

390/480 phone for AltiGen

Mar 27 12:32

- Pickup
- AnyRing
- Intrcom

Dial-  
VMail-  
More-

 Sayson

# 390/480 Phone for AltiGen

User Guide

Last revised: April 15, 2004

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# Introduction

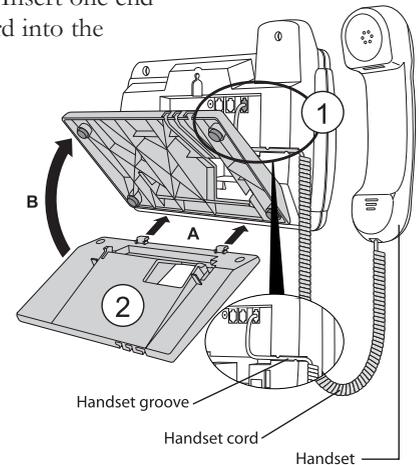
This manual covers the use of the 390 and 480 phones programmed for Altigen phone system. This programming provides an easy-to-use interface through the phones' large screens and 6 softkeys. By using this interface you no longer have to remember all the phone feature codes to perform functions such as call handling, or extension management.

This manual should therefore be used in place of the "Telephone User Interface Quick Reference" provided with the phone. Please continue to refer to your Altiserv Users Guide for all other Altiserv features.

# Installation

## 1. Connect the handset cord

Turn the telephone over and locate the handset jack marked . Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the illustration. Attach the handset to the other end of the handset cord.



## 2. Attach the stand

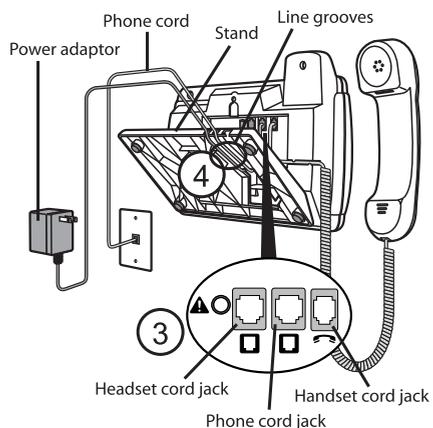
If you plan to mount the phone on the wall, you do not need to attach the stand; skip this step. If you plan to use the phone on a desk, attach the stand by inserting the tabs on the stand (marked with ) into the slots on the bottom of the telephone. For a higher viewing angle, use the slots marked . For a lower viewing angle, use the slots marked . Then rotate the stand towards the phone until it snaps into place (B).

## 3. Connect the cords

If you attached the stand to install the phone on a desk, route both the phone cord and power adapter cord through the opening in the stand. Insert the phone cord into the slot on the back of the telephone marked  until it clicks into place. Insert the power cord into the power jack marked .

## 4. Press the cords into grooves

Press the cords into two of the grooves provided on the bottom the stand so that the stand will sit flat on a desk.



## 5. Install the phone

If you have installed the stand and are using the phone on a desk:

Turn the telephone over so it rests on the stand.

Connect the phone cord to a phone jack and plug the power adapter into a power outlet.<sup>1</sup>

## 6. Install the phone on a wall

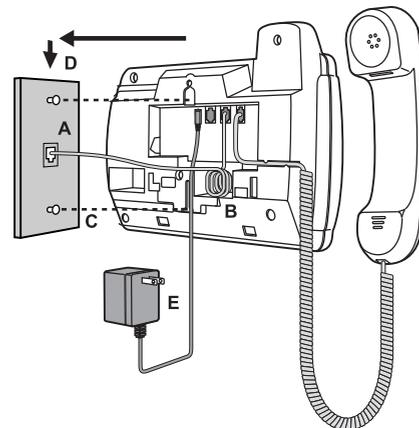
A. Connect the cord to the wall jack.<sup>2</sup>

B. Coil the phone cord into the space provided on the back of the phone.

C. Align the telephone so the hooks on the wall plate align with the wall-mount slots on the back of the phone, as shown here.

D. Push the phone onto the pegs, and then slide it down until it is secure.

E. Plug the power adaptor into a power outlet.<sup>1</sup>



<sup>1</sup> **Note:** You should connect the power adaptor to a surge protector or power bar.

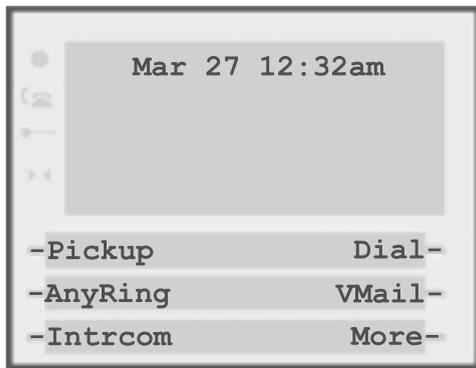
<sup>2</sup> **Note:** You may wish to purchase a short phone cord from a local supplier for a wall installation.

## 7. Insert number card

Write your telephone number on the number card, and place it into the card slot on the telephone, located under the mouthpiece in the handset cradle. Gently bend the clear plastic lens into the slot, over the number card.

## Screen and Softkey Setup

After phone is plugged in and powered up, lift the Handset. If softkey<sup>‡</sup> labels appear on the screen as shown next, your phone set up is complete. If this is the case, skip to **Screen States and Softkeys**.

