

TOSHIBA

Toshiba PERCEPTION 4000 User Manual

Electronic telephone

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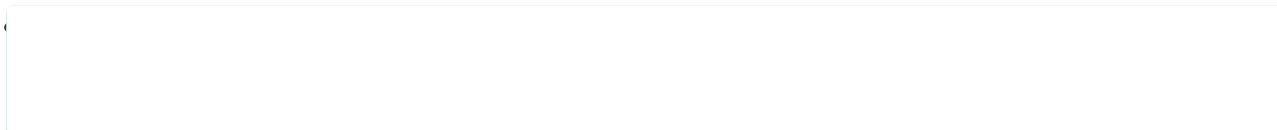
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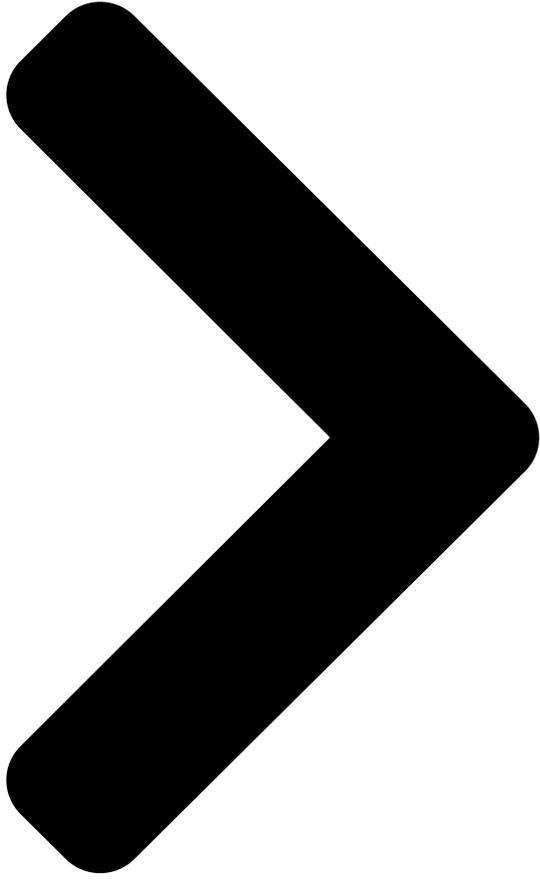
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PERCEPTION 4000

ELECTRONIC TELEPHONE USER GUIDE

Release 2.0

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Issue 2, December 1993

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Summary of Contents for Toshiba PERCEPTION 4000

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[Page 5](#) PERCEPTION 4000 TABLE OF CONTENTS FIGURE LIST FIGURE TITLE PAGE Sample Page.....10-key Electronic Telephone (6510-S)20-key Electronic Telephone (6520-H)20-key Display Electronic Telephone (6520-SD).....1-10 TABLE LIST TABLE TITLE PAGE Tone Patterns 4-55 Ringing Patterns.....4-56...

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[Page 7: Introduction](#)

PURPOSE This document is designed as a feature operating guide for the user of a Toshiba electronic telephone that is used with the PERCEPTION 4000 system. Illustrations and diagrams in this document relate specifically to Toshiba 6500 series electronic telephones; however operational instructions generally apply to all Toshiba electronic telephone types.

[Page 8: How To Use This Guide](#)

PERCEPTION 4000 INTRODUCTION listings, which allow you to record your system's code call paging zones, code call identity codes, and voice paging zones. A list is also provided for you to record your system's feature access codes, which you can use to access features that are not directly assigned to keys on your telephone.

[Page 9: Sample Page](#)

PERCEPTION 4000 INTRODUCTION ACTION TEXT SPECIFIC INSTRUCTIONS ON HOW TO PERFORM A PROCEDURE ARE NUMBERED AND ENTERED IN THE LEFT-HAND COLUMN. CHAPTER PERCEPTION 4000 FEATURE OPERATION TITLES AUTOMATIC ANSWER FIRST LEVEL HEADINGS By activating the Automatic Answer feature, you can answer internal calls or intercom calls through the telephone speaker, without having to press a line appearance key or activate the telephone's speaker and microphone.

[Page 11: General Information](#)

Volume levels can be adjusted by sliding each switch back and forth. LIQUID CRYSTAL DISPLAY Toshiba 20-key display electronic telephones contain a 2 x 16 character Liquid Crystal Display (LCD), which indicates date and time information,...

