



Toshiba PERCEPTION 4000 User Manual

Proprietary digital telephone

1
2
Table Of Contents
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17

18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67

68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96
97
98
99
100

--

•

[Table of Contents](#)

•

Bookmarks

--

Quick Links

[Download this manual](#) See also: [Quick Reference Manual](#)



PERCEPTION 4000

PROPRIETARY DIGITAL TELEPHONE

USER GUIDE



© COPYRIGHT 1993 TOSHIBA AMERICA INFORMATION SYSTEMS, INC.

All rights reserved. No part of this manual may be reproduced in any form or by any means — graphic, electronic, or mechanical, including recording, taping, photocopying, or the use of information retrieval systems — without express written permission of the publisher of this material.

[Table of Contents](#)

[Next Page](#)

1
2
3
4
5

Related Manuals for Toshiba PERCEPTION 4000

[Telephone Toshiba PERCEPTION 4000 User Manual](#)

Electronic telephone (92 pages)

[Telephone Toshiba PERCEPTION 4000 User Manual](#)

Standard telephone (56 pages)

[Telephone Accessories Toshiba Perception 4000 Quick Reference Manual](#)

Attendant console (17 pages)

[Telephone Toshiba Perception 4000 Quick Reference Manual](#)

(9 pages)

[Telephone Accessories Toshiba Perception 4000 Quick Reference Manual](#)

Attendant console (9 pages)

[Telephone Toshiba Perception 4000 Quick Reference Manual](#)

Acid agent (8 pages)

[IP Phone Toshiba Perception e&ex User Manual](#)

Digital telephone (57 pages)

[IP Phone Toshiba Perception User Manual](#)

10-key "s" ekt (25 pages)

[IP Phone Toshiba IPedge IP5000 Series Installation Instructions Manual](#)

(58 pages)

[IP Phone Toshiba DP5008 Product Bulletin](#)

Dp5000-series digital telephones (21 pages)

[IP Phone Toshiba DKT3210-SD - Digital Phone - Charcoal User Manual](#)

User manual (115 pages)

[IP Phone Toshiba STRATA CTX DKT3000 User Manual](#)

Dkt3000/2000-series digital business telephone systems (104 pages)

[IP Phone Toshiba Strata CIX IP5000-UG-VB User Manual](#)

Toshiba ip telephone user guide (216 pages)

[IP Phone Toshiba DK User Manual](#)

Includes lcd, add-on module, and direct station selection console (163 pages)

[IP Phone Toshiba VIPedge IP5131-SDL User Manual](#)

Ip telephone, messaging and call manager (214 pages)

[IP Phone Toshiba IP EDGE User Manual](#)

Ip5000-series ip telephone, messaging and call manager (242 pages)

Summary of Contents for Toshiba PERCEPTION 4000

[Page 1: User Guide](#)

PROPRIETARY DIGITAL TELEPHONE USER GUIDE © COPYRIGHT 1993 TOSHIBA AMERICA INFORMATION SYSTEMS, INC. All rights reserved. No part of this manual may be reproduced in any form or by any means — graphic, electronic, or mechanical, including recording, taping, photocopying, or the use of information retrieval systems —...

[Page 2](#) Systems, Inc. disclaims any liability arising out of the failure to obtain such a license.

Toshiba America Information Systems, Inc. reserves the right to change any of this information including, but not limited to, product characteristics and operating specifications, without prior notice.

[Page 3: Table Of Contents](#)

Table of Contents PERCEPTION 4000 TABLE OF CONTENTS SUBJECT PAGE INTRODUCTION
General Description Purpose..... Organization.....How to Use
This GuideCHAPTER 1 GENERAL INFORMATIONPhysical Characteristics
.....Telephone Enhancements.....LED Indications
.....Tones.....Ringing Patterns.....Timers

[Page 4: Subject Page](#)

PERCEPTION 4000 TABLE OF CONTENTS SUBJECT PAGE Call Waiting4-19 Call
Waiting Transfer..... 4-20 Camp-on4-21 Camp-on Transfer
.....4-23 Code Calling.....4-24 Consultation Hold.....4-26 Data
Privacy.....4-26 Dictation Machine Access4-27 Direct ISDN Service
Access.....