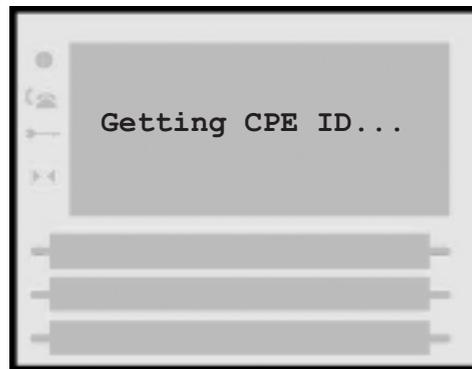


### If softkey labels do not appear on screen:

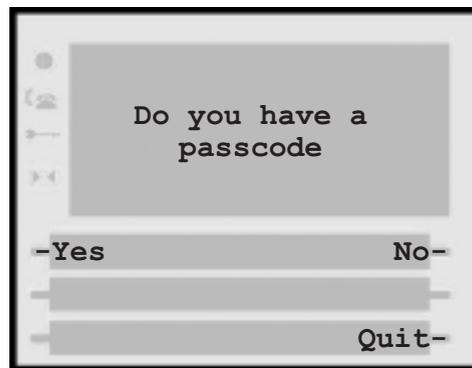
1. Please dial 1-866-732-8791 (toll free for most States within North America) or 604-629-4976 to program your phone

<sup>‡</sup> The softkeys are the 6 buttons on either side of the screen. The softkey labels are the text that appears beside the buttons

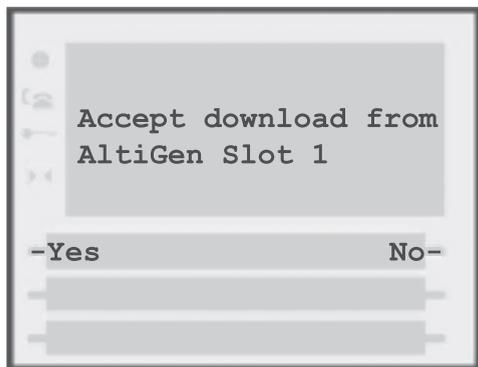
2. At the voice prompt press 2 to download programming. You will see the next screen, please wait. (No more than ten seconds).



3. When the screen displays the prompt, **Do you have a passcode?** select the **No**.



The screen should now say **Accept Download from AltiGen Slot 1**. Please press **Yes**.



**Caution:** DO NOT press **Yes** during a beep. If you do you may hear a noise similar to a dial up modem or fax machine. If this happens please hang up and try again.

4. Next, the screen should say either **Accept download from Sayson Slot 2 or Slot 4**, please press **Yes** again.

5. Last, the screen should say **Download complete** and the phone hangs up itself.

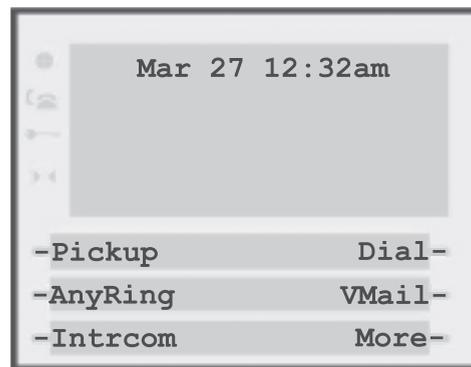
**Note:** If the screen displays **Phone ID not found**, please press the **Agent** softkey to connect with an agent.

# Screen States and Softkeys

The Sayson programming for AltiGen contains three screen states—Idle, Connected and Inbound. These screen states have softkeys to help you make and manage your calls more easily.

## Idle State 1

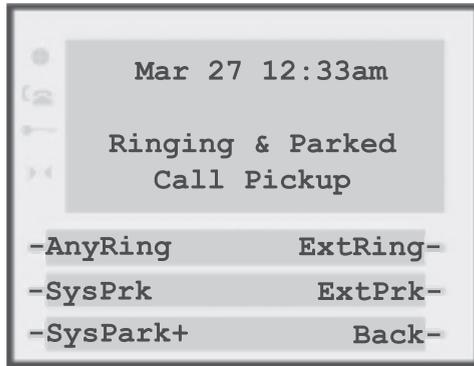
The Idle State is the screen you will see most often. You can pickup calls, make calls, check voicemail and perform extension management in this state.



**Note:** When you place the handset in the cradle or press the **Goodbye** button when the handset is in the cradle, the Idle State Screen will go away for 7 seconds. If you need the Idle State functions immediately, press the **Speaker** button in the model 390 or **Speaker** in the model 480 or pickup the handset.

## Pickup Menu Screen

Press the **Pickup** softkey and the **Ringing & Parked Call Pickup** screen will appear. This screen allows you to pick up calls ringing at another extension or to retrieve parked calls.



### AnyRing - System Call Pickup

Pressing this button will answer call ringing at any other phone in the office (oldest call first).

### ExtRing - Individual Call Pickup

Use this softkey to connect to a call ringing at another extension:

1. Enter the extension number of the ringing phone.
2. Press the **Done** softkey.

### SysPrk - System Call Park Pickup

Use this softkey to pick up a system parked call:

1. Press the **SysPrk** softkey.
2. Enter the 2-digit park number at the screen prompt.
3. Press **Done** softkey to continue.

### ExtPrk - Personal Call Park Pickup

Use this button to pick up a personal parked call at any extension.

1. At the screen prompt, enter the extension of the parked call.
2. Press the **Done** softkey to connect to the parked call.

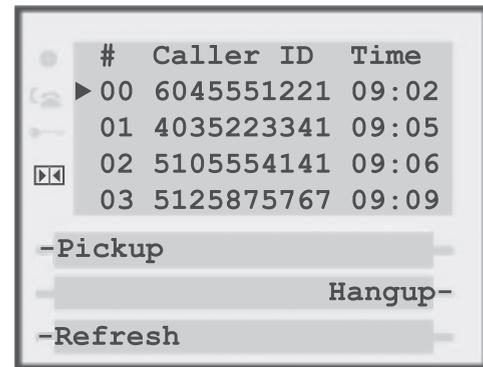
### System Call Park Pick up or SysPrk+

The *Visual System Park Pickup* offers a graphical way of handling your parked calls in your system. **SysPrk+** displays a list of your parked calls, so you can:

- View the caller's and phone number, when the call was parked and by whom.
- Choose which call retrieve and retrieve it at the touch of a softkey.

To view your parked calls:

1. Press **Pickup** on the Idle Screen.
2. Press **SysPark+** and you will see the next screen:



**Note:** It is normal to hear a beep and a short pause before the screen appears. If you do not see this screen, contact your system

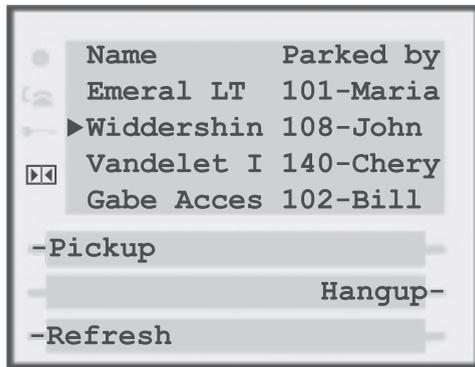
administrator to make sure the Sayson software has been installed on your server.

