

## Nortel 3903/3904 User Guide

### Main Extension Number

Your main extension number (also known as Primary Directory Number) is assigned to the **Line Key** on your telephone and shows in the display. When you lift the handset, your main extension number is automatically selected; you will hear dial tone and are ready to make a call.

### Placing a Call

#### Internal:

- Lift handset, hear dial tone
- Enter 4 digit extension number

#### External:

- Lift handset, hear dial tone
- Enter 9 and number

#### On-Hook Dialing:

- To place a call without lifting the handset:
  - Press **Line Key**
  - Hear dial tone
  - Dial the number
  - Pick up the handset when the number starts ringing

#### If busy:

- Press **Goodbye** key

### Hold

#### To place a call on hold:

- Ask the party to hold
- Press **Hold** key
- Hang up

#### To retrieve held call:

- Lift handset
- Press the key beside the fast flashing indicator lamp

### Transfer

#### To transfer a call to another extension

- Ask the party to hold
- Press Trans (soft key\*), hear special dial tone
- Call is placed on *Temporary HOLD*
- Enter extension number
- When party answers, announce call
- Press Connect (soft key\*) to complete transfer

**Note:** *If you hear a busy or ring-no-answer, press your Line Key to return to the original call.*

- Press Swap (soft key\*) to toggle between the two callers

### Conference

Allows you to place a caller on temporary hold and add an additional party into the conversation without tying up another line. You can conference up to **6** parties including yourself. It is recommended only **2** outside calls be in the conference call.

#### To activate:

- During an active call, press Conf (soft key\*)
- Hear special dial tone
- Caller is placed on *Temporary HOLD*
- Enter extension or outside number
- Press Swap (soft key\*) to toggle between the 2 parties
- Press Connect (soft key\*) to bring all parties together

**To drop off call:**

- Press **Goodbye** key button or hang up

**Note:** *If you hear a busy signal or ring-no-answer, press your extension to return to the original call.*

**Call Join**

Allows you to conference a call on hold to an active call on your phone.

**To activate:**

- Press Conf (soft key\*), hear special dial tone
- Caller is placed on *Temporary HOLD*
- Press extension button of held call
- Press Connect (soft key\*) to bring all parties together

**Direct Pickup**

**To pick up a specific extension that is ringing in a group:**

- Lift handset
- Press **\*8**
- Enter extension you wish to answer

**Group Pickup**

**To pick up an extension that is ringing in a group:**

- Lift handset
- Press Pickup Key (soft key\*)

**Call Park**

Allows a call to be held temporarily in the system on a special park number or your extension and to be retrieved from any phone. The special park numbers are 500-504.

**To activate using special park numbers:**

- Press Park (soft key\*)
- Note park number in display
- Press OK (soft key\*)
- Hang up

**To retrieve call parked on special park number:**

- Lift handset
- Enter special park number

**Note:** *The call will hold in the system for 90 seconds before it returns to the original park destination*

**Last Number Redial**

The telephone always stores in memory the last number manually dialed.

**To activate:**

- Lift handset, press **Line Key** once

**OR:**

**For on-hook dialing (with handset in place)**

- Press **Line Key** twice

**Note:** The number will remain in the memory

#### Directory/Log Redial List

Provides a list of the last **5** calls dialed from your extension, for the **3903** telephone. The **3904** telephone displays the last **20** calls dialed from your telephone.

**To use:**

- Scroll to **Redial list** and select
- Use **Navigation** keys to review contents
- Press edit to modify number stored

#### Directory/Log Callers List

Provides a list of the last **10** incoming calls to your extension, for the **3903** telephone. The **3904** telephone displays the last **100** incoming calls to your telephone.

**To use:**

- Scroll to **Callers list** and select
- Use **Navigation** keys to review contents
- Press **Edit** or **Dial**

#### Call Forward All Calls (Internal only)

To temporarily redirect your incoming calls to another extension.

Outgoing calls can still be made when call forward is active.

Your phone will not ring while call forward is active unless the extension that is receiving your calls, calls you.

**To activate:**

- With handset on hook, press Forward (soft key\*)
- Enter the extension number that is to receive your calls
- Press Done (soft key\*)

**To cancel:**

- With handset on hook, press Check FW (soft key\*)
- Press CancFW (soft key\*)
- Your calls are no longer forwarded

**To change:**

- With handset on hook, press Forward (soft key\*)
- Enter the extension number that is to receive your calls
- Press Done (soft key\*)

*To reactivate, press Forward (soft key\*), then press Done (soft key\*)*

#### Autodial

Allows you to store a single telephone number (up to 24 digits) under one autodial button for reuse.

**To program:**

- With handset in place, press **Autodial** key
- Enter telephone number to be stored
- Press **Autodial** key
- Number is stored under that button for reuse and will remain stored until another number is programmed under that button

**To use:**

- Lift handset, press **Autodial** key