[Page 5](#) Trunk Group Access Codes Frequently Called Numbers
GLOSSARY.....INDEX.....FIGURE LIST FIGURE TITLE PAGE Sample
Page.....PERCEPTION 4000 HDT2010S Digital TelephonePERCEPTION 4000
HDT2020SD Digital Telephone..... 1-10 TABLE LIST TABLE TITLE PAGE Tone Patterns
..... 4-61 Ringing Patterns.....

[Page 6](#) PERCEPTION 4000 TABLE OF CONTENTS THIS PAGE INTENTIONALLY LEFT BLANK...

[Page 7: Introduction](#)

Each telephone can also utilize speakerphone operation, and can be configured for data communication through the use of an Integrated Data Interface Unit (DIU-I). The PERCEPTION 4000 HDT2020SD digital telephone's 4 x 30 character display denotes call processing and messaging information and enables visual, step-by-step programming of several call features.

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

After performing each of your telephone's features by using this guide, and becoming familiar with the details involved in feature operation, you may want to refer to your PERCEPTION 4000 Digital Telephone Quick Reference Guide for abbreviated feature instructions for the most...

[Page 9](#) PERCEPTION 4000 INTRODUCTION ACTION TEXT SPECIFIC INSTRUCTIONS ON HOW TO PERFORM A PROCEDURE ARE NUMBERED AND ENTERED IN THE LEFT-HAND COLUMN. CHAPTER TITLES PERCEPTION 4000 FEATURE OPERATION CONSULTATION HOLD FIRST LEVEL HEADINGS Consultation Hold allows you to place a current call on "soft hold," and consult with a third party.

[Page 11: General Information](#)

GENERAL INFORMATION GENERAL INFORMATION PHYSICAL CHARACTERISTICS FIXED KEYS Each PERCEPTION 4000 digital telephone (HDT2010S/HDT2020SD) has eight fixed feature access keys: Volume Up/Down Control Keys (VOLUME) These keys adjust the volume of the telephone's speaker, handset, and ringer. Pressing these keys at different states of telephone operation will make the appropriate adjustment (see Feature Operation).

[Page 12: Telephone Enhancements](#)

PERCEPTION 4000 GENERAL INFORMATION FLEXIBLE KEYS Flexible keys are assigned to your PERCEPTION 4000 digital telephone by your system administrator. These keys can be assigned as line appearance or feature access keys. PERCEPTION 4000 HDT2010S digital telephones have 10 flexible keys, while PERCEPTION 4000 HDT2020SD digital telephones have 20 flexible keys.

[Page 13: Led Indications](#)

20-KEY ADD-ON MODULE Each PERCEPTION 4000 digital telephone can be connected to up to three 20-key add-on modules, to provide up to 60 additional flexible keys. Each key has an accompanying red/green LED, and can be assigned as either a line appearance or feature

access key.

[Page 14: Tones](#)

Continuous tone; proceed with dialing. MUSIC-ON-HOLD TONE Continuous music that occurs when a station is placed on hold. This is programmed in the PERCEPTION 4000 system as an alternative to quiet tone for calls placed on hold. OVERRIDE WARNING TONE This tone will be heard by a party who is the subject of an Attendant Override.

[Page 15: Ringing Patterns](#)

A siren tone which indicates that feature activation has been accepted by the system. RINGING PATTERNS Each ringing pattern that is supported by the PERCEPTION 4000 system is described below. A visual depiction of each ringing pattern is provided at the end of this user guide.