To retrieve the call:

1. Use the  and  buttons to move the cursor  to the call you want to retrieve.
2. Press the **Pickup** softkey to retrieve the call.

If you want to see caller's name and by whom the call was parked, you can use the  button.

You can also retrieve calls from this screen using the same procedure. Use the  button to go back to the first screen



Label	Definition
#	System Park Number
Caller ID	Phone number of parked caller
Time	Time when call was parked in 24 hr format
Name	Name of Parked Caller (if available through caller ID service)
Parked by	Extension and name of person that originally parked the call
Pickup	Softkey retrieves the parked call
Refresh	Softkey updates the list of parked calls
Hangup	Exit Syspark+ feature and return phone to idle state.

## Intercom<sup>‡</sup>

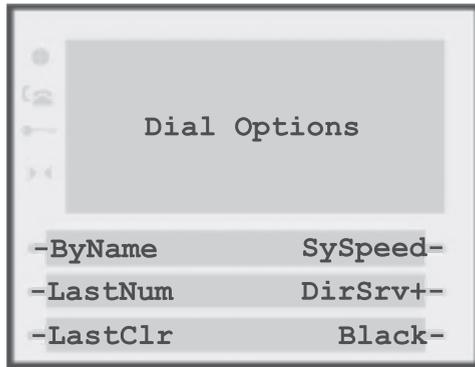
You can Intercom other Sayson Plus phones on your Altiserv system.

1. Press the **Intrcom** softkey.
2. Enter the extension you wish to call.
3. Press the **Done** softkey.

<sup>‡</sup> Requires the 12 port PCI Analog Station Board (ALTI-TTAS-12) installed on the Altigen system. Any phone on the system can intercom the latest Sayson phone. If an extension is not connected to the 12 port PCI Analog Station Board and is intercommed, it will ring and go into voice.

## Dial Menu Screen

From the Idle State screen, press the **Dial** softkey and you will see the **Dial Options** screen.



### ByName - Dial by Name

When you press this softkey, you will be prompted to enter letters of the name beginning with last name followed by the first name and #. Use 1 for Q and Z. The system will search until a unique name is found and will call the extension associated with the name.

### LastNum - Last Number Redial

You can use **LastNum** softkey to redial the last outgoing call.

### LastClr - Dial Last Caller

You can use **LastClr** softkey to call the last incoming call.

### SySpeed - System Speed Dial

The System Speed Dial numbers are programmed and provided by the System Administrator. You can access the System Speed Dial using the **SySpeed** softkey:

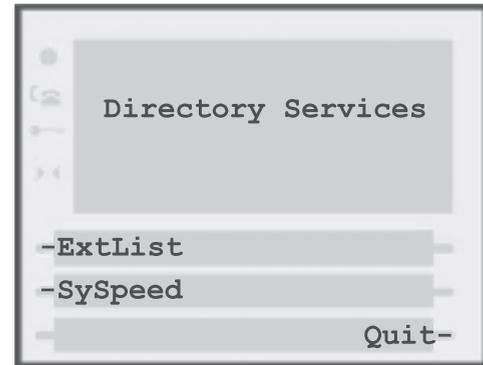
1. Enter the 2-digit system speed dial number at the prompt.
2. You will be connected to the preprogrammed number.

**Note:** In any option, after dialing an extension or outside number, the screen will switch to the connected state

### Directory Services or DirSrv+

The directory services present a graphical way of looking up phone numbers. **DirSrv+** offers two directories:

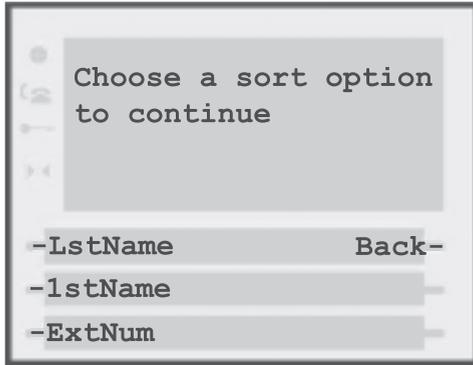
- **ExtList** – Full office Extension list.
- **SySpeed** – Listing of System speed dials



**Note:** It is normal to hear a beep and a short pause before the Directory Services screen appears. If nothing happens after you press the **DirSrv+** softkey, please contact your system administrator to install the Sayson software on the AltiWare server.

### ExtList - Extension List Directory

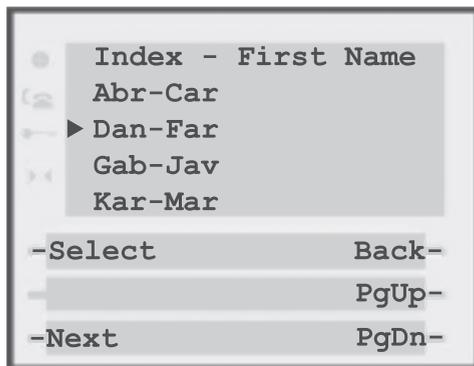
To search the extension list, press the **ExtList** softkey. You will see the next screen:



**Note:** Contact your system administrator to configure your AltiGen server if you do not see these softkeys.

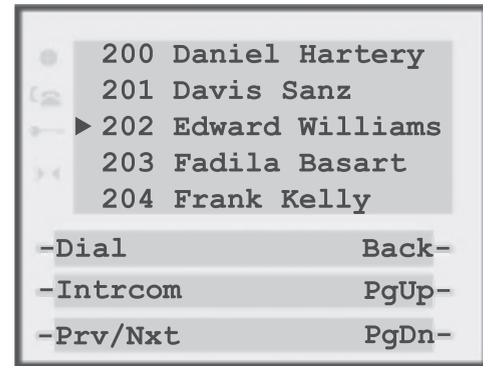
- **LstName:** Select an extension by last name.
- **1stName:** Select an extension by first name.
- **ExtNum:** Select an extension by number
- **Back:** Go to Previous Menu

When you press the **LstName**, **1stName** or **ExtNum** softkey you will see an Index Table as in the next screen.



