



**TOSHIBA**

**CIX Telephone User Guide**

**For Service Call**

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## Buttons & Keys – Location & Functions



### Message

When Msg LED flashes, press the key to call back the station or voicemail device that activated the LED. This is the telephone's message waiting button.

### Mute / Mic

Microphone button toggles between Mic and Mute. When Mic is lit, handsfree communication is supported, when the Mic is press again and light is off, Mute is enabled on the microphone in the handset & speaker.

### Speaker

Press to toggle the speaker ON/OFF. When Speaker LED is lit, handsfree communication is supported.  
To start a handsfree conversation; press the Speaker button, this turns the red Speaker LED on. To terminate the call; press the Speaker button again, this turns the red Speaker LED off.

### Volume

Press & release (tap) the volume control bar to adjust volume levels.

### Speed Dial

Press the Speed Dial key and enter 3-digit Speed Dial Access Code. (System (200-999) or Station (100-109))  
Speed Dial access codes must be setup before they can be accessed. See instructions below.

### Redial

Press the Redial key to dial the last telephone number called (internal or external).and enter 3-digit Speed Dial Access Code.  
If you have Automatic Line Selection, lift the handset first.

### Conf/Trans

Press the Conference/Transfer key to add internal or external parties to a conference call (up to 8 parties). Press Conference/Transfer and enter a number to transfer a call to another party (on the CIX system).

### Hold

Press the Hold key to place an internal or external call on hold.  
Press the Hold key twice to place an internal or external call on Exclusive Hold.

## Making a Call

### Hot Dialing

1. Press 9 or select line
2. Dial number, once connected, you can continue with speakerphone or lift the handset

### Redial

1. Press **Redial**, the last number you dialed will be called

**Speed Dial** (You will require a list showing the speed dial codes with the name and number you intend to program prior to entering speed dial codes and for future reference for dialing the three digit codes)

Press **Speed Dial** button or \* and the pre-programmed 3-digit Speed Dial Code

### **Speed Dial Programming**

1. Leave the handset on the phone
2. Press **#9876**. The display shows USER PROGRAMMING MODE
3. Press **Speed Dial** button. The display shows SPEED DIAL MODE
4. Enter the system (200-999) or station (100-199) speed dial code. Enter '9' and the telephone number, then press **Spkr** (to erase a number press '#', then **Spkr**)
5. Using the dial pad, enter the name of the speed dial (to erase press the softkey under the word **LEFT** that is displayed on the LCD until the name is cleared)
6. Press **Speed Dial** button when done

### Directory

Press **DIR**, choose

**MY** for Personal Speed Dial codes, you can then search by name

**EXTR** for External Speed Dial codes, you can then search by name

**INTR** for Internal Extension Numbers, you can then search by name

### Paging

1. Press **All Call Page** or dial **Intercom #30**
2. Make your announcement
3. Press the release key to hang up

### Recording a Call \*\*Note: Not available on all systems

If you would like to record a conversation for future reference, press the **Record** key, the key lights will turn green and flash in unison with the line key that you are speaking on.

To stop recording, press the **Record** key again and the light will turn off.

If you stop the recording too soon and need to restart, press the **Record** key again. Each start and stop will create a voice message in your mailbox.

## **Answering and Handling a Call**

### **Handset**

If your telephone is programmed for Ringing Line Preference, lift the handset and the telephone will automatically answer the ringing line.

If not, lift the handset and press the line key that is ringing in (flashing red LED).

### **Speaker**

If your telephone is programmed for Ringing Line Preference, press **Spkr** and the telephone will automatically answer the ringing line.

If not, press the line key that is ringing in (flashing red LED). Once connected you can continue on the speakerphone or lift the handset.

### **Switching Between Handset and Speakerphone**

Press **Spkr** and place the handset on-hook to switch from handset to speakerphone mode.

Lift the handset off-hook to switch from speakerphone to handset mode.

### **Microphone**

To turn the Microphone On/Off when the speakerphone is active (Spkr LED is On), press Mic.

