Model 390 User Guide - English

• a speakerphone for handsfree

• access to advanced services.

Use this user guide to learn more

Pressing Redial opens the

Redial List, which stores

the last 10 numbers you

dialed. See the section

"Using the Redial List"

for more information.

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Mute

display will show

Pressing Mute puts the

current call (on the handset

or Handsfree) on mute. The

Microphone muted. When

a Handsfree call is muted,

take a call off mute, press

the speaker light blinks. To

∑S∆

about the Model 390's features.

Redial

calls:

Congratulations on your purchase of a Model 390 telephone! The Model 390 boasts several timesaving and advanced features, including:

- a large 8-line display;
- a 200 entry Directory and 100 entry Callers List;

Basic Features and Functions

Hold

Pressing Hold puts a handset or Handsfree call on hold.

- You can hang up the handset without losing the call.
- The display will show the message Call is on hold.
- The telephone light will flash.
- To retrieve the call, lift the handset or press *Hold* again. You can also press **Speaker**) to retrieve a Handsfree call.
- A call is taken off hold automatically after 15 minutes. If the handset is on the phone, the call will be disconnected. If the handset is off, the caller will be able to hear you again.

Pressing the volume button adjusts the receiver, speaker, and ringer volume. • To adjust the ringer volume, leave the handset in the cradle and press the volume button while there is no active call. There are 8 settings for the ringer - the display will temporarily indicate the current ringer volume setting. • To adjust the handset volume, lift the handset and press the volume button while you are on a call. The handset will return to the default volume after you hang up.

• To adjust the speaker volume, press the volume button while the speaker is activated (activate the speaker by pressing **Speaker**). The speaker will remain at this volume until it is adjusted again.

Speaker

Pressing Speaker activates Handsfree so you can listen and talk without lifting the handset. If the handset is off hook, pressing **Speaker**) alternates between Handsfree and the handset. If the handset is on the phone during a Handsfree call, pressing **Speaker** disconnects the call. Mute turns muting on and off for Handsfree calls.

The Speaker light turns on when the speaker and microphone are activated. It flashes when the microphone has been muted.

Unpacking the phone

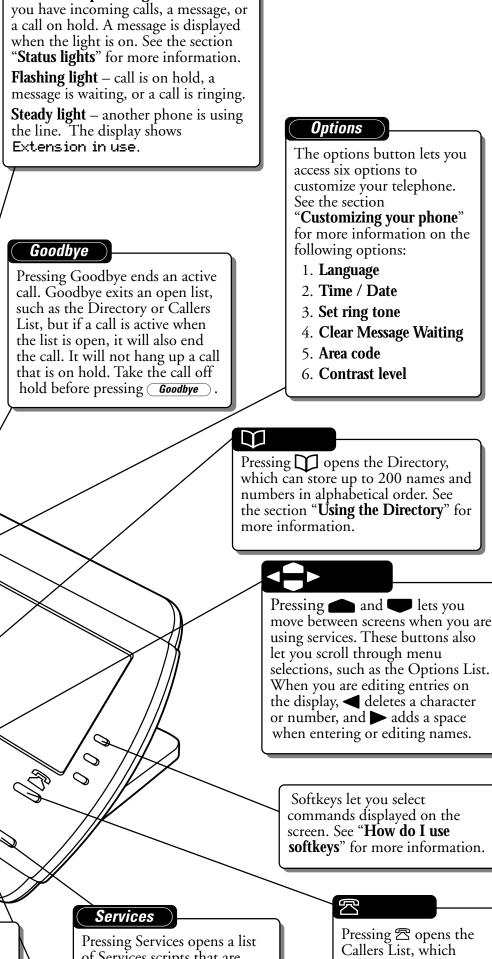
When you unpack your telephone, you should ensure that you have all of the following items:

- telephone
- handset
- handset cord
- phone cord
- power adaptor[†]
- stand
- documentation kit
- plastic faceplate

- In the documentation kit, you will find: • this user guide
- a paper number card and plastic
- lens
- a regulatory sheet

If any part is missing, contact the supplier of your telephone.

[†]The power adaptor is 16 VAC, 250mA – please see the regulatory sheet for safety instructions regarding the power adaptor and operation of the telephone.



The red **telephone light** shows when

of Services scripts that are stored in memory. See the section "Services" for more information on downloading and using services.