Use the  and  keys to move the cursor  to the desired range of names. You can also use the **PgUp** and **PgDn** softkeys if the index table is more than one page long.

Press the **Select** softkey to view the list of extensions in that range of names. The next screen will look like this:



- **Dial:** Dial the extension indicated by the cursor .
- **Intrcom:** Intercom<sup>‡</sup> or Set Page the extension indicated by the cursor.
- **Nxt:** Displayed when at the first list of extensions. Will load the next list of extensions
- **Prv:** Displayed when at the last list of extensions. Will load the previous list of extensions.
- **Prv/Nxt:** Displayed for all other cases. Pressing the **Prv/Nxt** softkey will take you to the previous screen unless your cursor is positioned on the last line. When the cursor is on the last line that reads **Prv/Nxt=Next List**. The **Prv/Nxt** softkey

<sup>‡</sup> Intercom calls can only be made to other phones. Contact your system administrator if you're not sure which extensions have this capability.

will take you to the next list of extensions.

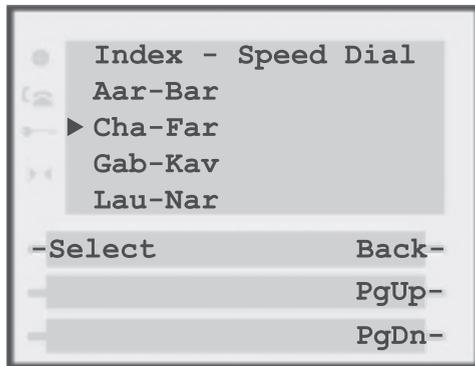
- **Back**: Return to Last Name Index table
- **PgUp/PgDn**: Moves cursor 4 lines up or down.
- The **1stName** and **ExtNum** softkeys work like this example except the sort

### SySpeed - System Speed Dial Directory

To search and dial the system speed dial list by name, you can use the SySpeed feature. To access this list:

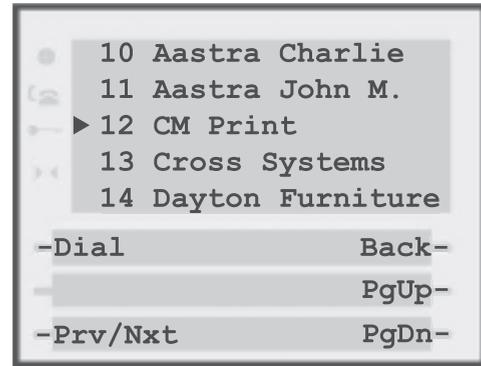
1. Press the **DirSrv+** softkey.
2. Press the **SySpeed** softkey.

The Speed Dial Index will appear.



Use the **▲** and **▼** keys to move the cursor to the desired range of names. You can also use the **PgUp** and **PgDn** softkeys if the index table is more than one page long.

Press the **Select** softkey to view the list of items in that range of names. The next screen will look like this:



Use the **▲** and **▼** keys to move the cursor to the desired item. You can also use the **PgUp** and **PgDn** softkeys if the list is more than one page long. Press the **Dial** softkey to call the selected item.

The **Next** and **Prev** softkeys will move to the next or previous group of numbers on the index table. The **Back** softkey will take you back to the index.

### VMail Menu Screen – Accessing AltiMail

Use the **Vmail** softkey on the Idle State screen to access the AltiMail system. For more information on how this feature works, please review the Voicemail section of the AltiServ User Guide.

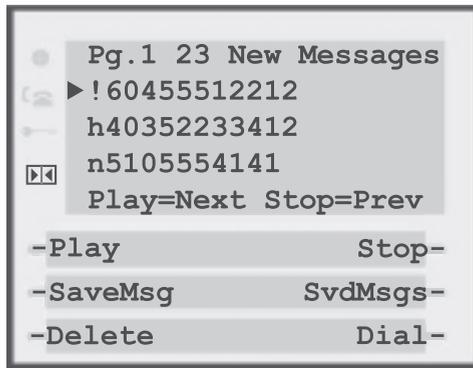
#### Visual Voice Mail or VMail+

Visual Voicemail offers a graphical way of handling your messages. It displays a list of your voicemails so you can:

- Scroll and listen to Voicemail Messages out of sequence through the phone's display.
- View time, date, and caller's phone number on each message.
- See notification for urgent messages or for messages retrieved by your email.
- Play, Stop, and Delete Voicemail Messages, or save them into your Saved Messages box.
- Access new messages log and saved messages log at the touch of a button.
- Return a call without having to exit your Voicemail Box.

### To access Visual Voice Mail:

1. Press the **VMail** softkey on the Idle screen
2. Press the **Vmail+** softkey and you will see a screen asking for your AltiMail password. Enter it and press the **OK** softkey.‡



‡ Note: It is normal to hear a beep and a short pause before the Voicemail password screen appears. If nothing happens when you press the Vmail+ softkey, please contact your system administrator to ensure the Sayson software is installed and running on the server. Your administrator can also configure your extension so that you do not have to enter your password when you press the Vmail+ softkey.

After you enter your password, you will see a list of your voicemail messages.

The cursor ▶ preceding the phone number indicates the active message. Each message header has the caller ID information preceded by a tag mark. The tag marks indicate:

Tag	Message
!	Urgent Messages
n	New Messages†
*	Retrieved Messages (as email)
f	Forwarded Messages

### To play messages:

1. Use the ▲ and ▼ buttons to move the cursor ▶ to the message you want to hear
2. Press the **Play** softkey.

The text **Play=Next Stop=Prev** will display on the screen when you have more than one page of messages.

Please move the cursor ▶ to this line and press the **Play** softkey to load the next page of messages and the **Stop** softkey to load the previous page.

† All new messages are marked "n" initially. When you re-enter Vmail+ after listening to your messages, the "n" tag will disappear and only urgent and forwarded messages will have their corresponding tag marks. Messages that have been heard and downloaded into your email application are marked with "\*".

