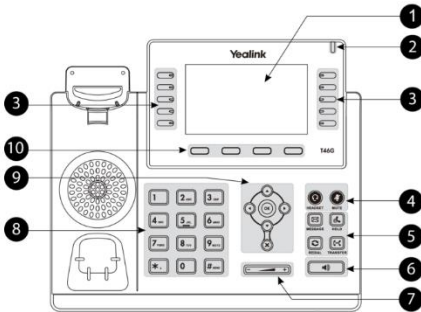




# Medtel T4 Series Quick Reference Guide

## Medtel T4 Series Soft Keys



1. LCD Screen
2. Power LED
3. Line Keys
4. Headset Key  
Mute Key
5. Message Key  
Hold Key  
Redial Key  
Transfer Key
6. Speaker Phone Key
7. Volume Key
8. Keypad
9. Scroll Keys  
OK – Confirm/Answer Calls  
X – Cancel/Reject Calls
10. Soft Keys

### Make an Internal Call

Lift handset or press speaker button  
 Dial extension number  
 Press SEND

### Make an External Call

Lift handset or press speaker button  
 Dial telephone number  
 Press SEND

### Answering an Incoming Call

Incoming call notifications:

- Phone rings
- Flashing red LED light (top right)
- Incoming Caller ID is shown on the display

To answer, lift the handset or  
 Press the speaker button

### Redial

Without lifting handset:

- Press the REDIAL button
- Use NAVIGATION KEYS to select the Contact to redial
- Press SEND
- Shortcut: Pressing the redial button twice will redial the last number called

### Holding Vs. Parking a Call

Hold puts the call “On Hold” at your phone and the call can only be picked up from your phone.

Park puts the call on a “System Hold” and the parked call can be picked up from any phone on the system.

### Place a Call on Hold

While on the call:  
 Press HOLD

### Pick Up a Call from Hold

While on the call:  
 Press RESUME

### **Park a Call**

While on the call:

Press an available PARK soft key  
(the selected key will light up)

Hang up

### **Retrieve a Parked Call**

Lift handset

Press the PARK soft key

### **Transfer a Call to Another Extension (Announced)**

While on the call:

- Press TRANSFER soft key
- Dial extension number
- Press SEND
- Wait for Response & Announce Call
- Press TRANSFER soft key to complete
- Or Press END CALL then RESUME soft key to return to the call

### **Transfer a Call to Another Extension (Unannounced)**

While on the call:

- Press TRANSFER soft key
- Dial extension Number
- Press SEND
- Press TRANSFER or hang up to complete
- Or Press END CALL to return to call

### **Transfer a Call Directly to Voicemail**

While on the call:

- Press TRANSFER soft key
- Dial #99 + extension number and press SEND
- Press TRANSFER soft key to complete OR simply hang up.

## **Accessing Voicemail from Outside the Office**

- Call your main office number, press # MAILBOX NUMBER
- When the company greeting answers, press \* MAILBOX NUMBER
- When greeting starts, press # YOUR PIN NUMBER and follow the prompts  
Shortcuts: \* + Ext = rings the phone and # + Ext = accesses voicemail

## **Place a Conferencing Call**

- While on the 1<sup>st</sup> call, press the CONFERENCE soft key
- Dial the 2<sup>nd</sup> number (Internal or External) & press OK
- When 2<sup>nd</sup> party answers, press the CONFERENCE soft key
- All parties are connected
- If 2<sup>nd</sup> party does not answer:
  - Press the CANCEL soft key to disconnect the party
  - Press RESUME soft key to resume original call with 1<sup>st</sup> party

## **Activate DND (Do Not Disturb)**

- Press DND soft key to send all calls directly to your voice mailbox
- Press DND soft key again to turn off DND



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