This telephone uses softkeys to give you commands to choose from. Each choice corresponds to the button next to it. In this illustration, the user is selecting NextSpace to insert a space. Commands will change depending upon the action you are performing.

Emergency service feature

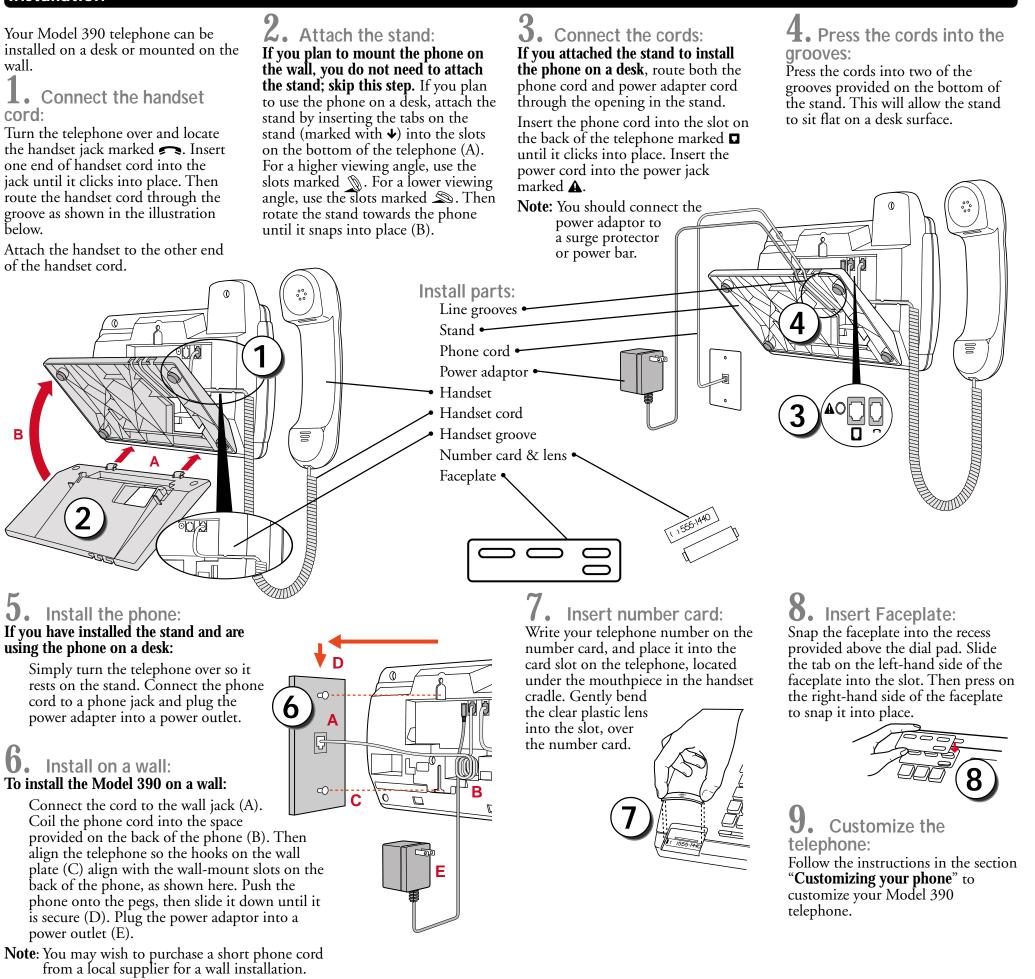
The Model 390 will provide telephone service during a power failure. However, only the dial pad, ringer and handset will function.

If you are on a handset call during a power interruption, the Model 390 will keep the call, although the display will not work while the power is off. Handsfree calls will not be re-established during a power interruption.

Installation

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Customizing your phone

There are six configuration options, accessed by pressing the **Options** button.

- **SETTING YOUR Options:** List.
- 2. Use \blacksquare and \blacksquare to scroll through
- the list of six options.
- an option.
- 4. Use the softkeys to change a selected option. 5. Press the Done softkey at any time to
- to exit the Options list.

The following six options may be changed on the Model 390:

- Spanish).
- the display. Press the appropriate softkey to increase that item by 1. **Note**: The time and date are automatically set when the phone

Сору Mute again. Pressing Copy copies a displayed number into the Directory. How do I use softkeys?