**To delete messages:**

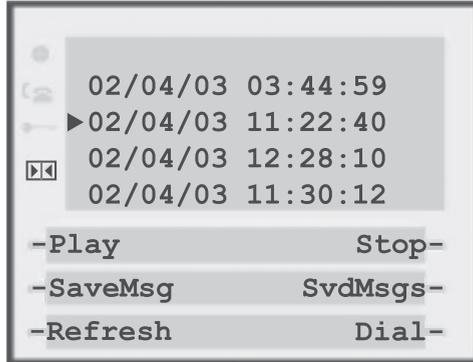
1. Move the cursor ► to the message you want to delete.
2. Press the **Delete** softkey.
3. Wait for the screen to refresh.

**To save messages:**

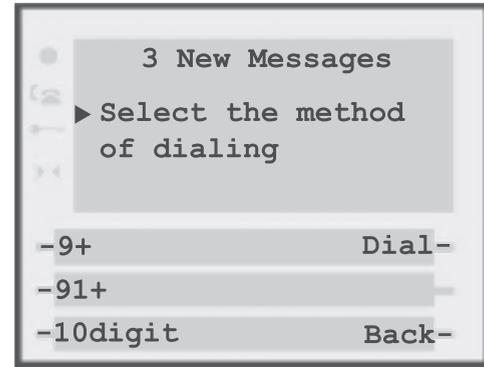
1. Move the cursor to the message you want to save.
2. Press the **SaveMsg** softkey. Wait for the screen to refresh.

To view saved messages, press the **SvdMsgs** softkey.

If you want to see the date and time of the messages please press the ► button. To go back to the first screen use the ◀ button



To call someone that left you a voicemail, press the **Dial** softkey and the next screen will display:



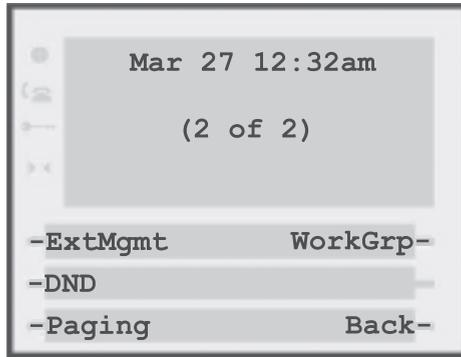
Method of dialing	Outcome
Original Caller ID	6045551212
Dial	6045551212
9+	95551212
91+	916045551212
10digit	96045551212

**Tips**

- You can move to another message and press the **Play** softkey even while a message is playing and it will interrupt the current message and play the new one.
- Press the **Stop** softkey during playback to stop the message.

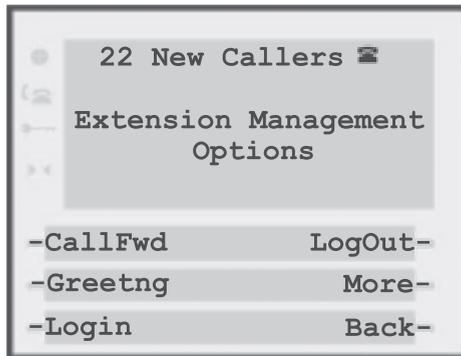
## Idle State 2

To see the Idle State 2 from the Idle Screen State 1 please press the **More** softkey. In this state, you can perform extension management and turn on and off DND feature.



## ExtMgmt – Extension Management Options

Press the **More** softkey from the Idle screen, then the **ExtMgmt** softkey and you will see the Extension Management Options screen.



## CallFwd - Call Forwarding

This softkey toggles Call Forwarding on and off. When turning Call Forwarding on, you will be prompted for your password and destination number.

## Greetng - Greeting Menu

This softkey allows you to change your greeting. You will be prompted for your password.

## Logout - Station Logout

This softkey deactivates or shuts off your extension, forwarding all calls to voice mail. This feature can be used to move your extension from your phone set to another phone set in the office.

## Login - Station Login

This softkey reactivates your extension at your original phone set or another one. If using a different phone set, that set must be deactivated for any prior extension. This can also be used to hear the currently active extension number for the phone set.

## Status - Feature Status Check

This softkey retrieves an announcement about currently activated telephone features. In addition, the dial tone changes when the following features are activated: Do Not Disturb, Call Forwarding, Remote Call Forwarding, Hands-Free Mode, Dial Tone Mute Mode, Outside Call Blocking (Operator only) and Operator Off-line (Operator only).

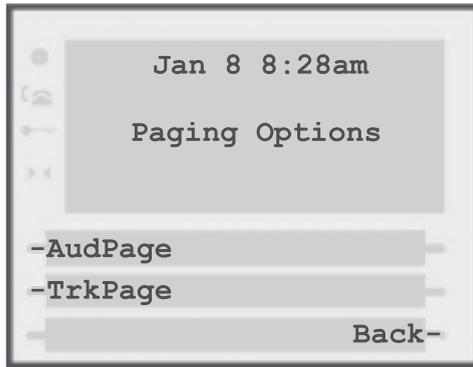
## DND - Do Not Disturb

Use this softkey to toggle the Do Not Disturb feature on and off. While activated, all your calls will be forwarded to voicemail.

## Paging Menu Screen

### Paging

To see the Paging Options screen please press the **Paging** softkey on the Idle screen, if you have a Sayson phone with basic programming. If you have a Sayson Plus phone from the Idle Screen please press the **More** options and then the **Paging** softkey.



### AudPage — Overhead Paging<sup>†</sup>

Use the AudPage softkey to connect to the overhead broadcast system. Speak into the handset and hang up when finished.

### TrkPage - Overhead Zone Paging

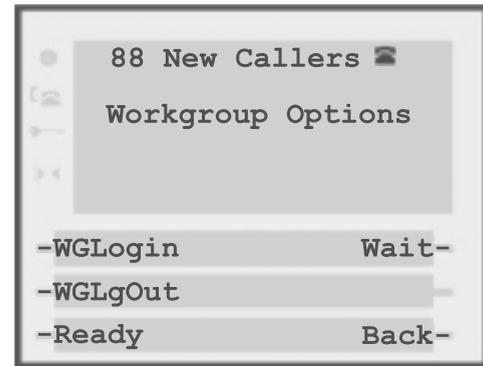
You can use this key to perform overhead zone paging. Simply press this softkey, then the 2-digit paging ID of the zone you wish to page.

