALL

Lift the handset or press **Spkr**.

HOLD A CALL

Hold: To place a call on hold, Press Hold button. To return to held call, press the held line's button.
Exclusive Hold: To place a call on Exclusive hold, press hold twice.

PARK A CALL

1. While on a call, press **Call Park.**
2. Specify the Park Orbit using one of the following:
   - Enter a valid extension.
   - Press **#** and the system automatically selects your extension as the orbit.

   - Press ***** and the system automatically selects a General Park Orbit between **7000-7019**. The chosen orbit appears on the LCD.
3. Hang up. If the parked call is not retrieved, the call rings back to your phone.
4. To Pick up a parked call:

   - From any phone: press **Call Park** and the extension number or orbit # it is parked at.
   - If somebody has parked the call on your extension, simply press the **Call Park** button to pick up the call.

TRANSFER A CALL

1. **Blind Transfer** (transfer directly) - Press **Cnf/Trn** and dial the extension number you would like to transfer it to. When you hear the phone ringing you can hang up.

2. **Supervised Transfer** (Announce a call before transferring) – While on a call, press **Cnf/Trn** and dial the extension number, wait for the other party to answer the phone. If they would like to take the call you can hang up and it will get transferred. If they don't and you'd like to reconnect to the original caller, press your extension button which should be flashing.

3. **Transferring a Call Directly to Voice Mail** (If you have a programmed VM Transfer Key)

   After you have answered the incoming call:
   - Press the Transfer to Voice Mail Key (The call will be placed on hold automatically)
   - Enter the destination Mail Box Number
   - Press the # Key to transfer the call

4. **Transferring a Call Directly to Voice Mail** (If you do NOT have a VM Transfer programmed key)
   - Dial #, 4, 0, 7 (The call will be placed on hold automatically)
   - Enter the destination Mail Box Number
   - Press the # Key to transfer the call

- ## CONFERENCE CALL

   1. While on a call, Press **Cnf/Trn**.
   2. Call another station or outside line.
   3. When the called party answers, press the **Cnf/Trn** button. (If you receive a busy tone or if the station does not answer, press the flashing line button to return to the original call).
   4. Repeat Steps 1-3 to add more lines. You can conference up to 8 parties.

   To Transfer Conference Control: When the person who initiates the conference (master) hangs up, control transfers to the 1st internal station added to the conference. If no internal stations are in the conference, the call disconnects.
   1. Perform Steps 1 & 2 above to add the line to which you wish to transfer conference control.
   2. Announce the call and hangup to transfer the call. This station is now the conference "master" with the ability to add/delete parties.

   To Hold a Conference Call: If you are the "master" conference controller, press Hold once (or twice for Executive Hold) to place the conference call on hold. The conference continues and you can

   join at any time without giving up "master" abilities. Music-on-hold is suppressed in this mode.

   To Hold 2 Outside Lines:
   1. While talking on an outside call, press **Cnf/Trn.**

2. Access an outside line.
3. After the party answers, press **Cnf/Trn** twice and hang up. If you receive a busy tone or if station doesn't answer, press the flashing line button to return to original call.

- ## CALL FORWARDING (internal & external)
  Enter the button sequence below:
  All Calls: Press Ext. + **#6011** + Destination Number.
  Busy: Press Ext. + **#6021** + Destination Number.
  No Answer: Press Ext. + **#6031** + Destination # + Timer (seconds, 2-digits) + **#**.
  Busy No Answer: Press Ext. + **#6041** + Destination # + Timer (seconds, 2-digits) + **#**.
  Cancel: Press Ext. + **#6051**.

- ## VOLUME CONTROL
  1. To adjust handset volume during a call: press down **Vol** ▲ or **Vol** ▼.
  2. To adjust speaker volume for internal/external calls and background music: Press **Spkr** and use **Vol** ▲ or **Vol** ▼ to adjust volume level. Press **Spkr** to exit.
  3. To adjust Ring Tone, Handsfree Answerback and Speaker Off-hook Call Announce: With an idle phone and handset on-hook, press **Vol** ▲ or **Vol** ▼.

- ## SPEED DIAL
  To Store a Station Speed Dial Number:
  1. Dial **#9876.**
  2. Press **Spdial.**
  3. Enter a Speed Dial Code (**100-199**).
  4. Enter the number to be stored (32 digits max).
  5. Press **Spdial** button to store the entry.
  6. Repeat steps 2-5 to add more speed dial numbers.
  7. To end programming session, lift and replace the handset.

  To Clear a number from a Station Speed Dial code:
  Repeat the previous procedure skipping Step 4

  To Make a call using Speed DIal:

1. Lift the handset. Press **Spdial**, then dial the Speed Dial Number.
2. Access an outside line (if necessary).

* Note: You may need to left the handset and access an outside line before pressing **Spdial** (depending on your telephone setup)

- ## PAGING

  To make a Page Announcement to telephones or external speakers
  1. Lift the handset, and dial **#30**
  2. Make your announcement, then hang up.