Dre Use Save to end -Save NextSpace--Backspace -Chan9eCase Quit-

Enter the name>

stores the last 100

callers. See the section

for more information.

"Using the Callers List"

1. Press (**Options**) to enter the Options

3. Press the Show softkey to configure

exit the option, or press **Options**

. Language – Select a language for the display prompts (English, French, or

2. Time / Date – Use this option to change the time and date setting on For example, press the Hour softkey to increment the hour from 1 to 2. receives its first Caller ID[†] call.

3. Set ring tone – Press the Change softkey to select one of four ring tones

4. Clear Msg. Wtg. – Sometimes the Message Waiting prompt will appear and the light will flash when there are no messages waiting on your Voice Mail[†] service. When in this option, select the Clear softkey to clear the prompt and flashing light. The light will flash again when there are new messages waiting.

5. Area Code - In some locations, you cannot dial a local number using the area code. By default, incoming calls are recorded with area codes in the Callers List. This option allows you to enter up to three local area codes to be removed from incoming calls. Press the Change softkey to enter an area code.

6. Contrast Level – Use the Change softkey to cycle through 8 contrast settings, which brighten or darken the display.

[†] These services may have different names in your area, and may require paid subscription. Contact your telephone company for details.

Notes

This space is provided so that you may make notes while installing and using your Model 390 telephone.

Using the Directory

The Directory can store up to 200 names and numbers, which are displayed in alphabetical order.

Tip: Store all your Directory contacts the same way, either first name first, or last name first. This will make it easier to find names and numbers.

ADDING a name and number to the Directory:

- 1. Press the Directory button \square .
- 2. Press the AddNew softkey.
- 3. Enter the number using the dial pad. You can enter up to 24 digits. Hyphens will be automatically added. If you need to enter a pause (between your voice mail number and password, for example), press the **Pause** softkey. The pause icon u will appear. To program a number that uses Flash, press the Flash softkey where it is required in the number. The Flash icon **u** will appear.

Press the Backspace softkey or ◀ to erase a number.

- 4. Press the Save softkey.
- 5. Enter a name using the letters on the dial pad. See the following instructions "Entering Letters and Characters" to enter names using the dial pad. The name can have up to 16 characters, including spaces.
- Using the Callers List

The Callers List records the last 100 callers*, in the order they called. The telephone display will indicate when there are new callers.

When the Callers List is full, new callers are added to the list, and the oldest callers are deleted. In the Callers List you will see the message XX New caller(s), XX Call(s) bumped on the display.

VIEWING the Callers List:

- 1. Press the Callers button 图.
- 2. Press \frown and \bigcirc to move up and down in the Callers List. Hold either key down to scroll continuously. You can also press the Resume

softkey to see the last caller you viewed the last time you entered the Callers List.

- 3. Press the Callers button 图, the Quit softkey, or Goodbye at any time to leave the Callers List.
- Note: Goodbye will also hang up a caller if you are on a call.

CALLING an entry in the Callers List:

- 1. Find the entry you would like to call in the Callers List.
- 2. Lift the handset to dial the number, or press the **Dial** softkey or **Speaker** to dial the number using Handsfree.

COPYING from the Callers List to the Directory: When the number is displayed in the Callers List, press Copy. The display will show Saved: Directory. If the entry in the Callers List does not have a name (i.e. if the name is listed as Unknown or **Private**), you will be prompted to enter a name. You can edit a number in the Callers List and then copy it to the Directory.

Press the NextSpace softkey or ▶ to move to the next letter or add a space.

Press the Backspace softkey or ◀ to erase a character.

6. Press the Save softkey. The new entry now shows on the display.

Note: You can also copy an entry from the Callers List to the Directory using the **Copy** button, before or after you have changed it.

ENTERING Letters and

Characters You can enter characters using the telephone's dial pad. To enter a letter, press the key with that letter on it. If the letter is the second one on that key, press the key twice. For example, to enter 'R', press 7 three times. The cursor will advance to the next space after a delay of 2 seconds or if you press a different key.

To change the case of a letter, press the ChangeCase softkey, and then enter the letter. By default the first letter of a word or name will be capitalized, and the letters following will be lower case.

Special characters are entered by pressing the \square and the # keys. Characters will appear in this order: 1: ♣, ()`.1-1. #: **#**∠∖@.