[Page 12: Led Indications](#)

PERCEPTION 4000 GENERAL INFORMATION and calling/called party information. The display also denotes when a particular feature has been accessed, by displaying the feature name. Additionally, the telephone displays Message Waiting information, informing users when a callback message or voice mail message has been left at their station.

[Page 13](#) PERCEPTION 4000 PERCEPTION 4000 GENERAL INFORMAITON GENERAL INFORMATION LINE APPEARANCE KEY LED INDICATIONS/FLASH RATES STATE FLASH RATE Idle Ringing/Recall .5 on; .5 off; repeating (Internal) Ringing/Recall .375 on; .125 off; repeating (External) I-Use Steady on I-Hold .125 on; .125 off; 2.0 on; .125 off; repeating In-Use Steady on

In-Hold...

[Page 14: Ringing Patterns](#)

PERCEPTION 4000 GENERAL INFORMATION OVERRIDE ACCESS TONE Following Override Warning Tone, the subject of an Attendant Override will hear a continuous low volume tone while the call is being overridden. QUIET TONE A silent tone which is heard by parties placed on hold when a system does not utilize the Music-on-Hold feature.

[Page 15: Timers](#)

LINE TYPES Toshiba electronic telephones can have several different types of line appearances. The type of line used in call operation may affect feature operational procedures. In this user guide, feature operation is noted for prime line operation.

[Page 16: Line Preferences](#)

PERCEPTION 4000 GENERAL INFORMATION PRIVATE LINE This line has its own associated private trunk group, and can be reached only by external callers or by an internal attendant. The use of a private line provides the caller with access to the private trunk group. A private line can be programmed in the system database to automatically dial a predetermined destination.

[Page 17](#) PERCEPTION 4000 PERCEPTION 4000 GENERAL INFORMATION GENERAL INFORMATION PRIME LINE PREFERENCE Your station's prime line will be automatically accessed when your station is taken off-hook. RINGING LINE PREFERENCE If your station has multiple line appearances, Ringing Line Preference will allow you to automatically access any ringing line, without the need to manually select the line.

[Page 18: 10-Key Electronic Telephone \(6510-S\)](#)

PERCEPTION 4000 GENERAL INFORMATION HANDSET DIALPAD MESSAGE WAITING KEY RELEASE KEY SPEAKER MODULAR FLEXIBLE CORD KEYS OPER CONF/TRNS SPKR HOLD MICROPHONE MICROPHONE FEATURE AND FUNCTION LEDS SPEAKER SLIDING ON/OFF KEY MEMO TRAY RINGER VOLUME CONTROL SWITCH CONFERENCE/ SPEAKER VOLUME TRANSFER KEY CONTROL SWITCH HOLD KEY Figure 1-1...

[Page 19: 20-Key Electronic Telephone \(6520-H\)](#)

PERCEPTION 4000 GENERAL INFORMATION HANDSET DIALPAD MESSAGE WAITING KEY RELEASE KEY SPEAKER MODULAR FLEXIBLE CORD KEYS CONF/TRNS SPKR HOLD MICROPHONE MICROPHONE FEATURE AND FUNCTION LEDS SPEAKER SLIDING ON/OFF KEY MEMO TRAY RINGER VOLUME CONTROL SWITCH CONFERENCE/ SPEAKER VOLUME TRANSFER KEY CONTROL SWITCH HOLD KEY Figure 1-2...

[Page 20: 20-Key Display Electronic Telephone \(6520-Sd\)](#)

PERCEPTION 4000 GENERAL INFORMATION LCD DISPLAY SCROLL KEY SCRL PAGE PAGE KEY HANDSET MODE KEY DIALPAD MESSAGE WAITING KEY RELEASE KEY SPEAKER MODULAR FLEXIBLE CORD KEYS CONF/TRNS SPKR HOLD MICROPHONE MICROPHONE FEATURE AND FUNCTION LEDS SPEAKER SLIDING ON/OFF KEY MEMO TRAY RINGER VOLUME CONTROL SWITCH...

[Page 21: Electronic Telephone Displays](#)

PERCEPTION 4000 ELECTRONIC TELEPHONE DISPLAYS GENERAL DISPLAY INFORMATION Toshiba display electronic telephones have a 2 x 16 character display which indicates the current time and date, as well as call processing and messaging information. Specific call processing displays include those denoting calling/called party numbers and names, incoming/outgoing trunk numbers, and feature names.