VOICEMAIL USER GUIDE

➢ **To check Voicemail from outside: Call direct line. Hit * after greeting starts and follow prompts**

➢ **New Message Light**

If you have checked all your new messages, but the New Message Light on your phone is still flashing:

1. Dial #, 4, 0, 9
2. Press the Soft Key under the display labeled as RLS. This should turn the New Message Light Off

Access Voice Mail
Call voice mail at _____.
Press ⁑ , enter your User ID and press # .
Enter your security code, and press # .

Voice mail plays the number of messages you have and prompts you with Main Menu choices.

MESSAGE CONTROLS
While playing a message, press:
4 Pause/Resume (toggle or 30 secs.)
8 Turn Up volume
0 Turn Down volume
⁑ Back Up (rewind)
Go Forward (advance)
While recording a message, press:
4 Pause/Resume (toggle or 30 secs.)

MANAGE MAILBOX HINTS

Select a greeting for your mailbox: You can record seven different greetings that can be selected at any time, or choose to use the prerecorded system greeting. Check your greeting frequently to ensure your information is accurate.
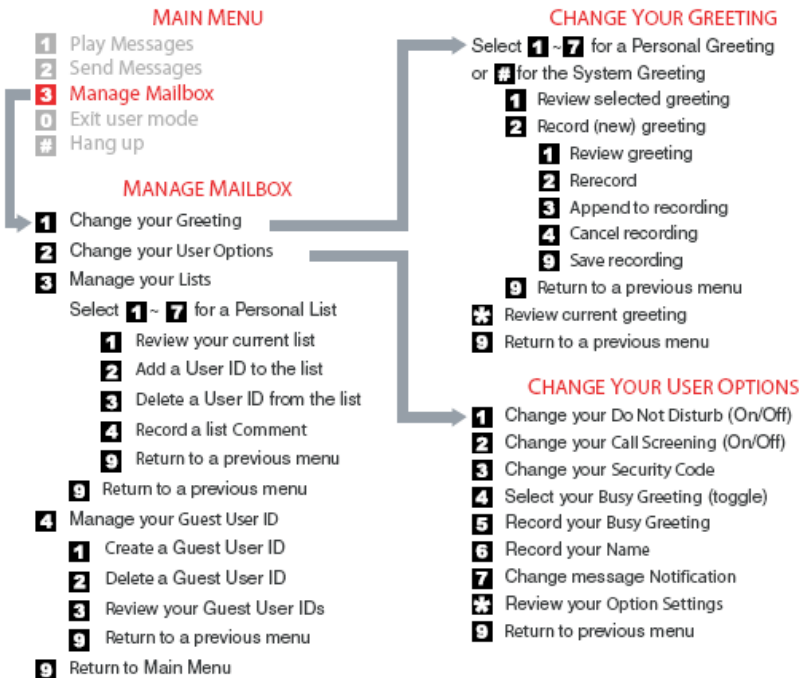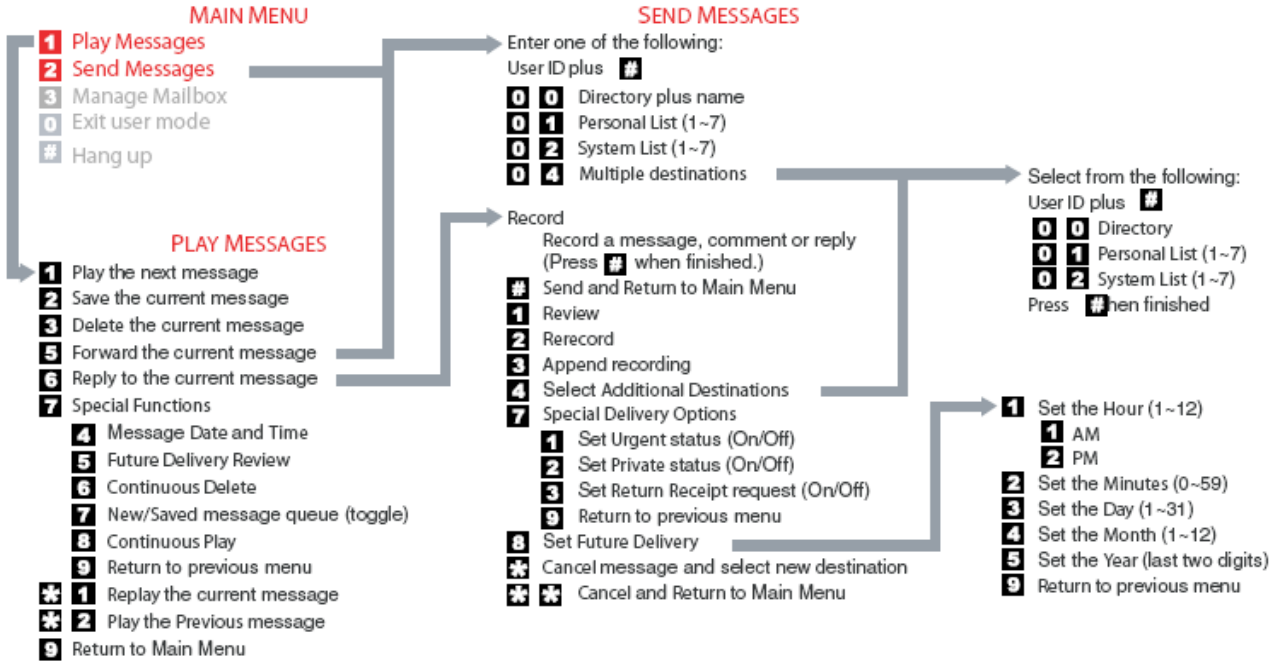
Name (and extension) recording is used for directory information, system greeting, and user identification.