CHANGING a number in the Callers List before dialing: **Tip**: If you have to frequently

- remove area codes to return local calls, you should use the Area Codes option and add your local area code(s). Note: The Callers List does not save
- changes. If you plan to dial the number again, copy it to the Directory and change it there.
- 1. Find the caller in the Callers List you wish to dial.
- 2. To add digits, use the dial pad. 3. To delete digits, press the EditNum softkey to begin
- editing. Use the dial pad to add digits. 4. Lift the handset to dial the number, or press the Dial
- softkey or **Speaker** to dial the number using Handsfree.
- **DELETING an entry in the** Callers List:
- 1. Find the entry you would like to delete in the Callers List.
- 2. Press the **Delete** softkey.
- 3. Press the Delete softkey again to confirm. The display shows Item is enased.

DELETING all entries in the Callers List:

- 1. Press the Callers button 图.
- 2. Press the DeleteList softkey.
- 3. Press the **Delete** softkey to confirm. The display shows Callers list is empty.

* You must subscribe to a Caller ID service for this feature to work. Consult your local telephone company for information.

FINDING entries in the Directory:

- 1. Once in the Directory, press to scroll down and **t** to scroll up one listing at a time. Hold either key down to scroll continuously.
- 2. Press a dial pad key to see listings that start with that letter. For example, 5 takes you to the first "J" listing, 55 takes you to the first "K" listing.

CHANGING entries in the **Directory**:

- 1. Find the entry you would like to change.
- 2. Press the Change softkey.
- 3. To change the number, use the Backspace softkey or \blacktriangleleft to erase digits. Use the dial pad to add digits. Use the Pause softkey to insert a 2 second pause. The pause icon **u** will appear.
- 4. Press Save to move to the name.
- 5. To change the name, use the Backspace softkey or \triangleleft to erase letters. Use the dial pad and the NextSpace softkey to add letters. Press the ChangeCase softkey to switch between upper and lower case.
- 6. Press Save to save changes.

COPYING from the Callers List, the Redial List, or the **Display to the Directory:**

- List, or answer a call.
- on the screen, press **Copy** If the entry includes a name and number, the display will show Saved:Directory.

Using Services

The Model 390 telephone allows you to access enhanced telephone company subscription features and services, which can include home banking, catalogue shopping, restaurant guides, and voice mail. Services may be free or may have a subscription cost. Contact your telephone company for information. The Services menu shows the services that require subscription. Before selecting a service, you must download the service into your telephone. Contact your telephone company for information on downloading services in your area. Downloading a service is as simple as dialing the subscription number and following any voice prompts. Your phone may be capable of automatically dialing out to update your subscribed features and services. For more information on this ability, contact your telephone company.

Some services may be available by dialing them directly. You do not have to download these services, but you may wish to save them in your Directory.

- Note: Some options, such as the call timer, may be disabled when you are using a service.
 - If you download another service, it may overwrite any service displayed as $\langle deleted \rangle$.

The service will appear as

<deleted>.

DEACTIVATING Services:

You may deactivate a service by

contacting your telephone company.

You can delete a downloaded service

in the Services menu by selecting it

and pressing the **Delete** softkey.

lcons

DIALING from the Directory:

call in the Directory.

2. Lift the handset to dial the

number, or press the Dial

number using Handsfree.

DELETING an entry in the

2. Press the **Delete** softkey.

DELETING all entries in the

Directory:

delete.

confirm.

Directory:

the Directory:

confirm.

directory.

1. Find the entry you would like to

softkey or **Speaker** to dial the

1. Find the entry you would like to

3. Press the Delete softkey again to

Once you have deleted the Directory,

you cannot get entries back. You can

protect the Directory by locking it.

To permanently delete all entries in

1. Press the Directory button

2. Press the DeleteList softkey.

3. Press the **Delete** softkey to

You can lock the Directory so that

You cannot add entries to a locked

3. Press 🗱. The display shows

3. Press #]. The display shows

Directory unlocked.

Directory locked.

To unlock the Directory:

1. Press Options .

2. Press *Hold*.

ACTIVATING SERVICES:

follow the prompts.

want to select.

indicator.

1. Dial the number provided by

2. Once you have successfully

your telephone company and

downloaded the services of your

choice, press the **Services** key.

the **b** indicator to the Service you

activate the service next to the **b**

5. Once you have connected to the

The Services menu appears.