<sup>†</sup> Note: An internal public address system or a zoned public address must be installed and connected to the AltiGen system to use these features.

After 2 rings, you will be connected to the remote extension and can speak through its speaker. When you are finished speaking, press the **Hangup** softkey and your phone will hang up. The remote extension will also hang up automatically. 12

## Workgroup Options

Press the **More** softkey from the Idle State screen, then the **WorkGrp** softkey and you will see the Workgroup Options.



### WLogin - Workgroup Login

For workgroup members only: Logs in to a workgroup.

### WLogout - Workgroup Logout

Log out and block workgroup calls but receive other calls at your extension.

### Ready - Status Ready

This softkey tells the system that your extension is

<sup>†</sup> Note: If the remote phone doesn't answer or doesn't hang up after you press the Hangup softkey, please contact your administrator to configure the remote extension correctly for intercom.

ready to receive workgroup calls. This can be used to end a call Wrap Up Time delay.

### Wait - Status Not Ready

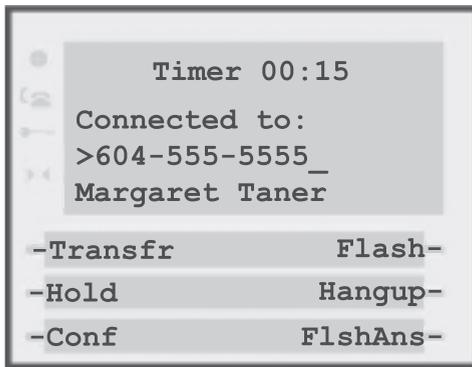
This softkey tells the system not to route workgroup calls to this extension.

**Warning:** if you press this button, you will not get any workgroup calls until you press the Ready softkey.

## Connected State

The Connected State Screen will appear when you are talking to someone on the phone.

**TIP:** To see the Connected State immediately when you are retrieving a call or answering a call at another extension use the Pickup softkey. If you use the Altigen keycode—retrieve a parked call (#41) or call ringing at another extension (#30)—you will have to wait for the Connected State to appear for a few seconds.



You can perform all call handling functions such as Transferring calls, Parking Calls, Conferencing Calls and Placing Calls on Hold in this state.

**TIP:** To perform all your call handling functions without having to remember the codes, use the **Transfr**, **Hold** and **Conf** softkeys. You can also use the **Flash** softkey, but you will need to know the Altigen keycodes.

## Transferring Calls

While connected to a call, you can transfer calls to: another extension, outside number, a voice-mail box or the AltMail voicemail system.

### To transfer a call to another extension:

1. Press the **Transfr** softkey.
2. Enter the extension number.
  - a. Press the **Hangup** softkey to complete the transfer or
  - b. Wait for the third party to answer. Announce the transfer. Then press the **Hangup** softkey to complete the transfer.

### To transfer a call to an outside number:

1. Press the **Transfr** softkey.
2. Dial the trunk access number (9) + outside number that you wish to transfer to. If you wish to do a Centrex transfer<sup>‡</sup> to an outside number,

<sup>‡</sup> If you have a Centrex line, you can use this feature to transfer an external call to an outside number without having to tie up two trunk lines. Once the transfer is complete, the external caller's line connects directly to the outside number. Since there are no longer any connections to internal users, internal trunk lines are then dropped, freeing up system trunk line resources for other calls.

use (\*9) + outside number.

- a. Press the **Hangup** softkey to complete the transfer or
- b. Wait for the third party to answer. Announce the transfer. Press the **Hangup** softkey to complete the transfer.

### To transfer a call to a voice-mail box

1. Press the **Transfr** softkey.
2. Press the **ExtVM** softkey.
3. Enter the extension number and press **Done**.

### To transfer a caller to the voicemail system

This allows the callers to check their voicemail

1. Press the **Transfr** softkey.
2. Press the **VMSystem** softkey.

### Consultation

If you wish to place a call on hold and consult with a third party, you can use the transfer softkey as well.

1. Press the **Transfr** softkey
2. Enter the extension or (9) + outside number that you wish to transfer to.
3. Wait for the third party to answer
4. Consult with the 3rd party.
  - a. Press the **Back** softkey if you want to disconnect from the 3rd party and go back to the original caller.
  - b. Press the **Hangup** softkey to transfer the caller to the 3rd party.

## Hold — Parking Calls

### Placing a Call on Hold

To place a call on hold, press the Hold or Transfer softkey.

**TIP:** Do not use the  button at the top of the phone to place callers on hold. This simply mutes the call and they will not hear any on-hold music connected to your AltiGen system.

**DO NOT HANG UP YOUR PHONE** at this point. To retrieve the held call, press the **Back** softkey.

### Parking Calls

To place a call on hold so that it can be retrieved from another extension, you must park the call. The most common park method is the System Park.

1. Press the **Hold** softkey.
2. Press the **Syspark** softkey.
3. Listen for the park number.
4. Press the **Hangup** softkey.

To retrieve the parked call from any extension:

1. Press the **Pickup** softkey from the idle state screen.
2. Press the **SysPrk** softkey.
3. Enter the park number.
4. Press the **Done** softkey

## Conference Calls

The AltiGen system supports conference calls for up to six parties. To use this feature, while connected to the first party:

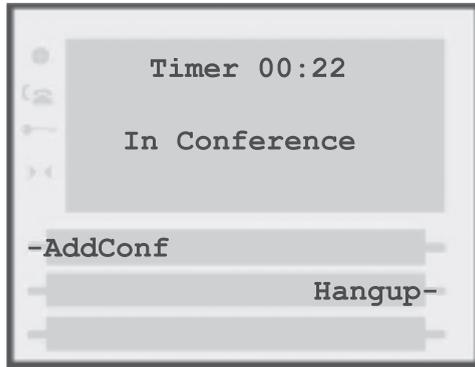
1. Press the **Conf** softkey.
2. Enter the extension or (9) + outside number that

you wish to add to the conference.

