

## Model 390 User Guide – English:

### Buttons and functions:

#### The red telephone light

Shows when you have incoming calls, a message, or a call on hold. A message is displayed when the light is on. See the section “Status Lights” for more information.

#### Flashing light

Call is on hold, a message is waiting, or a call is ringing.

#### Steady light

Another phone is using the line. The display shows “Extension in Use.”

#### (Hold)

Pressing Hold puts a handset or Handsfree call on hold.

- You can hang up the headset 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.

#### (Volume Button)

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 settings.
- 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.

#### (Redial)

Pressing Redial opens the Redial List, which stores the last 10 numbers you dialed. See the section “Using the Redial List” for more information.

#### (Mute)

Pressing Mute puts the current call (on the handset or Handsfree) on mute. The display will show Microphone Muted. When a handsfree call is muted, the speaker light blinks. To take a call off mute, press **[Mute]** again.

#### (Goodbye)

Pressing Goodbye ends an active call. Goodbye exits an open list, such as the Directory or Callers List, but if a call is active when the list is open, it will also end the call. It will not hang up a call that is on hold. Take the call off hold before pressing “Goodbye”.

#### (Services)

Pressing Services opens a list of Services scripts that are stored in memory. See the section “Services” for more information on downloading and using services.

#### (Copy)

Pressing Copy copies a displayed number into the Directory.

#### (Options)




The options button lets you access six options to customize your telephone. See the section “Customizing your phone” for more information on the following options:

1. Language
2. Time / Date
3. Set ring tone
4. Clear Message Waiting
5. Area Code
6. Contrast Level

#### (Directory)

Pressing “Directory” opens the directory, which can store up to 200 names and numbers in alphabetical order. See the section “Using the Directory” for more information.

#### (Direction Keys)

Pressing up and down keys  lets you move between screens when you are using services. These buttons also let you scroll through menu selections, such as the Options List. When you are editing entries on the display,  deletes a character or number, and  adds a space when entering or editing names.

#### (Telephone icon)

Pressing the icon opens the Callers List, which stores the last 100 callers. See the section “Using the Callers List” for more information.







Softkeys let you select commands displayed on the screen. See “How do I use softkeys” for more information.

## 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 .
  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  will appear. To program a number that uses Flash, press the Flash softkey where it is required in the number. The Flash icon 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. 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 **[1]** and the **[#]** keys. Characters will appear in this order:

**[1]:** &, ( ) ' . \_ - 1.  
**[#]:** # / \ @.

### Finding Entries in the Directory:

1. Once in the Directory, press the down arrow key to scroll down and the up arrow key 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, **[5] [5]** 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  to erase digits. Use the dial pad to add digits. Use the Pause softkey to insert a 2 second pause. The pause icon  will appear.
4. Press Save  to move to the name.
5. To change the name, use the Backspace softkey  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:

1. Open the Callers List, Redial List, or answer a call.
2. When the number is displayed on the screen, press **[Copy]**. If the entry includes a name and number, the display will show Saved:Directory.
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.

### Dialing from the Directory:

1. Find the entry you would like to call in the Directory.
2. 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 Directory:

1. Find the entry you would like to delete.
2. Press the Delete softkey.
3. Press the Delete softkey again to confirm.

### Deleting all entries in the Directory:

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 the Directory:

1. Press the Directory button .
2. Press the DeleteList softkey.
3. Press the Delete softkey to confirm.

### Locking the Directory:

You can lock the Directory so that entries cannot be deleted or changed. You cannot add entries to a locked directory.

1. Press **[Options]**.
2. Press **[Hold]**.
3. Press **[\*]**. The display shows DirectoryLocked.

### To unlock the Directory:




1. Press **[Options]**.
2. Press **[Hold]**.
3. Press **[#]**. The display shows DirectoryUnlocked.

## 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 .
2. Press the up button and down button  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 , 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 the 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.

### 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 codes(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 erased.

### Deleting all entries in the Callers List:

1. Press the Callers button .
2. Press the Del etList softkey.
3. Press the Delete softkey to confirm. The display shows Callers List is empty.

## Advanced Features

### PREDIALING 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  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.

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## Status Lights

### Speaker Light:

- Speaker light is on: a call is on Handsfree (speaker).
- Speaker light flashes and the display shows Microphone 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.
- Light flashes and the display shows Message Waiting: a message is waiting for you at your message or voice mail 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.

## 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 Directory 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

Press ► 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 🔊.

### 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.

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## Using the Redial List:

The Redial List records the last 10 numbers you dialed.

### REDIALING a number:

1. Press **REDIAL** to view the Redial List.
2. Use the **⬅** keys to move the cursor to the number you want to dial.
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 **REDIAL** to view the Redial List.
2. Press the **DeleteList** softkey.
3. Press the **Delete** softkey to confirm.

## Customizing your phone:

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

### Setting Your Options:

1. Press **[Options]** to enter the Options List.
2. Use the down arrow and up arrow **⬆** to scroll through the list of six options.
3. Press the **Show** softkey to configure an option.
4. Use the softkeys to change a selected option.
5. Press the **Done** softkey at any time to exit the option, or press **[Options]** to exit the Options list.

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

1. **Language** – Select a language for the display prompts (English, French, or Spanish).
  2. **Time / Date** – Use this option to change the time and date setting on the display. Press the appropriate softkey to increase that item by 1. For example, press the **Hour** softkey to increment the hour from 1 to 2. Note: The time and date are automatically set when the phone 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.

## 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 and 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.

### 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 ID 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 **Edi t Num** 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 Msg** 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.

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## 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.

## Icons



You are viewing the Callers List



You answered the call when it came in



You did not answer the call when it came in



You were on another call when this call came in.



You have returned the call from the Caller's List.



You are viewing the Directory.



You pressed the Flash softkey or Flash has been programmed into a number.



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



You are viewing the Redial List



You are viewing the Options List.



You are viewing the Services List.



Press ◀ or ▶ for more information.



Service information is being downloaded to your telephone.

## System Star Codes

Code	Action	Explanation
Conferencing	With a call connected: FLASH/LINK + extension or number + FLASH/LINK + *95	Conferences parties using FLASH/LINK and star code . command
Directed Park	With a call connected FLASH/LINK *94 + extension	Places call to a specific station, giving the user the ability to return to that station to retrieve the call.
Do Not Disturb Activation calls	*78  + #	Activates Do Not Disturb for all bound to this extension. When Do Not Disturb is activated, the station is not alerted to any calls. Forwarding and/or Coverage behaves as usual.
Do Not Disturb Deactivation	*79 + #	De-activates Do Not Disturb for all calls to this extension.
Drop Last Call	FLASH/LINK + *77	Drops the last active call before the FLASH operation. If used during a conference call, the last caller who was added to the conference is dropped from that conference call
Pickup	*93 + extension	Retrieves a ringing call or an on-hold call at the entered extension.
Group Pickup	*92	Retrieves a ringing call from anywhere within the predefined Group Pickup area.
Park an	FLASH/LINK  + *8 + the number of the park zone as announced (by operator)	Places a call into a park zone, or address/area where calls can be retrieved from any telephone on a Spherical system.
Unpark	*91 + the number of the park zone as announced (by operator)	Retrieves a call from the park zone extension entered.
Paging	Number determined by your Spherical system administrator.	Contact your system administrator for information regarding your organization's paging system.