3. Use the **b** keys to move

4. Press the **Select** softkey to

entries cannot be deleted or changed.

to open the Directory.

Locking the Directory:

1. Press **Options**.

2. Press Hold .

The display uses icons to convey information about calls, Directory entries, Callers, and services.

Icons in the Callers List:

List. it came in. when it came in.

> You were on another call when this call came in.

from the Callers List

Icons in the Directory:

You are viewing the \square Directory. You pressed the Flash

programmed into a number.

programmed into a number.

Other List Icons:

List. You are viewing the Options List.

Icons in the Services List:

Ô	You are view Services list.
M	Press ► or or information.
3 K.	Sorvice infor

downloaded to your telephone

Status lights

- Speaker Light • Speaker light is on: a call is on
 - Handsfree (speaker). • Speaker light flashes and the display shows Microphone muted: a call is muted. Press **Mute** to take the call off mute.
 - **Telephone Light** • Light flashes and the display
 - shows Call is on hold: a call is on hold. Press *Hold* or lift the handset to take the call off hold.
- service, follow the instructions on the display. 6. To exit a service session, press the Quit softkey, Services or **Goodbye**) to leave the Services service^{*}.
 - Light flashes quickly and the ringer sounds: you have an incoming call.
 - Light is on and the display shows Extension in use: an extension telephone is using the line. This message also appears when the telephone is not properly connected to a phone line.

* You must subscribe to a Visual Message Waiting service for this feature to work. Consult your local telephone company for information.

1. Open the Callers List, Redial

- 2. When the number is displayed
- 3. If the entry is a number only (such as in the Redial List), you will be prompted to enter a name. Once you've pressed the Save softkey to save the name, the display will show Saved: Directory.

Advanced Features

You are viewing the Callers

You answered the call when

You did not answer the call

You have returned the call

softkey, or Flash has been

You pressed the Pause softkey or a pause (which is about 2 seconds) has been

You are viewing the Redial

ving the

◄ for more

Service information is being

• Light flashes and the display shows Message Waiting: a message is waiting for you at your message or voice mail

Prediating a number: Predialing lets you view a number before you dial. Enter the number using the dial pad and before lifting the handset. Use the Backspace softkey or \blacktriangleleft to correct any errors. To dial the number, lift the handset, press the Dial softkey, or press **Speaker**.

HANDSFREE Calling: The Handsfree feature allows you to speak to someone without using the handset. To dial using Handsfree, enter a number and then press **Speaker** or the **Dial** softkey. To answer using Handsfree, press **Speaker** when a call is ringing. To switch between Handsfree and the handset when the handset is off hook, press **Speaker**. When the handset is on hook, press **Speaker** to disconnect a Handsfree call. When Handsfree is on, the speaker light turns on. When the speaker light is on, press Mute at any time to mute Handsfree. The speaker light will flash and you will hear the caller, but they will not hear you. To switch between Handsfree and mute press Mute .

TIMING a call:

When you make or answer a call, the Timer shows the elapsed time of the call

Using Flash:

The Flash softkey allows you to access telephone company subscribed services, such as call waiting and three-way calling. These services vary from area to area, so contact your telephone company for instructions on using available services and your Model 390 telephone. If these instructions say to press the "hookswitch" or "receiver button," press the Flash softkey.

EXTENSION IN USE: The Extension in use prompt appears on the telephone display and the light turns on when someone uses another telephone on the same line. This message also appears when the telephone is not properly connected to a phone line.

Display prompts

Instructions and information are displayed on the large screen. If you are unsure what a certain prompt means, find it here, or see the **Troubleshooting** section for additional information. Directory is full – The Directory has 200 names and numbers in it. You need to delete an entry before you can add another entry. Directory locked - The Director

has been locked, and you cannot edit, add, or delete entries. See the section "Using the Directory" for more information.

Message Waiting - Check for new messages in your Voice Mail service*. More \blacktriangleright – Press \blacktriangleright to see other prompts.

Private name or Private Number – The caller has requested that the name (or number) not be shown.

Ringer is OFF – No audible ringing. To turn the ringer on again, press the right side of 🔹 🐠.

Unknown name or Unknown number – The telephone company is unable to provide the name (or number) of the caller.

XX New caller(s) – XX new calls have been added to the Callers List since you last checked it. XX Call(s) bumped - XX callers have been deleted from the Callers List to make room for new callers.