[Page 16: Line Types](#)

Exceptions are noted in each feature operation description. PRIME LINE Each analog and digital station in the PERCEPTION 4000 system has a unique prime line. Each station has only one prime line, although secondary appearances of the prime line can appear on other telephones.

[Page 17: Line Preferences](#)

Multi-line Hunting group on a telephone. LINE PREFERENCES Each PERCEPTION 4000 digital telephone can have a specific line preference so that a certain line will be automatically accessed when the telephone is taken off-hook. Each telephone is programmed to access either one or a combination of line types.

[Page 18](#) PERCEPTION 4000 GENERAL INFORMATION PERCEPTION 4000 GENERAL INFORMATION IDLE LINE PREFERENCE If your station has multiple line appearances, Idle Line Preference will allow you to automatically access an idle line when the station is taken off-hook. PRIME AND RINGING LINE PREFERENCE This preference type combines the abilities of Prime and Ringing Line Preference, based on the operational state of your station's lines.

[Page 19](#) KEY AND LED INDICATOR M I C REDIAL CONFERENCE/ TRANSFER SPEAKER HOLD OPER LAST NUMBER REDIAL KEY HOLD KEY DIALPAD SPEAKER ON/OFF KEY AND LED INDICATOR MODULAR CORD MICROPHONE ON/OFF KEY AND LED INDICATOR Figure 1-1 PERCEPTION 4000 HDT2010S Digital Telephone...

[Page 20](#) KEY AND LED INDICATOR M I C REDIAL CONFERENCE/ TRANSFER SPEAKER HOLD OPER LAST NUMBER REDIAL KEY HOLD KEY DIALPAD SPEAKER ON/OFF KEY AND LED INDICATOR MODULAR CORD MICROPHONE ON/OFF KEY AND LED INDICATOR Figure 1-2 PERCEPTION 4000 HDT2020SD Digital Telephone 1-10...

[Page 21: Perception Digital Telephone Displays/Soft Keys](#)

PERCEPTION DIGITAL TELEPHONE DISPLAYS /SOFT KEYS GENERAL DISPLAY INFORMATION PERCEPTION 4000 HDT2020SD digital telephones have a 4 x 30 character Liquid Crystal Display (LCD) which indicates the current time and date, as well as call processing and messaging information. Specific...

[Page 22](#) PERCEPTION 4000 PERCEPTION DIGITAL TELEPHONE DISPLAYS/SOFT KEYS PERCEPTION 4000 PERCEPTION DIGITAL TELEPHONE DISPLAYS/SOFT KEYS EXAMPLE 1: V A C A T I O N M E S S A G E S 4 : 2 0 J A N T U E...

[Page 23](#) PERCEPTION 4000 PERCEPTION 4000 PERCEPTION DIGITAL TELEPHONE DISPLAYS/SOFT KEYS PERCEPTION DIGITAL TELEPHONE DISPLAYS/SOFT KEYS EXAMPLE 2: S M I T H 2 0 5 J O N E S 2 0 0 R I N G I N G F O R W A R D E D...

[Page 24: Soft Key Operation](#)

PERCEPTION 4000 PERCEPTION DIGITAL TELEPHONE DISPLAYS/SOFT KEYS PERCEPTION 4000 PERCEPTION DIGITAL TELEPHONE DISPLAYS/SOFT KEYS EXAMPLE 6: S M I T H 2 0 5 T I M E 0 : 1 0 . 3 0 SOFT KEY OPERATION Soft key labels appear automatically during station operation and are determined by the telephone's own Class of Service, the station...

[Page 25](#) PERCEPTION 4000 PERCEPTION 4000 PERCEPTION DIGITAL TELEPHONE DISPLAYS/SOFT KEYS PERCEPTION DIGITAL TELEPHONE DISPLAYS/SOFT KEYS These labels will

appear in various combinations, depending on your telephone's allowances, the allowances of any calling or called party, and each telephone's current call status. When the key corresponding to each indicated feature is pressed, this will activate the feature or will prompt an associated sub-menu.