[Page 22](#) PERCEPTION 4000 ELECTRONIC TELEPHONE DISPLAYS the accessed trunk (see Examples 5 and 6). An electronic telephone that is receiving an external call, will indicate the trunk being used to route the call. In each of these cases, line 2 will remain blank. When a station user accesses a telephone feature (e.g., DO NOT DISTURB, PRIVACY RELEASE), the feature name will be indicated on line 1 or 2 of the display, depending on the feature activated (see...

[Page 23](#) PERCEPTION 4000 ELECTRONIC TELEPHONE DISPLAYS Example 6: L O C A L Example

[Page 25: Program Mode](#)

Chapter 3 PERCEPTION 4000 PROGRAM MODE DESCRIPTION Program Mode is a special mode that is available to electronic telephones to program Autodial numbers and Preregistered Call Forward. To access Program Mode, each telephone must have an assigned Program Mode access key. To program Autodial numbers and Preregistered Call Forward, a telephone must also have designated Autodial and Preregistered Call Forward access keys.

[Page 26: Feature Interaction](#)

PERCEPTION 4000 PROGRAM MODE FEATURE INTERACTION If a station receives a call while engaged in Program Mode, the call will ring at the called station. The called party can then exit Program Mode and answer the call. An electronic telephone that serves as an ACD agent can access Program Mode when the telephone is logged either on or off, and when the telephone is in either an Available or Unavailable state.

[Page 27: Feature Operation](#)

Chapter 4 PERCEPTION 4000 FEATURE OPERATION ACCOUNT CODE ENTRY Account codes provide a method of categorizing incoming and outgoing calls on the PERCEPTION 4000 system's Station Message Detail Recording (SMDR) report. Categories can designate specific individuals or companies so that calls can be easily billed. Your telephone may be required to enter an account code either for all outgoing calls or for all outgoing toll calls (Forced Account Code entry).

[Page 28](#) PERCEPTION 4000 FEATURE OPERATION Optional Account Code Entry During a Call (via Feature Access Code): 1. Establish a call (either outgoing or incoming). 2. Press the CONF/TRNS key. The caller will automatically be placed on "soft hold." Listen for recall dial tone.

[Page 29: Attendant Access](#)

PERCEPTION 4000 FEATURE OPERATION will be recorded in SMDR reports. If the system has not been specified to accept only certain account codes, then any number of entered digits will be accepted and will be recorded in SMDR. 7. After entering an optional account code via feature access code, you will be automatically reconnected to the held party by either pressing the Release (RLS) key or waiting for success tone to time out.

[Page 30: Authorization Code Entry](#)

PERCEPTION 4000 FEATURE OPERATION attendant console will indicate the number of the calling station. The number will remain displayed until the call is disconnected from the console. AUTHORIZATION CODE ENTRY You can access features that are normally restricted at a station, by entering a specific authorization code.

[Page 31: Autodial](#)

PERCEPTION 4000 FEATURE OPERATION 4. Dial the destination number or enter the desired feature access code. NOTES: 1. Display telephones will display "AUTH CODE" after pressing the AUTH key or entering the Authorization Code access code. The telephone will not display the authorization code itself when the code is entered.

[Page 32](#) PERCEPTION 4000 FEATURE OPERATION The ADL LED will flash red. 2. Press the Autodial (ADL) access key that you want to program. A line appearance key should be pressed only if you want the call to be 3. Press the desired line placed over a line other than the line designated by your telephone's line appearance key.

[Page 33: Automatic Answer](#)

PERCEPTION 4000 FEATURE OPERATION 5. Press any additional ADL keys Any additional ADL keys must be pressed before the digit sequence that are programmed with the assigned to the first ADL key has been completely dialed, or before a remaining digits needed to timeout occurs.

[Page 34: Call Forward](#)

PERCEPTION 4000 FEATURE OPERATION To Activate Automatic Answer: 1. Press the Automatic Answer The AUTO LED will light solid red and will remain lit until Automatic (AUTO) access key. Answer is canceled. Any incoming calls to your telephone's idle prime or intercom line, or any

internal/external calls to your telephone's ACD agent line, will cause a burst of tone ring and will automatically activate the telephone's speaker and microphone.

