

FIXED FEATURE KEYS

HOLD

The HOLD key is used to place calls on hold from any line number on your telephone set.

TRANSFER

The TRANSFER key allows you to transfer a call from your extension number to another extension with the system.

GOODBYE

Disconnects you from a call. Helpful if using HANDSFREE or a headset. Also allows you to disconnect from the caller last added to a conference call.

HANDSFREE

Allows you to dial a call or to have a conversation without holding your handset. When the called party answers, pick up the handset to speak privately.

MUTE

Press MUTE (while on the HANDSFREE speaker) to disable the microphone and prevent the other party from hearing you.

MESSAGE

Preprogrammed to dial the voice messaging system. A lamp on your phone set will notify you when you have a new message.

OPTIONS

Allows you to customize the Options of your telephone including, volume, display contrast, ring type, etc. Press the OPTIONS key and follow the prompts on the display to customize your telephone settings.

FOR YOUR NOTES:

SUNY Oswego

Oswego, NY

Nortel™ **3902** Telephones
User Guide

PLACING CALLS

Within the system:

Dial **4**-digit extension

Outside the System: Dial **9** + telephone number + **PBN**

HOLD

To place a caller on hold:
Press **HOLD**

To retrieve the call:
Press flashing line key

TRANSFER

To transfer a call to another extension:
Press **TRANSFER**
Dial **4**-digit extension
Announce call
Press **TRANSFER**

If extension is busy or does not answer:
Press **GOODBYE**
Press flashing line key

CALL PICK UP

To answer an incoming call ringing at another extension number within your Call Pick Up group:
To answer a ringing phone:
Lift handset
Press **PICKUP**
You are connected to the incoming call

CALL FORWARD - All Calls

To temporarily redirect your incoming calls to another extension:

To program destination and activate feature:
DO NOT LIFT HANDSET!
Press **FORWARD**
Dial number to receive calls
(for voice mail dial 3383)
Press **FORWARD**
Calls are forwarded

To deactivate:
Press **FORWARD**

To reactivate if the programmed forwarding destination has not changed:
Press **FORWARD** twice

CONFERENCE

To establish a conference call (up to 6 parties):
Answer or place a call
Press **CONFERENCE**
Dial another party
(announce conference)
Press **CONFERENCE**

To add additional parties (up to a total of 6 on the call):
Press **CONFERENCE**
Dial another party
(announce conference)
Press **CONFERENCE**

If added party is busy or does not answer:
Press **GOODBYE**
Press flashing line key

INTERCOM

To use the Intercom feature:
Lift handset
Press **INTERCOM** key
Dial **2**-digit Intercom Number
(last 2 digits of extension)
You are connected

CALL PARK

To place an existing call in a special holding status to then retrieve it from another station:

To Park a call using a designated key:
Press **PARK**
Note the Bin number provided in display
(*Bin numbers are 6900-6909*)
Press **PARK**
Hang up

To retrieve the parked call from another station:
Lift handset
Dial **4**-digit bin number provided when the call was parked
You are connected to call

SPEED CALLING

To store frequently called numbers
To Program:
DO NOT LIFT HANDSET!
Press **SPCCTLR**
Dial **1**-digit bin number
(*Bin numbers are 0, 1, 2,9*)
Dial number to be stored
Follow display prompts to complete

To Utilize:
Lift handset
Press **SPCCTLR**
Dial **1**-digit bin number
Stored number is dialed

LAST NUMBER REDIAL

Lift handset
Press **Line** key
Number is redialed