[Page 27: Program Mode](#)

PERCEPTION 4000 PROGRAM MODE DESCRIPTION Program Mode is a special mode that is available to PERCEPTION 4000 digital telephones for the programming of Autodial numbers and Preregistered Call Forward. Program Mode is also used to select a telephone's ringer pitch. To access Program Mode, each telephone must have an assigned Program Mode access key.

[Page 28: Feature Interaction](#)

PERCEPTION 4000 PROGRAM MODE RINGER PITCH SELECTION Ringer pitch selection is performed simply by entering Program Mode and then pressing one of the dialpad digit keys numbered 1 through 4. The last-pressed dialpad digit key determines the pitch at which the telephone will ring.

[Page 29: 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 30](#) "800" are always considered toll-free and ordinarily do not require account code entry. 5. The PERCEPTION 4000 system can be programmed so that only certain account codes will be accepted. If an entered account code does not match an account code that has been programmed into the system database, then the ACCT key's LED will flash red (when...

[Page 31: Advisory Message Registration](#)

RLS key. ADVISORY MESSAGE REGISTRATION You can register a message at a PERCEPTION 4000 HDT2020SD digital telephone so that the message will display on other HDT2020SD digital telephones that call your station. You can select from several...

[Page 32: Attendant Access](#)

This allows you to place certain types of calls from any station in the PERCEPTION 4000 system, regardless of the station's individual restrictions. The call allowances will remain in effect for the...

[Page 33](#) 4. Dial the destination number or desired feature access code. NOTES: 1. PERCEPTION 4000 HDT2020SD digital 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 34: Autodial](#)

Any entered codes will be included as part of the Autodial sequence. 4. Enter any applicable trunk PERCEPTION 4000 HDT2020SD digital telephones will display the access code or Least Cost entered codes. Routing (LCR) access code.

[Page 35](#) PERCEPTION 4000 FEATURE OPERATION 5. Dial the digits of the desired PERCEPTION 4000 HDT2020SD digital telephones will display the number or code to be dialed digits as they are entered. programmed on the ADL key. 6. To designate the call as a...

[Page 36: Automatic Answer](#)

PERCEPTION 4000 FEATURE OPERATION NOTES: 1. Up to 24 digits can be programmed on each ADL key. Available digits include 0 ~ 9 , , and #. Special functions are available to signify dial tone, pauses, and the end of dialing. Enter for dial tone;...

[Page 37: Call Forward](#)

PERCEPTION 4000 FEATURE OPERATION NOTES: 1. Automatic Answer can be activated while a telephone is in either an idle, ringing, or talk state. If the feature is activated while a call is in

process, Automatic Answer will apply to the next incoming internal or intercom call (or internal/external call in the case of an ACD line).

[Page 38](#) Least Cost Routing (LCR) access code. (See Notes 2 and 3.) the PRCF key. PERCEPTION 4000 HDT2020SD digital telephones will display the dialed digits. 5. To program another PRCF key, follow steps 2 ~ 4.

[Page 39](#) PERCEPTION 4000 FEATURE OPERATION Display telephones will indicate the type of Call Forward registered (CFAC, CFNA, CFBN), along with the name and number of the forwarded-to destination. Any incoming calls will now be treated as defined by the registered type of Call Forward.

[Page 40: Call Hold](#)

PERCEPTION 4000 FEATURE OPERATION 10. Call Forward will forward calls a maximum of two times. If a station has Call Forward—All Calls registered, and a call has already been forwarded twice before reaching that telephone, the telephone will ring. 11. The Call Forward feature will only forward calls that are directed to a station's prime line (unless the station uses the Multi-line Hunting...

[Page 41: Call Park](#)

PERCEPTION 4000 FEATURE OPERATION To Place a Call on Hard Hold: 1. Inform the connected party that he/she is being placed on hold. 2. Press the HOLD key. The LED associated with the line appearance on which the call is held, will flash green.