[Page 35](#) PERCEPTION 4000 FEATURE OPERATION To Forward Calls: 1. From an idle telephone, press Listen for recall dial tone. (If activating Call Forward from an idle on-hook the Call Forward—All Calls telephone, no tones will be heard.) (CFAC), Call Forward—No Answer (CFNA), or Call Forward—Busy/No Answer (CFBN) access key.

[Page 36](#) PERCEPTION 4000 FEATURE OPERATION 5. To program another PRCF key, follow steps 2 ~ 4. 6. When all PRCF keys are Your telephone will be taken out of Program Mode. programmed, press the PRGM key. To Forward Calls via a Preregistered Call Forward Key: 1.

[Page 37](#) PERCEPTION 4000 FEATURE OPERATION will not apply to these calls. The feature will only forward calls that occur after the ringing or camped-on call is picked up or disconnected. 5. The registration of any Call Forward feature automatically overrides any existing Call Forward.

[Page 38: Call Hold](#)

PERCEPTION 4000 FEATURE OPERATION will be immediately forwarded to the Call Forward—Busy/No Answer destination. Calls to “no answer” lines will be treated as noted under “Call Forward—No Answer.” CALL HOLD You can place a current call on hold in order to place a call on another line, or while waiting for a specific answering party.

[Page 39: Call Park](#)

PERCEPTION 4000 FEATURE OPERATION 2. Wait to be connected to the held call. NOTE: If the held party hangs up before the call is retrieved, the line appearance LED will go out and, if you attempt to retrieve the call, you will hear dial tone.

[Page 40](#) PERCEPTION 4000 FEATURE OPERATION You will be connected to the parked call. 2. Press the CP-L key..or . . . When using a CP-L key, the CP-L LED will go out. Enter the Call Park—Local access code. To Park a Call Remotely: 1.

[Page 41: Call Pickup](#)

PERCEPTION 4000 FEATURE OPERATION . . . or . . . Enter the Call Park—Remote Listen for recall dial tone. access code. 3. Dial the directory number of The CP-L LED on the station whose prime line was the call park the line on which the call is destination will go out.

[Page 42](#) PERCEPTION 4000 FEATURE OPERATION Enter the Call Pickup—Group access code. 3. Wait to be connected to the calling party. To Answer a Call Ringing in Another Call Pickup Group: 1. Listen for dial tone. 2. Press the Call Listen for recall dial tone. Pickup—Directed Group (DGPU) access key.

[Page 43: Call Transfer](#)

PERCEPTION 4000 FEATURE OPERATION NOTES: 1. You do not have to belong to a Call Pickup group to use Call Pickup—Directed Group or Call Pickup—Directed. Access to these features is determined by your station's Class of Service assignment. 2. If you dial an incorrect directory number after pressing a Call Pickup key or entering a Call Pickup access code, you will hear reorder tone.

[Page 44: Call Waiting](#)

PERCEPTION 4000 FEATURE OPERATION To transfer the call without an station. If the recall is not answered, then after a predetermined time announcement, hang up. The period, the call may be rerouted to another destination, as programmed in the system database. transferred call will ring the destination party.

[Page 45: Call Waiting Transfer](#)

PERCEPTION 4000 FEATURE OPERATION To return to your first call and drop your second call, press the Release (RLS) key. NOTES: 1. If you hang up your current call while you have another call on “soft hold,” the held call will immediately recall your telephone. 2.

[Page 46: Camp-On](#)

PERCEPTION 4000 FEATURE OPERATION NOTES: 1. You cannot place calls to a paging device or dictation machine, or calls to/from an attendant, on hold. 2. If you hang up at any time while you have a call on "soft hold," the call will immediately recall your station.

[Page 47](#) PERCEPTION 4000 FEATURE OPERATION To Perform an On-hook Camp- After placing a call and receiving busy tone: 1. Remain off-hook and wait for You will be camped-on to the busy destination. busy tone to change to success tone..or . . . Press the CAMP access key and listen for success tone.

[Page 48: Camp-On Transfer](#)

PERCEPTION 4000 FEATURE OPERATION 6. You cannot camp-on to a station that has Do Not Disturb registered. If you register Do Not Disturb after initiating an on-hook camp-on, your station will still receive the camp-on callback. 7. Each electronic telephone can initiate only one camp-on (either station or trunk) at a time.

