

## MAKE A NEW CALL

### Internal Call

#### Dial by Extension

Lift the handset and dial the internal extension number.

#### Dial by Name

1. Using the alpha keypad, type the last name (or initials) of the desired party.
2. Select the softkey that displays the desired type of search (last name, or initials).
3. Use the Navigator button to scroll through the names.
4. Press the button associated with the desired name to call.

### External Call

1. Lift the handset, Press 8 and dial the external number.  
*OR Press 9 and dial the external number with handset in place to make a speakerphone call.*
1. Hang up or press End to end the call.

### Redial

1. Press the Redial button. The last number is re-dialed.  
*OR Press and hold the Redial button to see a list of the last eight calls placed.*
1. Select the Number to redial.

### Speed Dial

Use the navigator to scroll to the number you wish to call. Press the softkey.

### Callback Request

If the number you are calling is busy, select the Call Back softkey. The other user will see a Callback request from you.

### Return the Last Unanswered Call

1. Press Envelope button.
2. Press Unanswered Calls softkey.
3. Press Unanswered external (or internal) call.
4. Display will show number, date, and time of call.
5. Press Recall softkey to return the call, or press Delete softkey to delete.

*A call that goes to voicemail is considered an Answered Call.*

## PERSONALIZE

### Program a Speed Dial Key

1. Select and hold an unused programmable key.
2. Select the Speed dial softkey.
3. Enter the number
4. Press Apply.
5. Use the alpha keyboard to enter the name (14-character limit).
6. Press Apply to confirm.

### Modify or Delete a Speed Dial key

1. Press the i key.
  2. Select the programmable key to modify or delete.
  3. Select Modify and enter the modifications.
- OR Select Delete.
4. Press Apply to confirm.

## Need Assistance? Contact the Help Desk

**On-site**  
Room 360, Main Campus  
Call 716.827.4330 (ext. 4330 on campus phones)

### Regular Hours

Fall/ Spring: 7:00 am - 8:00 pm, Mon - Fri  
Summer: 7:30 am - 6:00 pm Mon - Fri

All Helpdesk inquiries will receive a response within  
1 hour during normal business hours.

**Off-site**  
Call 716.238.6842  
Submit a Ticket at: [HelpDesk@Trocaire.edu](mailto:HelpDesk@Trocaire.edu)

### After Hours Support

Year Round: 6pm - 10pm, Mon - Fri

Questions received after hours will be responded to  
within 24-48 hours.



## ADVANCE2000

TELEPHONE USER GUIDE



## ABOUT YOUR PHONE

### Screens, Navigator and Back Button

Scroll through the three screens by pressing the Navigator arrows right or left.

### Menu Screen

The Menu screen lists features and applications such as phone settings, Outgoing Calls list and Call Forward options.

### Main Screen

The Main screen lists your line appearances and your programmed speed dial buttons.

### Info Screen

The Info screen lists information about the telephone and its status, such as voicemails and reminders.

## PLACE ON HOLD

### While on a call

1. Press the white softkey next to the Call In Progress icon on your screen (top right or left corner).
2. Call will be on hold. The On Hold icon is the musical note.
3. Retrieve the call by pressing the white soft key associated with the on-hold icon.

### Answer a Second Call

1. You will hear a beep tone, the caller's ID will display, and you will see an incoming call icon in the corner of your screen.
2. Press the white softkey next to the incoming call icon to answer the second call. Your first call will automatically be placed on hold.
3. To return to the other held call press the white softkey next to the on hold icon (musical note).

### Place a Second Call While on One Call

1. Press the New Call softkey.
2. Dial the extension number or the telephone number. Your first call will automatically be placed on hold.
3. To return to the other held call press white softkey next to the on hold icon (musical note).

### End One Call and Return to Previous Call

Press the End button while on the active call you wish to end. This will automatically connect you with the call on hold.

## TRANSFER

### Warm Transfer

Speak to the forwarder before completing the transfer.

1. While on a call: Press New Call.
2. Dial the desired number or extension.
3. When the second party answers, announce the call.
4. Press Transfer to complete.

### Blind Transfer

Transfer to another user without announcing the call.

1. While on a call: Press New Call.
2. Dial desired number or extension.
3. Press Transfer to complete.

### Voicemail Transfer

Transfer a call directly to another user's voicemail.

1. While on a call: Press New Call
2. Dial the desired extension followed by the number 8.
3. Press Transfer to complete.

## FORWARD CALLS

### Immediate Call Forward

1. Press the Round Arrow on the top right of the Main Screen.
2. Select the Immediate Fwd softkey.
3. Enter the desired destination number.
4. Press End.

*If Call Forwarding is activated, the Call Forwarding icon (round arrow) will be rotating on your main screen.*

### Cancel Call Forward

1. Press Forward from the Menu screen.
2. Select the Deactivate softkey.
3. Press End.

## CONFERENCE CALL

Allows you to add two additional parties to the same call.

1. While on a call: Press New Call.
2. Dial the number of the second party.
3. Announce the call to the second party.
4. Press the down arrow of the circular navigator
5. Press the Conf softkey.
6. Calls are joined.
7. To cancel the conference and return to the first caller, press End Conference.

*You may press ADD and continue to add others to your conference call. Maximum number of conference attendees is six.*

## VOICEMAIL

### Access

Press the Voicemail button or dial the voicemail number (7999) and follow the prompts.

### New Messages

Voicemail button will flash when there are new messages (voice, text, callback).

### Off-Campus Access

Externally you can call your extension or access extension 7999 and hit \* when prompted.

*The default Voicemail password is: 0000*

## SETTINGS

### Call Audio

#### Volume

While on a call: Press + or - to adjust the volume.

#### Switch Between Handset and Speakerphone

- From Handset to Speakerphone: Press the Speaker button, then replace the handset.
- From Speakerphone to Handset: Lift the handset. The speakerphone is disabled automatically.

#### Mute Microphone

1. While on a call: Press the Mute button.
2. Mute button will flash to indicate the microphone is muted.
3. To disable Mute, press the Mute button again.
4. The light will turn off.

### Ringer

#### Ring Pattern (16 Options)

1. From the Menu screen, select the Settings softkey.
2. Select Set.
3. Select Ringing.
4. Select Internal call or External call.
5. Use the Navigator to scroll through and select the melody by pressing the associated softkeys.
6. Press OK in the center of the navigator.
7. Press End.

#### Ring Volume (12 Levels)

1. From the Menu screen, select the Settings softkey.
2. Select Set.
3. Select Ringing.
4. Select Level.
5. Press + or - to select desired level.
6. Press OK in the center of the navigator.
7. Press End.

*Ring volume can be adjusted while your phone is ringing.*

#### Screen Contrast Setting

When phone is idle press + or - to select desired contrast level and press OK.

#### Adjust the LCD Display Setting

Adjust the angle of the LCD Display by pressing on the tab located at the top center of the display panel.