[Page 42](#) PERCEPTION 4000 FEATURE OPERATION allowing stations with multiple line appearances to have more than one call parked at the station. Only one call can be parked on a particular line. To Park a Call Locally: Any of your telephone's line appearances can be used.

[Page 43](#) PERCEPTION 4000 FEATURE OPERATION Press the CONF/TRNS key Listen for recall dial tone. and then dial the Call Park— Remote access code. The dialed directory number can appear on any telephone. 3. Dial the directory number of the line on which the call is to be parked.

[Page 44: Call Pickup](#)

PERCEPTION 4000 FEATURE OPERATION 3. A station user cannot initiate Call Park when connected to an attendant, paging unit, dictation machine, code calling unit, or voice mail system. 4. You cannot park a call to a local or remote directory number that already has a call parked to it.

[Page 45](#) PERCEPTION 4000 FEATURE OPERATION Enter the Call Pickup— Directed Group access code. 3. Dial the directory number of If the dialed member does not belong to the group, you will hear reorder tone. any station that is a member of the group in which the call is ringing.

[Page 46: Call Transfer](#)

PERCEPTION 4000 HDT2020SD digital telephones will display the dialed number and will indicate that the call being transferred is on hold. You will hear ringback tone if the destination party is idle. If the destination party is busy or does not answer, you can return to the held party by pressing the Release (RLS) key.

[Page 47: Call Waiting](#)

If a new call arrives and is camped-on to your line, you will hear Call connection. Waiting tone. PERCEPTION 4000 HDT2020SD telephones will display the identity of the camped-on call. 2. To access the new call, press Your current call will be automatically placed on "soft hold" and you will the SWAP access key.

[Page 48: Call Waiting Transfer](#)

PERCEPTION 4000 FEATURE OPERATION 2. You cannot hold code calls, paged calls, dictation machine calls, or calls from an attendant. 3. You will not receive a Call Waiting signal if you are currently on hold at another station; performing a call transfer; connected to an attendant, dictation machine, or voice mail system;...

[Page 49: Camp-On](#)

. . . or . . . Press the CAMP soft key and PERCEPTION 4000 HDT2020SD digital telephones will display the identity of the camp-on destination. listen for success tone. 2. Wait for ringback tone, which The call will now be treated as a normal call.

[Page 50](#) 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 . . .

[Page 51: Camp-On Transfer](#)

PERCEPTION 4000 FEATURE OPERATION 4. If a station camp-on callback is not answered within a predetermined time period, the camp-on and callback will be canceled. There will not be an additional callback. If a trunk camp-on callback is not answered within a predetermined time period, there may be up to two additional callback attempts.

[Page 52: Code Calling](#)

Listen for recall dial tone. access key..or . . . Enter the Code Calling PERCEPTION 4000 HDT2020SD digital telephones will display Code access code, plus the desired Calling access. code call paging zone number. If the Code Calling circuit is busy, you can connect to the held call by pressing the Release (RLS) key.

[Page 53](#) PERCEPTION 4000 FEATURE OPERATION 4. Hang up. The paged party can If you hang up before entering a complete code, the held call will recall now retrieve the held call. your station..or . . . If you have initiated a code call...

[Page 54: Consultation Hold](#)

PERCEPTION 4000 FEATURE OPERATION CONSULTATION HOLD Consultation Hold allows you to place a current call on "soft hold," and consult with a third party. You can alternate between parties by pressing the Swap access key. You can also join both parties to form a three-way conference (see Three-way Calling).

[Page 55: Dictation Machine Access](#)

2. Data Privacy can only be activated prior to placing a data call. It cannot be activated during data transmission. 3. Data calls can be placed through the PERCEPTION 4000 system, from an HDT2010S or HDT2020SD digital telephone that is equipped with an Integrated Data Interface Unit (a Stand-alone Data Interface Unit is also available).