[Page 49: Code Calling](#)

PERCEPTION 4000 FEATURE OPERATION 2. The Camp-on Transfer feature is not available if the held party has another party on hold or if the held party is involved in a conference. 3. If the held call is camped-on to the busy line longer than allowed by the predetermined timeout period, the held call will recall to your station.

[Page 50: Consultation Hold](#)

PERCEPTION 4000 FEATURE OPERATION 2. Enter the number of the zone in which the call is being held. 3. Wait to be connected to the caller. NOTES: 1. The dialed code will be broadcast continually (at predetermined time intervals) until the code call is answered. During this time, the code call paging zone being used will be unavailable to all other users.

[Page 51: Data Privacy](#)

PERCEPTION 4000 FEATURE OPERATION 3. Dial the station or directory If the party is busy, you can perform an off-hook camp-on and wait for the number of the desired third line to become idle, or you can hang up to automatically camp the held party.

[Page 52: Dictation Machine Access](#)

PERCEPTION 4000 FEATURE OPERATION NOTES: 1. Parties who attempt to dial your telephone while a data call is taking place will hear busy tone. Any attempts to override the call will be denied. Camp-ons can be registered to your telephone, although you will not hear a Call Waiting tone to indicate a waiting call.

[Page 53: Direct Isdn Service Access](#)

PERCEPTION 4000 FEATURE OPERATION To Call a Dictation Machine Group: 1. Press the Dictation Listen for recall dial tone. Machine—Group (DC-G) access key..or . . . Enter the Dictation Machine—Group access code. 2. Enter the number of the An idle dictation machine within the group will ring.

[Page 54](#) PERCEPTION 4000 FEATURE OPERATION To Access an ISDN Trunk Group and Enable Calling Party Number Presentation: 1. To enable the presentation of Listen for dial tone. your station's associated number to the distant end, If your station's Class of Service does not allow access to the Calling enter the Calling Party Party Number Presentation feature, you will hear reorder tone.

[Page 55: Direct Trunk Group Access](#)

PERCEPTION 4000 FEATURE OPERATION NOTES: 1. Information that is sent to the distant end through Calling Party Number Presentation will be either the calling station's assigned Direct Inward Dialing (DID) directory number or the predefined Listed Directory Number (LDN) of the utilized ISDN trunk group. 2.

[Page 56](#) PERCEPTION 4000 FEATURE OPERATION The DND LED will light solid red. Display telephones will display Do Not Disturb status. To Register Do Not Disturb via Feature Access Code: 1. Press the CONF/TRNS key to place any current caller on "soft hold." .

[Page 57: Eight Party Conference](#)

PERCEPTION 4000 FEATURE OPERATION 4. If your station has Do Not Disturb registered and also has Call Forward—All Calls or Call Forward—Busy/No Answer activated, incoming calls will be forwarded to the assigned destination. Since Do Not Disturb activation creates a busy condition, Call Forward—No Answer will not route calls to a Do Not Disturb station's Call Forward destination.

[Page 58](#) PERCEPTION 4000 FEATURE OPERATION If the party is busy or does not answer, you can return to the held party by pressing the Release (RLS) key. After connecting to the new party, you can disconnect the party by pressing the RLS key. You will be automatically reconnected to the held caller.

[Page 59: Handsfree Answerback](#)

PERCEPTION 4000 FEATURE OPERATION 3. The initiator of a conference (the "master") is initially the only member of the conference who can add additional parties. Once this member drops out of the conference, the last-added party that has "master" station capability will become the new "master" station and will be able to add/release new parties.

[Page 60: Headset Operation](#)

PERCEPTION 4000 FEATURE OPERATION To Use Handsfree Answerback: After receiving a voice call from a calling station: 1. Respond to the caller. There is Speakerphone Operation will continue for the duration of the call unless no need to lift the handset. the handset is lifted.

[Page 61: Hotline](#)

PERCEPTION 4000 FEATURE OPERATION NOTE: For further information regarding the operation of a particular headset, consult the headset manufacturer's prepared documentation. To Control Headset Operation: 1. Attach the telephone headset The telephone's handset stays in place. to your telephone. 2. To activate Headset Operation, Once Headset Operation is activated, sound will generate from the switch the key on the headset.

