GETTING TO KNOW YOUR PHONE

** Some features may already be pre-programmed **

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Legend

A. Status LED (message and ringing)  
B. LCD Display  
C. Softkeys  
D. Programmable Feature Buttons  
E. Message Waiting LED Button  
F. Microphone LED Button  
G. Speaker LED Button  
H. Volume  
I. Hold Button  
J. Microphone  
K. Tilt stand
<table>
<thead>
<tr>
<th>Button</th>
<th>Definitions</th>
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</thead>
</table>
| ![Message Icon](button1.png) | **Message (Msg):** When Msg LED flashes, press **Msg** to call back the station or voice mail device that activated the LED. This is the telephone’s [PBN] message waiting button.  
**Important!** *Red LED must be on in order for button to function.* |
| ![Microphone Icon](button2.png) | **Microphone (Mic/Mute) button toggles between Mic and Mute.** When Mic key is lit, Mute is disabled. When Mic is pressed again and light is off, Mute is enabled on the microphone in the telephone and the microphone in the handset. |
| ![Speaker Icon](button3.png) | **Speaker:** Press to toggle the speaker ON/OFF. When red Speaker LED is lit handsfree communications is supported.  
To start a handsfree conversation; press the Speaker button, this turns the red Speaker LED on. To terminate this call press the Speaker button again (Speaker LED off).  
During a handset conversation, press the Speaker button to start hands-free communications (red Speaker LED on). Press the Speaker button again to transfer the conversation back to the handset (Speaker LED off). |
| ![Volume Control Icon](button4.png) | Press and release the volume control bar to adjust volume levels. See “Volume Control” on page 13.  
**Important!** *Continuously holding the volume button (up or down) does not change the volume. It is adjusted on a per press basis.* |
<p>| <img src="button5.png" alt="Navigation Key Icon" /> | <strong>Navigation Key:</strong> Round button on the IP513 telephone is a navigation key used for moving the cursor on html pages and in the programming screens. Center of the button is the “select” function. The arrows are used to scroll up, down, left or right. |</p>
<table>
<thead>
<tr>
<th>Description</th>
<th>Image</th>
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</thead>
<tbody>
<tr>
<td><strong>Digital Single Line Telephone:</strong></td>
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<tr>
<td>• On hook dialing</td>
<td></td>
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<tr>
<td>• Headset I/F</td>
<td></td>
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<tr>
<td>• Ringing LED</td>
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<tr>
<td>• Non-display</td>
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<tr>
<td><strong>10 Button Digital Telephone:</strong></td>
<td></td>
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<tr>
<td>• Half duplex Speakerphone</td>
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<td><strong>10 Button Digital Telephone:</strong></td>
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<td>• 4 line LCD with back light option</td>
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</table>
## PHONE USER GUIDE

### PLACE A CALL

**From the Handset:** Lift the handset, then dial the number (you can switch to speakerphone by pressing Spkr and hanging up handset). *

**From the Speaker:** Press Spkr., then dial the # (you can switch to handset by lifting handset). *

* For Outside Line: Dial “9” then “1 + Area Code” & Phone #.

### DIAL OUT OF THE DIRECTORY

1. Press DIR soft key.
2. Choose directory you wish to access and use dial pad to enter name:
My = Personal Speed Dial, EXTR=System Speed dial Names, INTR= Internal Extensions, Dial = Cancels directory.

- Press **FIND** to start directory search.
- Press **NEXT** to move forward.
- Press **BACK** to move backwards.
- Press **CALL** to connect to the directory entry selected.
- Press **CNCL** to quit the directory search.

- **ANSWERING A CALL**
  Lift the handset or press **Spkr**.

- **HOLD A CALL**
  **Hold**: To place a call on hold, Press **Hold** button. To return to held call, press the held line’s button.
  **Exclusive Hold**: To place a call on Exclusive hold, press hold twice.

- **PARK A CALL**
  1. While on a call, press **Call Park**.
  2. Specify the Park Orbit using one of the following:
     - Enter a valid extension.
     - Press **#** and the system automatically selects your extension as the orbit.
     - Press ***** and the system automatically selects a General Park Orbit between **7000-7019**. The chosen orbit appears on the LCD.
  3. Hang up. If the parked call is not retrieved, the call rings back to your phone.
  4. To Pick up a parked call:
     - From any phone: press **Call Park** and the extension number or orbit # it is parked at.
     - If somebody has parked the call on your extension, simply press the **Call Park** button to pick up the call.

- **TRANSFER A CALL**
  1. **Blind Transfer** (transfer directly) - Press **Cnf/Trn** and dial the extension number you would like to transfer it to. When you hear the phone ringing you can hang up.
2. **Supervised Transfer** (Announce a call before transferring) – While on a call, press Cnf/Trn and dial the extension number, wait for the other party to answer the phone. If they would like to take the call you can hang up and it will get transferred. If they don’t and you’d like to reconnect to the original caller, press your extension button which should be flashing.