Using the Redial List

The Redial List records the last 10 numbers you dialed.

- **Redialing a number:** 1. Press Σ to view the
- Redial List.
- 2. Use the **b** keys to move the cursor to the number you want to dial.

Troubleshooting

What are services, and how do I use them?

Services are provided by your telephone company, and include basic features such as Caller ID[†]. Other services can be accessed through the *services* key, and may include services such as Call Forwarding[†] and Voice Mail[†]. Before using your services, you must activate them by contacting your local telephone company See the section "Using Services" for more information.

I'm having trouble with services I have subscribed to how do I get help?

Usually your telephone company supplies a special number to call for activation of your services. When you call this number, you must follow the recorded instructions carefully. This allows the telephone company's system to recognize your phone and customize it with the services you have subscribed to. If you have any activation problems call your local telephone company.

Why are there no prompts on the screen when a Call Waiting call comes in?

You must subscribe to Call Waiting Identification[†] from your telephone company

Why is the light not coming on with a new Voice Mail Message?

You must subscribe to the "Visual" Message Waiting[†] service from your telephone company for this function to work.

Why don't numbers I return

from the Callers List connect? Incoming calls are recorded with the area code attached, whether they are long distance or local calls. You must remove the area code from local calls in order to call from the Callers List, or use the Area Code option in the options list to have local area codes automatically removed. See the section "Customizing your **phone**" for information about the Area Code option.

Alternatively, you may need to add '1' before long distance numbers in order to dial long distance.

Why is my display blank?

Ensure that the power adaptor is fully plugged into the electrical outlet, and that the outlet is supplying power (you can test this with another electrical device, such as a lamp).

How do I set the time and date?

If you subscribe to the Caller ID[†] service, the first incoming call will update the phone with the correct time & date. Otherwise, use the Time/Date option in the options list to manually set the time and date.

Why can I only see 4 options when the user guide says there are 6?

The telephone screen will only show 4 options at a time. To see more, press the down arrow button

3. Lift the handset to dial the number, or press the Dial softkey or **Speaker** to dial the number using Handsfree.

DELETING the Redial List:

- 1. Press Σ to view the Redial List.
- 2. Press the DeleteList softkey.
- 3. Press the **Delete** softkey to confirm.

How do I remove the stand from the phone?

Place one hand on top of the phone, and place the other hand on the top of the stand. Pull the stand away from the telephone. You will have to pull quite forcefully, but this will not break the stand.

Can I turn the light on the screen off?

No. You can only adjust the contrast of the display.

Why are Callers not identified on the display?

Caller ID information usually arrives between the first and second ring. Let the telephone ring at least once before answering. Make sure you subscribe to Caller ID[†] services from your local telephone company.

Why can't I dial a number in the Callers List?

You must subscribe to a Caller $\mathsf{ID}^{\scriptscriptstyle \dagger}$ service for names and/or numbers to be recorded in the Callers List. If the number of the caller is unknown or private, you cannot return the call. Or, the number may require an area code. Press the EditNum softkey to edit the number, then press the Dial softkey.

Why can't I hear a caller or be heard?

Increase the receiver or speaker volume. Make sure the handset cord is inserted securely into the jack. If the speaker light is flashing, the call is muted; press the Mute key to turn mute off; the light will be steady and not flashing.

Why does the telephone wobble?

Make sure the cords are routed properly through the stand, as indicated in the Installation section. Check that the stand has been properly snapped into place.

What does Hold Msg do?

This is an option available with some Call Waiting[†] services. When you are on a call, and another call comes in on Call Waiting, you can press the Hold Ms9 softkey to send a network message to the caller. The message will ask the caller to hold, and tell them that you will be with them shortly. You can then answer the call at your convenience. Contact your local telephone company for activation information.

What does Answ_CW or Switch do?

This is an option available with some Call Waiting[†] services. These softkeys allow you to put the current call on hold, and answer a Call Waiting call. You can then switch between calls normally. Contact your local telephone company for activation information.

What is a softkey?

There are three keys on both the left and right side of the display. They do different things, depending on the command displayed next to them. See the section "How do I use softkeys?" for more information.

[†]These services may have different names in your area. Contact your telephone company for details.

If you've read this owner's manual and consulted the Troubleshooting section and still have problems, please call 1-800-574-1611 for technical assistance. © Aastra Telecom 1999

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