[Page 62: Intercom Access](#)

PERCEPTION 4000 FEATURE OPERATION . . . or . . . Take your telephone off-hook The hotline line appearance key's LED will light solid red. and press the line appearance key assigned to the hotline (Handset Operation)..or . . . Take your telephone off-hook The destination number associated with the hotline will be automatically (if the hotline is accessed as a...

[Page 63: Last Number Redial](#)

PERCEPTION 4000 FEATURE OPERATION To Answer an Intercom Call: If your telephone is idle, or if you are activating a feature from the idle 1. Press the ringing ICM line key, state, an intercom call will ring as a regular call. or if your telephone has ringing line preference, simply take your telephone off-hook.

[Page 64: Least Cost Routing Access](#)

PERCEPTION 4000 FEATURE OPERATION Enter the Last Number Display telephones will display the redialed number. Redial access code. You will hear ringback tone if the destination is idle. If the destination is busy or does not answer, your operational alternatives are the same as when a call is dialed manually (Camp-on, Message Waiting, etc.).

[Page 65: Message Waiting](#)

PERCEPTION 4000 FEATURE OPERATION The system will process the call and attempt to access an outgoing trunk. If your station is restricted from accessing any available trunks, you will hear reorder tone. If the least-costly routes are not available, a warning tone may sound to indicate that higher-priced routes are being searched.

[Page 66](#) PERCEPTION 4000 FEATURE OPERATION Each electronic telephone can receive one callback message and one voice mail message indication. Display telephones will indicate that either one or two messages are awaiting receipt, denoting one or both of these message types. For each telephone, a voice mail message indication can represent any number of messages that have been left in your station's voice mailbox.

[Page 67](#) PERCEPTION 4000 FEATURE OPERATION If the message was left by a station, the

station that left the message will be automatically called back. Proceed as with a regular call. If messages have been left both at your station and in your voice mailbox, the voice mail system will be called first.

[Page 68: Night Answer Access](#)

PERCEPTION 4000 FEATURE OPERATION 6. In addition to retrieving voice mail messages by pressing the MSG key, messages can be retrieved by dialing the voice mail system's directory number and following voice mail operational procedures. This option allows voice mail messages to be retrieved remotely. For further information, refer to the Voice Mail Station User Guide that applies to the voice mail system being used with your PERCEPTION 4000 system.

[Page 69: Save And Repeat](#)

PERCEPTION 4000 FEATURE OPERATION 2. Press the Privacy Release The PRLS LED will flash red. (PRLS) access key. The line appearance key's LED on other telephones with the same line appearance, will flash red. The line appearance key's LED on your telephone will remain solid red. 3.

[Page 70](#) PERCEPTION 4000 FEATURE OPERATION To Save a Dialed Internal/External Number: The called party can be ringing, busy, or in a talk state. 1. Any time after successfully dialing a number, press the The dialed number will be stored for later access. Save and Repeat (S&R) access key.

[Page 71: Speakerphone Operation](#)

PERCEPTION 4000 FEATURE OPERATION SPEAKERPHONE OPERATION Speakerphone Operation allows you to place telephone calls and activate features without lifting the telephone handset. This is accomplished by activating the telephone's built-in speaker and microphone. When activated, the speaker replaces the handset earpiece, and the microphone replaces the handset mouthpiece.

[Page 72](#) PERCEPTION 4000 FEATURE OPERATION To Use a System or Group Speed Calling Number: 1. Press the Speed Calling Listen for recall dial tone. —System (SYSD) or Speed Calling—Group (SC-G) access key..or . . . Enter the Speed If you attempt to access Group Speed Calling and your station does not Calling—System or Speed belong to a Speed Calling group, you will hear reorder tone.

[Page 73: Swap](#)

PERCEPTION 4000 FEATURE OPERATION SWAP The Swap feature allows you to automatically swap calls when you are connected to one party and receive a Call Waiting indication. The Swap feature is activated by using a designated Swap access key or code. When an access key is used, the Swap feature can also be used to alternate between two calls during Consultation Hold.

[Page 74: Three-Way Calling](#)

PERCEPTION 4000 FEATURE OPERATION The other party will automatically be placed on "soft hold." 4. When connected to the called party, press the SWAP key to automatically connect to the held party. Each time, the two calls will be switched. 5.