[Page 56](#) PERCEPTION 4000 FEATURE OPERATION Enter the Dictation Machine—Individual access code. Listen for ringback tone. 2. Enter the number of the group to which the desired machine belongs (2 digits) and then enter the number of the machine within that group (1 digit).

[Page 57: Direct Isdn Service Access](#)

PERCEPTION 4000 FEATURE OPERATION NOTES: 1. If a called dictation machine or dictation machine group is busy, you will hear busy tone. 2. You can perform an on-hook or off-hook camp-on to a dictation machine group but not to individual dictation machines.

[Page 58: Direct Trunk Group Access](#)

PERCEPTION 4000 FEATURE OPERATION To Access an ISDN Service and Restrict Calling Party Number Presentation: 1. To restrict the presentation of Listen for dial tone. Calling Party Number information to the distant end, If your station's assigned Class of Service does not allow access to the enter the Calling Party Calling Party Number Restriction feature, you will hear reorder tone.

[Page 59: Do Not Disturb](#)

1. Press the Do Not Disturb Do Not Disturb will be registered. (DND) access key. The DND LED will light solid red. PERCEPTION 4000 HDT2020SD digital telephones will display Do Not Disturb status. To Register Do Not Disturb via Feature Access Code: 1.

[Page 60](#) PERCEPTION 4000 FEATURE OPERATION To Cancel Do Not Disturb: 1. Press the DND key. When using a DND key, the DND LED will go out..or . . . Enter the Do Not Disturb Any Do

Not Disturb display information will be extinguished.

[Page 61: Eight Party Conference](#)

RLS key. You will be automatically reconnected to the held caller. 4. When the connection is PERCEPTION 4000 HDT2020SD digital telephones will display established, press the conference status and will indicate the number of parties currently CONF/TRNS key to form a involved in the conference.

[Page 62](#) PERCEPTION 4000 FEATURE OPERATION 6. Dial the number of the fourth Listen for ringback tone. party. If the party is busy or does not answer, you can return to the held conference by pressing the RLS key. After you are connected to the new party, you can disconnect the party and return to the held conference by pressing the RLS key.

[Page 63: Handsfree Answerback](#)

PERCEPTION 4000 FEATURE OPERATION 7. Speed Calling numbers and Autodial access keys can be used to dial the numbers of conference members. 8. If an attendant is being used to set up a conference, eight station members can be joined in a conference. The attendant does not count as one of the eight allowable conference members.

[Page 64: Headset Operation](#)

This is especially convenient for stations that are used as message centers or ACD agents. To Initiate Headset Operation: 1. Plug a PERCEPTION 4000 The telephone's handset stays in place. compatible headset into the modular jack located on the bottom side of your telephone.

[Page 65: Hotline](#)

PERCEPTION 4000 FEATURE OPERATION Off-hook status will initiate dial tone and will illuminate the line appearance key's LED and the HSC LED steady green. Returning the telephone to on-hook status by pressing the HSC key again will turn off both LEDs.

[Page 66](#) If you are placing a regular intercom call, listen for ringback tone. PERCEPTION 4000 HDT2020SD digital telephones will display the Voice Calling (VCL) soft key label. If the called station does not have Handsfree Answerback capability, you can alternate between voice calling and ringing of the intercom call by repeatedly pressing this soft key.

[Page 67: Last Number Redial](#)

6. Your station can belong to any number of intercom groups allowed by the PERCEPTION 4000 system. Your station will have a separate intercom line key for each intercom group of which it is a member.

[Page 68: Lcd Contrast Control](#)

A telephone's LCD contrast level will be reset back to the system default level in any of the following situations: the telephone is unplugged from the telephone jack and then replugged; the PERCEPTION 4000 system undergoes a restart; or the telephone-supporting circuit card is unplugged from the system and then replugged.

