

# YOUR NORTEL M3904 TELEPHONE SET

The Nortel Meridian Digital Telephone set is a business telephone for the HQBN Nortel PBX system. The following instructions explain how to use the basic features of your telephone.

## **Set Instructions**

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### **Context Sensitive Soft Keys**

Located below the display area and are configured for various features.

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#### **Delete Key**

Used to delete entries or characters in applications.

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#### **Directory/Log Key**

Allows you to access your Personal Directory (100 entries), Callers List (last 100 incoming calls) and Redial List (last 20 outgoing calls).

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#### **Done Key**

Exits the current menu, saves any changes made and returns to the previous menu options.

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#### **Goodbye Key**

Terminates an active call. Useful for disconnecting a hands free call.

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#### **Hands free Key**

Allows you to activate the hands free listening feature. The speaker LED lights to indicate hands free is active.

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#### **Hold Key**

Puts an active call on hold. Return to the caller by pressing the DN Key beside the flashing indicator.

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#### **Message Key**

Accesses your voice mailbox.

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#### **Mute Key**

Allows you to listen to a conversation without being heard. Useful when you only want to listen on a conference call.

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#### **Navigation (Arrow) Keys**

Allow you to scroll through menus and lists on the display.

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#### **Options Key**

Allows you to access and modify telephone options (such as **Ring Type**).

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#### **Quit Key**

Ends an active application. Pressing the **Quit** Key does not affect the status of calls currently on your telephone. *Note:* If you press the **Quit** Key before the **Done** Key, you exit without saving any changes.

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## **Telephone Call Features**

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### **Answering A Call**

When you receive an incoming call, your telephone rings and the LCD indicator flashes. **To answer a call:** Lift the **handset** – or -- press **Hands free** – or – press the **Line (DN)** Key beside the LCD indicator as it flashes.

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### **Auto Dial**

Lets you dedicate a feature key to a specific telephone number. When the Auto Dial key is pressed, the number is dialed automatically. **To use Auto Dial:**

1. Lift the **handset** or press **Hands free**.
2. Press the associated **Auto Dial** Key. The number is dialed automatically.

#### **To store an Auto Dial number:**

Press the **Auto Dial** Key, without lifting the handset

1. **Dial** the number to be stored on the Auto Dial Key.
  2. Press the **Auto Dial Key** again. The number is stored on the key.
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## Call Forward

Allows you to direct your calls to ring at another Line (DN). You cannot forward calls while your telephone is ringing.

### To forward your calls:

1. Press the **Forward Key**. The previously stored forward number appears, if one exists, and the screen displays **Enter forward number**.
  2. If desired, use the **Delete Key** to delete each digit in the number shown and **Dial** a new number. To edit the number, use the left or right **Navigation Key** to move the cursor without deleting digits. Press **Cancel** to leave this screen without forwarding your telephone.
  3. Press the **Done Key** to activate Call Forward.
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### To view the number to which your calls are being forwarded:

1. Press the **Check Forward Key**.
2. Press the **Exit Key** to return to the previous screen. This action will leave Call Forward active.

### To cancel Call Forward:

1. Press the **Check Forward Key**.
  2. Press the **Cancel Forward Key**.
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## Call Page

Allows you to make an announcement over the paging system. **To connect to the paging system:**

### To park a call on the System Park DN:

1. Press the **Park Key**. The screen displays a System Park DN and asks for confirmation.
2. Press the **OK Key**.

### To retrieve a parked call:

1. Lift the **handset** or press **Hands free**.
  2. **Dial** the DN where the call is parked. *Note:* If a parked call is not retrieved within a specified period of time, it rings back to your telephone or to the attendant.
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## Call Pickup

Allows you to pick up a call from any telephone in the same Pickup group. **To answer a call in your own**

### Call Pickup Group:

1. Lift the **handset** or press **Hands free**.
  2. Press the **Pickup Key**.
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## Call Transfer

Redirects a call to a third party. **To use the Call Transfer feature:**

1. Press the **Transfer Key**. The other party is on hold and you receive dial tone. The screen displays **Call on hold, dial number**.
2. **Dial** the number of the telephone where the call is to be transferred.
3. Press the **Swap Key** to switch between talking with the original caller and the

New caller. Press the **Connect Key** to complete the transfer. The two callers are connected and your telephone is ready to make and receive new calls

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## Conference

You can set up a conference call for up to six people (including yourself). **To set up a conference call:**

1. Press the **Conference Key** while you are on a call. The other party is on hold and you receive a dial tone. The screen displays **Call on hold, dial number**.

2. **Dial** the number of the person you want to add to the conference.
  3. Press the **Swap** Key to switch between talking with the original caller and the new caller. Press the **Connect** Key to complete the conference. Everyone is able to join the conversation.
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### **Last Number Redial**

Allows you to automatically redial the last number you dialed. To use **Last Number Redial when using the handset**:

1. Lift the **handset** or press **Hands free**.
2. Press a **Line (DN)** Key.

**To use Last Number Redial when using hands free:** Press the **Line (DN)** Key twice. The last number you dialed is automatically redialed.

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### **Make Set Busy**

Allows you to make your telephone appear busy to all callers. **To activate Make Set Busy:** Press the **Make Set Busy** Key.

**To deactivate Make Set Busy:** Press the **Make Set Busy** Key a second time.