[Page 75: Trunk Verification From Station](#)

PERCEPTION 4000 FEATURE OPERATION If the called party is busy or does not answer, you can return to the held party by pressing the Release (RLS) key. If the called party is busy, you can automatically camp-on to the party by remaining off-hook and waiting for success tone to sound.

[Page 76: Voice Calling](#)

PERCEPTION 4000 FEATURE OPERATION To Verify the Status of a Trunk: 1. Access an idle line. Display telephones will display "ENTER EQN." 2. Enter the Trunk Verification from Station access code. 3. Enter the equipment number If the trunk is idle, you will hear dial tone. If the trunk is busy, you will hear of the trunk that you wish to busy tone.

[Page 77](#) PERCEPTION 4000 FEATURE OPERATION 5. Make your announcement and wait for the receiving station to respond. 6. If there is no response, you This allows the call to be forwarded, or to be picked up either via Call can change the voice call to a Pickup or from

another appearance of the called line.

[Page 78: Voice Paging](#)

PERCEPTION 4000 FEATURE OPERATION 5. The ability to alternate between voice calling and ringing is dependent upon system programming and/or the status of the called station's microphone (MIC key). VOICE PAGING You can page an individual via a voice page if your system is equipped for this operation.

[Page 79: Volume Adjustments](#)

PERCEPTION 4000 FEATURE OPERATION To Answer a Voice Page: 1. Press the Zone Paging Retrieval (VPMM) access key or enter the Zone Paging Retrieval access code, and then enter the number of the zone in which a call is being held.

[Page 80](#) PERCEPTION 4000 FEATURE OPERATION To Adjust Ringer Volume: 1. Slide the Ringer Volume This adjustment can be made either when your telephone is ringing or in Control (RNG) switch on the an idle state. front underside of your telephone to the right to raise ringing volume or to the left to lower ringing volume.

[Page 81: Table](#)

PERCEPTION 4000 PERCEPTION 4000 FEATURE OPERATION FEATURE OPERATION TONE TEMPORAL PATTERN FREQUENCY INDICATION (TIME IN SECONDS) (Hz) The call you placed is being Advance A: 440/480 routed through a more Tone B: Silence expensive call facility. The station or trunk you Busy have dialed is busy or is 480/620...

[Page 82: Ringing Patterns](#)

PERCEPTION 4000 FEATURE OPERATION PERCEPTION 4000 FEATURE OPERATION ON/OFF INTERVAL CALL (IN SECONDS) TYPE INTERNAL CALL 1 SECOND ON, 3 SECONDS OFF EXTERNAL ATTENDANT CALL .4 SECOND ON, .2 SECOND OFF, .4 SECOND ON , 3 SECONDS OFF RECALL 1 SECOND ON, 1 SECOND OFF Table 4-2 Ringing Patterns 4-56...

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[Page 85: Voice Paging Zones](#)

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PERCEPTION 4000 CUSTOMIZED LISTINGS Feature Access Codes FEATURE ACCESS CODE Account Code Entry Authorization Code Call Forward—All Calls Call Forward —Busy Call Forward—Busy/No Answer Call Forward Cancellation Calling Party Number Presentation Calling Party Number Restriction Call Park—Local Call Park—Remote Call Pickup—Group Call Pickup—Directed Group Call Pickup—Directed Camp-on Cancellation...

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Glossary PERCEPTION 4000 GLOSSARY ABBREVIATION DEFINITION ACCT-----
Account Code (Flexible Key) ACD ----- Automatic Call Distribution ADL-----

----- Autodial (Flexible Key) AUTH----- Authorization Code (Flexible Key) AUTO-----
----- Automatic Answer (Flexible Key) CAMP ----- Camp-on (Flexible Key) CC ---
----- Code Calling (Flexible Key) CCMM ----- Code Calling Retrieval
(Flexible Key) CFAC-----...

[Page 90](#) PERCEPTION 4000 GLOSSARY SMDR ----- Station Message Detail
Recording SPKR ----- Speaker Key (Fixed Key) SWAP ----- Swap (Flexible
Key) SYSD----- Speed Calling—System (Flexible Key) UNA ----- Night
Answer (Flexible Key) VC----- Voice Calling (Flexible Key) VOL-----
Speaker Volume Control Switch VPMM----- Zone Paging Retrieval (Flexible Key) VP-S-
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