3. Wait for the party to answer and press the **Conf . In** softkey to create the conference

To cancel the conference and go back to the original caller press the **Back** softkey.

To add more members to the conference, while you are in conference:



1. Press the **AddConf** softkey.
2. Enter the extension or (9) + outside number that you wish to add to the conference.
3. Wait for the party to answer and press the **Conf . In** softkey.

Repeat steps 1 to 3 until you have added all the desired parties.

## Handling Multiple Calls

The AltiGen phone system offers two ways to handle your calls. Single call waiting and Multiple call waiting. *(Your extension must be configured for either option, please con-*

*tact your AltiGen administrator or dealer for details.)*

**Single call waiting:** This allows you to handle 2 callers at once.

**Multiple call waiting:** This allows you to handle more than 2 callers at once.

We recommend configuring your extension for **multiple call waiting - place callers in queue** for two good reasons:

- You no longer have to interrupt your call, swap to the caller waiting and ask them to hold. The AltiServ system intelligently gives the waiting caller the option of holding for you, leaving a voicemail, or transferring to the operator.
- If your extension is configured for single call waiting and you have a waiting call, you cannot use the Transfr, Hold, or Conf softkeys while in this state. You can only use those softkeys after one of the callers has hung up. The only way to handle multiple calls and still have the ability to Transfer, Park and Conference calls with the AltiGen is to configure your extension for multiple call waiting.

### Single Call Waiting

If your extension is configured for single call waiting, then during a call you may hear a tone indicating that you have another call waiting.

To disconnect the current call and answer the second call, simply place the handset back in the cradle—your phone will then ring and it will be the second caller. (If you use the Hang-up key or the Goodbye key when you hear the call waiting tone, the idle state screen will be present for a few seconds when you are connected

to the second caller. It will switch to the connected screen after a few seconds.)

To place the current call on hold and answer the waiting call, press the **FlashAns** softkey after you hear the call waiting tone. You can then use the **FlashAns** softkey to switch between the first and second callers.

### Multiple Call Waiting

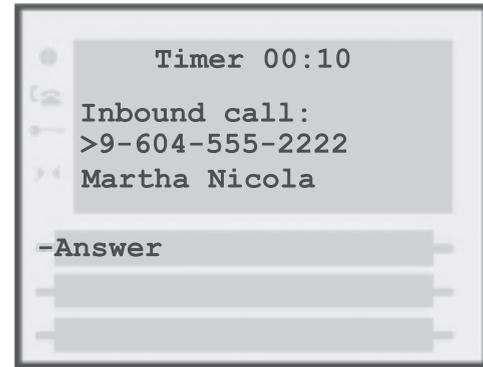
If your extension is configured for multiple call waiting, then during a call you may hear a tone indicating that you have a waiting call. At this point, you can:

- Ignore the call waiting and let the AltiGen system handle the call.
- Hangup the current call and answer the waiting call.
- Transfer the current caller then take the waiting call:
  1. Press the **Transfr** softkey.
  2. Enter the extension number or (9) + outside number.
  3. Press the **Hangup** softkey to complete the transfer. When you have hung up your phone, to complete the transfer, your phone will ring and it will be the waiting caller.
- Park the current call and take the waiting call.
  1. Press the **Hold** softkey.
  2. Press **SysPark**. Note the park location.
  3. Press the **Hangup** softkey and place the handset in the cradle if it is necessary.
  4. The phone will ring and it will be the waiting call.

When your extension is configured for multiple call waiting, you can switch between more than 2 callers by using the park and retrieve functions.

## Inbound Call State

When someone calls your extension, you will see the Inbound Call Screen.



To answer the call:

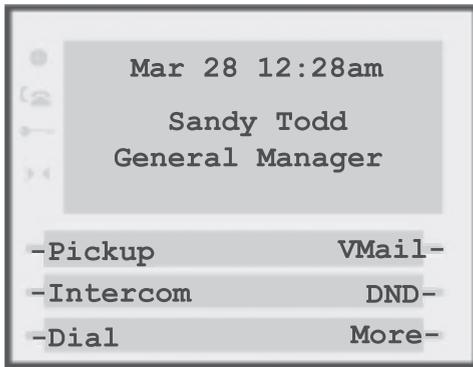
- Press the **Answer** softkey for hands free operation.
- Press the **Speaker** button for hands free operation.
- Pickup the handset.

When you answer the call, the screen will change to the Connected State. If you ignore the call, it will go to voicemail and the phone will return to the Idle State screen.

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# Interactive Branding

Interactive Branding allows you to personalize your phone with two lines of custom text on your phone Idle state screen via the web. Each line can be up to 20 characters long.



Please go to [www.sayson.com](http://www.sayson.com). Then click on **Products** and then on **Interactive Branding**.

In the two fields provided, please type in the information you want to place on your screen. Then press the submit button.

Please follow the instructions you are given on the next page.

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# Additional AltiWare codes

## Station Privilege Override

Dial #35 to have your own calling privileges at that phone set for the next call only. After the call, the phone set returns to its original call restrictions.

## Intercom Call

You can Intercom or set-page among Sayson Plus phones. To do this, dial #93 and the extension number and after two rings the remote Sayson Plus phone will automatically go off hook and you can talk through the speaker. When you hang up, the remote phone will also hang up.

## Station Speed Dial

Dial #77 and the 2 digit speed dial number. These are private speed dial numbers accessible from your station only. To setup the speed dial numbers use #25. Program a station speed dial phone number assigned to a 2-digit dialing number between 00 and 19. The phone number can be up to 20 digits, and must include all necessary digits such as outside line access digit, 1 for out of area numbers and the area code. When you have finished, press #. Hang up when done, or you can continue to set up other speed dial numbers by pressing # again.

## Feature Tips

Dial #55 to hear helpful tips and reminders for optimal use of AltiServ. There are eleven tips total and a different one is played each time you access Feature Tips.

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## Silent System Call Park

Dialing #73 will disable the system from announcing the “location” of a call when using the System Call Park feature.