[Page 69: Least Cost Routing Access](#)

When a dialed destination is busy or does not answer, you can leave a message at the station through Callback Messaging so that the called party can return your call. If you have a PERCEPTION 4000 HDT2020SD digital telephone, you have the additional option of leaving one of eight predefined text messages, so that a receiving HDT2020SD telephone can receive an informative text message (e.g., RETURNED YOUR CALL, PLEASE CALL)

[Page 70](#) Message Waiting access key LED indication, and/or Message Waiting displays. If you have a PERCEPTION 4000 HDT2010S digital telephone and a message is registered at your station, you can access the message by simply pressing the Message Waiting key. This will automatically call back the station that left the message.

[Page 71: Message Registration Procedures](#)

A message will be left at the called station and that station's MESSAGE LED will light. If the called station is a PERCEPTION 4000 HDT2020SD digital telephone, the station will display the number of messages left at the station. When the called party accesses the registered

message(s), he/she can view each message individually and selectively return, cancel, or skip each message.

[Page 72: Message Retrieval Procedures](#)

PERCEPTION 4000 FEATURE OPERATION 3. Enter the digit (1 ~ 8) that Listen for success tone. corresponds to the message that you want to leave at the called station. Your telephone will display "MESSAGE SENT." The message will be left at the called station and the station's MESSAGE LED will light.

[Page 73](#) MESSAGE key again to call back the station that left you a callback message. Message Display Callbacks (PERCEPTION 4000 HDT2020SD Digital Telephones) To Retrieve Messages: When your telephone's MESSAGE key is lit and the telephone display indicates that you have registered messages: 1.

[Page 74](#) Message Waiting Cancellation access code. A voice mail message indication on a PERCEPTION 4000 HDT2020SD digital telephone can be canceled via the CNCL soft key; however, all individual voice mail messages must either be canceled or saved after entering the voice mail system.

[Page 75: Night Answer Access](#)

For additional information, refer to the Voice Mail Station User Guide that applies to the voice mail system used with your PERCEPTION 4000 system. NIGHT ANSWER ACCESS When a call to an attendant is routed to a night answer device, the call will ring a night answer bell.

[Page 76: Privacy Release](#)

The other(s) will hear quiet tone. 2. If the PRLS LED flashes red twice when you press the PRLS key, this indicates that the PERCEPTION 4000 system cannot find an idle conference circuit. If this occurs, try the conference later.

[Page 77: Ringer Pitch Adjustment](#)

A telephone's ringer pitch will be reset back to the system default level in any of the following situations: the telephone is unplugged from the telephone jack and then replugged; the PERCEPTION 4000 system undergoes a restart; or the telephone-supporting circuit card is unplugged from the system and then replugged.

[Page 78](#) 2. Press the S&R key. The S&R LED will light solid green and will remain lit while the number is being dialed. PERCEPTION 4000 HDT2020SD digital telephone's will indicate the number being dialed. 3. Continue the call as a regular call.

[Page 79: 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 80: Swap](#)

PERCEPTION 4000 FEATURE OPERATION . . . or . . . Enter the Speed Calling— If you attempt to access Group Speed Calling and your station does not System or Speed Calling— belong to a Speed Calling group, you will hear reorder tone.

[Page 81](#) PERCEPTION 4000 FEATURE OPERATION To Swap a Connected Call and a Waiting Call: 1. Establish a two-way connection. 2. After hearing the Call Waiting Your current call will be automatically placed on "soft hold" and you will tone, press the SWAP access be connected to the new caller.

[Page 82: Three-Way Calling](#)

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 83: Trunk Verification From Station](#)

Station is especially convenient for system administrators or maintenance personnel who need to verify trunk activity. The PERCEPTION 4000 system indicates each trunk's busy or idle status by providing busy or dial tone and trunk status displays. To Verify the Status of a Trunk: 1.

[Page 84: Voice Calling](#)

2. Enter the number of the If the called station is allowed to receive a voice call, PERCEPTION 4000 station or intercom group HDT2020SD digital telephones will display the Voice Calling (VCL) soft member that is to receive the key label.