When the Microphone is On, the Mic LED is On, steady red. When Mic is Off, the LED is Off and you cannot be heard through the microphone.

### **Group Pickup**

Pick up the handset, press **Group Pickup** and the extension of the ringing phone

### **Call Transfer**

1. While on a call, press **TRANS**. This puts the caller on hold. The line LED flashes green and you hear internal dial tone
2. Internal Transfer – Press, **STA.**, then dial the internal extension number, you can remain on the line and announce the call or immediately hang up to transfer the call blindly
3. External Transfer – Press **LINE**, then the number where the call will be transferred to, you can remain on the line and announce the call or immediately hang up to transfer the call blindly

If you receive voice mail or a busy signal, press the flashing line button to back out of the call transfer and offer the caller the option to go to voicemail or take a message

### **To Transfer a Call Directly to Voice Mail (VM)**

1. While on a call, press **Cnf/Trn + # + 407** or **VM Transfer** button
2. Enter the **Mailbox number + #** and hang up (caller is connected to the voicemail box)

### **To Transfer a Call Directly to Voice Mail (VM) with a DSS Button**

1. While on a call, press **VM Transfer** button
2. Press the **DSS** button and hang up (caller is connected to the voicemail box)

## **Conference Calls**

Depending on the number of telephone lines for incoming/outgoing calls available, a total of eight parties (two internal, six external) can be connected.

The quality of connection will be affected by the line conditions of each individual party.

The internal user that initiates the conference is the Master. If the Master decides to exit the conference, the first internal station that was added to the conference call becomes the Master.

### **To Conference Call with Two EXTERNAL LINES**

1. While on a call, press **Cnf/Trn**. This puts the caller on hold. The line LED flashes green
2. Call another station or outside line
3. When the called party answers, press **Cnf/Trn**. Both LEDs flash green, press first called line button, press **Cnf/Trn** again.

All parties are conferenced. If the second call was placed on a Line that appears on your telephone, the LED also flashes green.

4. Repeat above steps to add additional callers to the conference

### **To Conference Call with One EXTERNAL LINE and an INTERNAL EXTENSION**

1. While on a call, press **Cnf/Trn**. This puts the caller on hold. The line LED flashes green
2. Call an internal extension/station
3. When the called party answers, press **Cnf/Trn**.

If you receive a busy signal or no answer, press **Cnf/Trn** again to return to the original connection.

### **To put a Conference Call on Hold**

The Conference Master can press the **Hold** button once (or twice for Exclusive Hold) to place the conference call on hold. (Music-on-hold is suppressed and the LED flashes green) The other parties can continue with the conference.

To re-join the conference, at any time, press the flashing green extension button. Upon returning to the conference you will retain Master status.

### **Hold**

To place a call on hold, press **Hold**. The LCD shows the line on hold and the held line LED flashes green.

To retrieve the held call, press the held line button (flashing green LED).

If a held call is not retrieved within a specific amount of time, the call will ring back to on the set that placed it on hold. The call remains camped-on to that station indefinitely, until it is retrieved or the caller hangs up.

### **Exclusive Hold**

This feature enables you to place a call on hold so that only you can retrieve it.

While on a call, press **Hold** twice. The line LED flashes green, all other stations see that line as in use (steady red LED).

## **Park a Call**

1. While on a call, press **Park**. The LED flashes green (consultation-hold)
2. Specify the Park Orbit using the following: Press '\*' and the system automatically selects a General Park Orbit between 7000-7019. The chosen orbit appears on the LCD
3. Hang up. The caller's orbit number is shown. If the parked call is not retrieved within a specific amount of time, the call rings back to your telephone and the LCD shows the line or extension that is recalling along with the orbit number

## **Retrieve a Parked a Call**

1. Press **Park**
2. Enter the Orbit number (**7000-7019**)

## **Volume Control**

### **Volume Control - Adjust the Handset Volume**

Lift the handset, press and hold the volume up/down key to adjust during a call. Volume defaults upon hanging up.