3. **Transferring a Call Directly to Voice Mail** (If you have a programmed VM Transfer Key)
   After you have answered the incoming call:
   - Press the Transfer to Voice Mail Key (The call will be placed on hold automatically)
   - Enter the destination Mail Box Number
   - Press the # Key to transfer the call

4. **Transferring a Call Directly to Voice Mail** (If you do NOT have a VM Transfer programmed key)
   - Dial #, 4, 0, 7 (The call will be placed on hold automatically)
   - Enter the destination Mail Box Number
   - Press the # Key to transfer the call

### CONFERENCE CALL

1. While on a call, Press Cnf/Trn.
2. Call another station or outside line.
3. When the called party answers, press the Cnf/Trn button. (If you receive a busy tone or if the station does not answer, press the flashing line button to return to the original call).
4. Repeat Steps 1-3 to add more lines. You can conference up to 8 parties.

**To Transfer Conference Control**: When the person who initiates the conference (master) hangs up, control transfers to the 1st internal station added to the conference. If no internal stations are in the conference, the call disconnects.
   1. Perform Steps 1 & 2 above to add the line to which you wish to transfer conference control.
   2. Announce the call and hangup to transfer the call. This station is now the conference “master” with the ability to add/delete parties.

**To Hold a Conference Call**: If you are the “master” conference controller, press Hold once (or twice for Executive Hold) to place the conference call on hold. The conference continues and you can join at any time without giving up “master” abilities. Music-on-hold is suppressed in this mode.

**To Hold 2 Outside Lines**:
   1. While talking on an outside call, press Cnf/Trn.
2. Access an outside line.
3. After the party answers, press Cnf/Trn twice and hang up. If you receive a busy tone or if station doesn’t answer, press the flashing line button to return to original call.

• CALL FORWARDING (internal & external)

Enter the button sequence below:

All Calls: Press Ext. + #6011 + Destination Number.
Busy: Press Ext. + #6021 + Destination Number.
No Answer: Press Ext. + #6031 + Destination # + Timer (seconds, 2-digits) + #.
Busy No Answer: Press Ext. + #6041 + Destination # + Timer (seconds, 2-digits) + #.
Cancel: Press Ext. + #6051.

• VOLUME CONTROL

1. To adjust handset volume during a call: press down Vol ▲ or Vol ▼.
2. To adjust speaker volume for internal/external calls and background music: Press Spkr and use Vol ▲ or Vol ▼ to adjust volume level. Press Spkr to exit.
3. To adjust Ring Tone, Handsfree Answerback and Speaker Off-hook Call Announce: With an idle phone and handset on-hook, press Vol ▲ or Vol ▼.

• SPEED DIAL

To Store a Station Speed Dial Number:
1. Dial #9876.
2. Press Spdial.
3. Enter a Speed Dial Code (100-199).
4. Enter the number to be stored (32 digits max).
5. Press Spdial button to store the entry.
6. Repeat steps 2-5 to add more speed dial numbers.
7. To end programming session, lift and replace the handset.

To Clear a number from a Station Speed Dial code:
Repeat the previous procedure skipping Step 4

To Make a call using Speed Dial:
1. Lift the handset. Press Spdial, then dial the Speed Dial Number.
2. Access an outside line (if necessary).
   * Note: You may need to lift the handset and access an outside line before pressing Spdial (depending on your telephone setup)

**PAGING**

To make a Page Announcement to telephones or external speakers
1. Lift the handset, and dial #30
2. Make your announcement, then hang up.

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**VOICEMAIL USER GUIDE**

- To check Voicemail from outside: Call direct line. Hit * after greeting starts and follow prompts

- New Message Light
  If you have checked all your new messages, but the New Message Light on your phone is still flashing:
  1. Dial #, 4, 0, 9
  2. Press the Soft Key under the display labeled as RLS. This should turn the New Message Light Off

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**MANAGE MAILBOX HINTS**

Select a greeting for your mailbox. You can record seven different greetings that can be selected at any time, or choose to use the prerecorded system greeting. Check your greeting frequently to ensure your information is accurate.

Name (and extension) recording is used for directory information, system greeting, and user identification.

Change your security code on a regular basis.

Record a List Comment to identify/name the list.

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**MESSAGE CONTROLS**

While playing a message, press:
- 4: Pause/Resume (toggle or 30 secs.)
- 6: Turn Up volume
- 0: Turn Down volume
- 4: Back Up (rewind)
- 9: Go Forward (advance)

While recording a message, press:
- 4: Pause/Resume (toggle or 30 secs.)
BCS INFORMATION

CONTACT INFORMATION (Mon-Fri 8am-5pm)

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IT Support: (949) 333-1040 ITsupport@bcscanlonsultants.com
Sales: (949) 333-1020 sales@bcscanlonsultants.com
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- TELECOM: Unified Communications, Voice & Video Conferencing, VOIP, Wireless Communications
- VIDEO CONFERENCING & VIDEO SURVEILLANCE
MY INFORMATION

NAME: ____________________________________________

EXTENSION: ______________________________________

DIRECT #: ________________________________________

PASSWORD: ________________________________________

NOTES:

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