[Page 85](#) NOTES: 1. PERCEPTION 4000 HDT2020SD digital telephones will display the VCL soft key only when the receiving station is allowed to receive a voice call. HDT2010S telephone users will be notified of a called station's voice calling restriction simply by an unsuccessful voice call.

[Page 86: Voice Paging](#)

1. Press the CONF/TRNS key to Listen for recall dial tone. place any current caller on "soft hold." PERCEPTION 4000 HDT2020SD digital telephones will display Voice 2. Press the Zone Paging (VP) Paging access. access key and enter the desired paging zone number.

[Page 87](#) 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 88: Volume Adjustments](#)

PERCEPTION 4000 FEATURE OPERATION VOLUME ADJUSTMENTS The Volume Up/Down Control keys on your telephone can be used in different telephone states to adjust the volume of the station's handset, speaker, and ringer. To Adjust Handset Volume: 1. Take your telephone off-hook.

[Page 89](#) PERCEPTION 4000 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...

[Page 90](#) 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...

[Page 91: Appendix](#)

Appendix PERCEPTION 4000 CUSTOMIZED LISTINGS Advisory Messages ADVISORY MESSAGE ACCESS CODE: MESSAGE MESSAGE NUMBER Code Call Paging Zones ZONE CODE CALL AREA...

[Page 92: Code Call Identity Codes](#)

PERCEPTION 4000 CUSTOMIZED LISTINGS Code Call Identity Codes ZONE IDENTITY OF PARTY...

[Page 93: Voice Paging Zones](#)

PERCEPTION 4000 CUSTOMIZED LISTINGS Voice Paging Zones ZONE PAGING AREA Voice Paging Zones ZONE CODE CALL AREA...

[Page 94: Feature Access Codes](#)

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...

[Page 95: Trunk Group Access Codes](#)

PERCEPTION 4000 CUSTOMIZED LISTINGS Trunk Group Access Codes TRUNK GROUP ACCESS

CODE...

[Page 96: Frequently Called Numbers](#)

PERCEPTION 4000 CUSTOMIZED LISTINGS Frequently Called Numbers NAME NUMBER...

[Page 97](#) Glossary PERCEPTION 4000 GLOSSARY ABBREVIATION DEFINITION ACCT -----
----- Account Code (Flexible Key) ACD ----- Automatic Call Distribution ADL-----
----- Autodial (Flexible Key) ADV ----- Advisory Message (Soft Key Label)
AUTH ----- Authorization Code (Flexible Key) AUTO ----- Automatic
Answer (Flexible Key)

[Page 98](#) PERCEPTION 4000 GLOSSARY ABBREVIATION DEFINITION NEXT-----
View Next Display Screen (Soft Key Label) PRCF ----- Preregistered Call Forward
(Flexible Key) PRGM----- Program Mode (Flexible Key) PRLS -----
Privacy Release (Flexible Key) PR-S ----- System Paging Retrieval (Flexible Key)
REDIAL----- Last Number Redial Key (Fixed Key)

[Page 99](#) Index PERCEPTION 4000 PERCEPTION 4000 INDEX INDEX Call Processing Displays
2-2 Call Transfer 4-18 Account Code Entry 4-1 Feature Access Code Listing A-4 Call Waiting 4-19
Fixed keys 1-1 ACD Agent Line 1-7 Call Waiting Tone 1-4, 4-61 Flexible keys 1-2...

[Page 100](#) PERCEPTION 4000 INDEX Message Waiting 4-41 Quiet Tone 1-4 Telephone
Enhancements 1-2 Message Registration Procedures Three-way Calling 4-26, 4-54 4-43 Timers
1-5 Callback Messaging 4-43 Tone Patterns 1-4, 4-61 Recall Dial Tone 1-5, 4-61 Predefined Text
Messaging 4-43 Trunk Group Access Code Listing...