### **Adjust the Speaker Volume for Internal/External Calls and Background Music**

1. Press **Spkr**
2. Press an extension button – you hear dial tone
3. Press and hold the volume up/down key to adjust. Volume setting will be retained for all future calls

### **Adjust Ring Volume**

Ensure the set is idle (no incoming or outgoing calls) and the handset is on-hook. Press the volume up/down key to set ring volume

## **Background Music**

### **Enable Background Music on Your Telephone Speaker**

Press **INTERCOM**, LED turns on  
Press **#490 + 01 + Spkr**

### **Cancel Background Music on Your Telephone Speaker**

Press **INTERCOM**, LED turns on  
Press **#491 + Spkr**

## **Caller ID – Access/Review Log**

**To program a Caller ID Flexible Button:** Press **#9876**, press **HOLD**

Press button you are programming to become the Caller ID button, enter **580**

Press button you are programming to become the Caller ID button again, lift & replace handset

**To access/review Caller ID Log:** Press **Caller ID** button to scroll through all calls

## Programming Flexible Buttons

You can program spare Flexible Buttons for features of your choice. Commonly, spare keys are programmed on One-Touch Speed Dials or Direct Station Select Keys (DSS Keys).

### Program a Flexible Button type

1. With the handset down, press **#9876** to enter User Programming Mode.
2. Press the **HOLD** key (to set the key type)
3. Press the Flexible Button you want to program
4. Enter the Flexible Button Code from the **list below**
5. Press the Flexible Button again (shows green light) to save the setting: **'Data Programmed'** will appear on your display
6. Lift and replace the handset to exit programming

<b>Flexible Button Feature</b>	<b>Code</b>	<b>Flexible Button Feature</b>	<b>Code</b>
Background Music	<b>530 01</b> (01 is the BGM Source)	Caller ID (Access Logs)	<b>580</b>
Do Not Disturb	<b>180</b>	Direct Station Select (DSS)	<b>610</b>
One Touch	<b>570</b>	Page All Groups	<b>220</b>
Record to VM	<b>630</b>	Pause/Resume Recording	<b>640</b>
To Blank the Key	<b>000</b>		

### Program a Flexible Button as a One-Touch Speed Dial

1. With the handset down, press **#9876** to enter User Programming Mode
2. Press **HOLD** key (to set the key type)
3. Press the Flexible Button you want to program
4. Enter **570** then press the Flexible Button twice
5. Press 9 , enter the telephone number
6. Press the Flexible Button to save the entry
7. Lift and replace the handset to exit programming

### Program a Flexible Button as DSS

1. With the handset down, press **#9876** to enter User Programming Mode
2. Press the **HOLD** key (to set the key type)
3. Press the Flexible Button you want to program
4. Enter the code for DSS (**610**), enter the extension/local number
5. Press the Flexible Button to save the entry
6. Lift and replace the handset to exit programming

### BLANK a Programmed Flexible Button

1. With the handset down, press **#9876** to enter User Programming Mode
2. Press the **HOLD** key (to set the key type)
3. Press the Flexible Button you want to BLANK
4. Enter '000'
5. Press the Flexible Button again (shows green light) to save the setting: **'Data Programmed'** will appear on your display
6. Lift and replace the handset to exit programming



**Feature Operations**  
(ON/OFF Feature Codes)

<b>Feature</b>	<b>ON Code</b>	<b>OFF Code</b>
Background Music Do No Disturb	press Ext. button, press #490 01 # #6091	press Ext. button, press #491 #6092

**Time & Date**

**Adjust the Date Setting**

Leave the handset on the phone  
Press **#651**, a confirmation tone is heard  
Enter the date **(YYMMDD)**  
Press **#**, a confirmation tone is heard  
Press **Spkr**

**Adjust the Time Setting**

Leave the handset on the phone  
Press **#652**, a confirmation tone is heard  
Enter the time **(HHMMSS)**  
Press **#**, a confirmation tone is heard  
Press **Spkr**

NOTES