Change your security code on a regular basis.

Record a List Comment to identify/name the list.

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MAIN MENU

1 Play Messages
2 Send Messages
3 Manage Mailbox
0 Exit user mode
Hang up

PLAY MESSAGES

1 Play the next message
2 Save the current message
3 Delete the current message
5 Forward the current message
6 Reply to the current message
7 Special Functions
　　4 Message Date and Time
　　5 Future Delivery Review
　　6 Continuous Delete
　　7 New/Saved message queue (toggle)
　　8 Continuous Play
　　9 Return to previous menu
✳ 1 Replay the current message
✳ 2 Play the Previous message
9 Return to Main Menu

SEND MESSAGES

Enter one of the following:
User ID plus **#**
0 0 Directory plus name
0 1 Personal List (1~7)
0 2 System List (1~7)
0 4 Multiple destinations

Record
　Record a message, comment or reply
　(Press **#** when finished.)
Send and Return to Main Menu
1 Review
2 Rerecord
3 Append recording
4 Select Additional Destinations
7 Special Delivery Options
　　1 Set Urgent status (On/Off)
　　2 Set Private status (On/Off)
　　3 Set Return Receipt request (On/Off)
　　9 Return to previous menu
8 Set Future Delivery
✳ Cancel message and select new destination
✳ ✳ Cancel and Return to Main Menu

Select from the following:
User ID plus **#**
0 0 Directory
0 1 Personal List (1~7)
0 2 System List (1~7)
Press **#** when finished

1 Set the Hour (1~12)
　　1 AM
　　2 PM
2 Set the Minutes (0~59)
3 Set the Day (1~31)
4 Set the Month (1~12)
5 Set the Year (last two digits)
9 Return to previous menu

MAIN MENU

1 Play Messages
2 Send Messages
3 Manage Mailbox
0 Exit user mode
Hang up

MANAGE MAILBOX

1 Change your Greeting
2 Change your User Options
3 Manage your Lists
　Select **1** ~ **7** for a Personal List
　　1 Review your current list
　　2 Add a User ID to the list
　　3 Delete a User ID from the list
　　4 Record a list Comment
　　9 Return to a previous menu
　9 Return to a previous menu
4 Manage your Guest User ID
　　1 Create a Guest User ID
　　2 Delete a Guest User ID
　　3 Review your Guest User IDs
　　9 Return to a previous menu
9 Return to Main Menu

CHANGE YOUR GREETING

Select **1** ~ **7** for a Personal Greeting
or **#** for the System Greeting
　1 Review selected greeting
　2 Record (new) greeting
　　1 Review greeting
　　2 Rerecord
　　3 Append to recording
　　4 Cancel recording
　　9 Save recording
　9 Return to a previous menu
✳ Review current greeting
9 Return to a previous menu

CHANGE YOUR USER OPTIONS

1 Change your Do Not Disturb (On/Off)
2 Change your Call Screening (On/Off)
3 Change your Security Code
4 Select your Busy Greeting (toggle)
5 Record your Busy Greeting
6 Record your Name
7 Change message Notification
✳ Review your Option Settings
9 Return to previous menu

MESSAGING HINTS

New Messages play before Saved Messages unless
you press ___ . **7 7**

Urgent Messages play first in the New Message
Queue.

Message Forward Comments play first, followed by
the original message.

Private Messages cannot be forwarded.

Pause/Resume: Press ___ while playing/recording a
message to pause (30 seconds); press **4** to
resume playing/recording.

To send a Direct Message from the Company
Greeting, press **9 9 8** or_____
followed by the User ID.

To access the Directory, press **4 1 1** from the
Company Greeting.

Your voice mail may be configured so that you can
press **0** from the Main Menu and enter another
User ID without having to hang up (exit User
Mode).

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- **VIDEO CONFERENCING & VIDEO SURVEILLANCE**

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MY INFORMATION

NAME: _____

EXTENSION: _____

DIRECT #: _____

PASSWORD: _____

NOTES:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

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