## Operator Off-Line

When the Operator Off-line feature is activated, all calls are directed to the Auto Attendant. When callers dial 0 in the Auto Attendant, the system transfers the call to the next extension in the workgroup if one is configured. If there is no operator extension available, the system informs the caller that the Operator is not available and to leave a message in the Operator’s mailbox.

To activate this feature, press #39. When it’s active, you can deactivate it also by pressing #39.

## Outside Call Blocking

You can block access to all outside lines by pressing #38. Pressing #38 a second time restores the system to its normal outside calling status.

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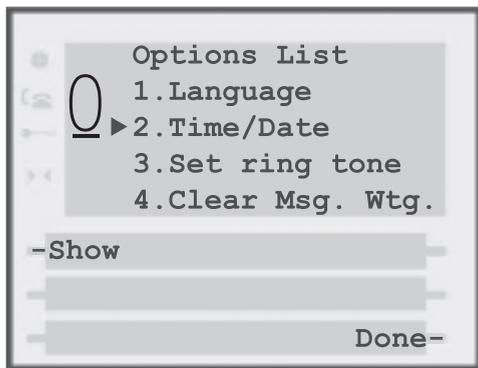
# Other Phone Features

## 480 special features not found on the PT390

- Activate headset with the touch of a button without losing the ability to use speakerphone or handset. The 480 is equipped to accept headsets with either a RJ22 or a 2.5mm standard jack
- Security Numbers. This feature prevents selected numbers from appearing on the display screen when dialed or redialed.
- Live Dial Pad.
- Data port: Fax/Modem.
- Displays time and date, along with “New Callers”, “Message Waiting”, and “Extension in Use” status display text.
- Multi-functional FSK and Voltage Message waiting indicator (for Incoming Call, Extension-in-Use, Message Waiting, and Hold).

# Customizing your Phone – Options Menu

There are nine configuration options, accessed by pressing **Options** :



## Setting your Options

1. Press **Options** to enter the Options List.
2. Use **▲** and **▼** to scroll through the list of nine 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.

**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 increase the hour from 1 to 2.

**Note:** The Sayson Phone sets the time and the date when you receive your first call

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

**4. Clear Message Waiting** – 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

**(Security Numbers and Live Dialpad exclusive to the model 480)**

**7. Security Numbers** – This option allows you to keep selected numbers from appearing on the screen when dialed. Use this option to protect passwords,

access codes etc. When a security number is used, your telephone displays the asterisk \* symbol for all digits entered after the security number and the digits do not appear in the Redial list display. Up to three security numbers can be created using this option. Press the **Change** softkey and then enter the security number.

**8. Live Dialpad** – Use this option to turn on or off the dial pad mode. With live dialpad on, the telephone automatically dials out and turns on Handsfree as soon as a dial pad key or softkey is pressed. With live dialpad off, you must dial the number first and then lift the handset or press the **Speaker** button in the model 390 or / in the 480. Press the Change softkey to turn on or off the dial pad mode.

**9. Set Audio** – The Model 480 telephone allows you to use a handset, headset or handsfree to handle incoming and outgoing calls. This option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four options to choose from:

- **Handsfree** – this is the default setting. Calls can be made or received using the handset or handsfree speakerphone and can be switched between the two modes.
- **Headset** – choose this setting if you want to make or receive all calls using a headset. (If this option is chosen, the handsfree speakerphone will not function.)
- **Spkr/Hset** – calls will be sent to the handsfree speakerphone. By pressing the / button on the phone you can switch between the handsfree speakerphone and a headset.
- **HSet/Spkr** – calls will be sent to the headset. By pressing the / button on the phone you can switch between the headset and the handsfree speakerphone.

# 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 you can either lift the handset, press the **Dial** softkey, or press the **Speaker** in the model 390 or / in the 480. If you have the model 480 phone you can turn off this option using **Live Dial Pad** feature.

## 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 and 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 press the **Speaker** in the model 390 or / in the 480.

## Deleting the Redial List

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

# Headset Operation

The mode 390 phone is headset compatible and the 480 is equipped with headset mode.

Contact your telephone equipment retailer or distributor to purchase a headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

## Using a headset with your Sayson 390 phone

### Making calls using a headset on the Sayson 390 phone

1. Remove the handset from the phone cradle to get dial tone.
2. Dial the number.
3. To end a call, return the handset to the phone cradle.

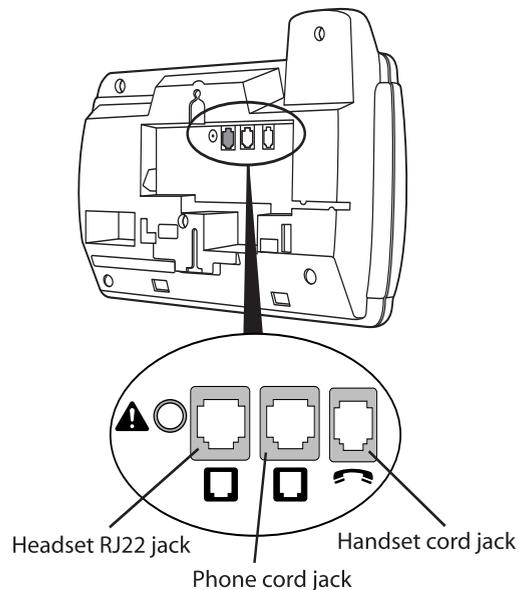
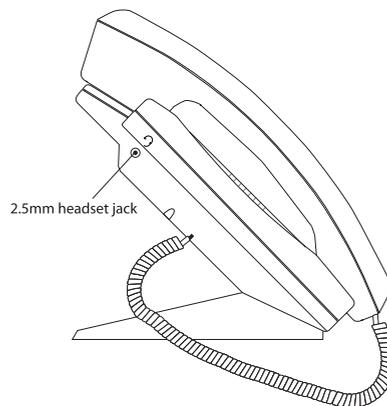
### Receiving calls using a headset on the Sayson 390 phone

1. When you receive an incoming call remove the handset from the phone cradle
2. To end a call, return the handset to the phone cradle.

## Using a headset with your Sayson 480 phone

The Model 480 is equipped to accept headsets with either a modular RJ22 jack or a 2.5mm standard jack. Headsets with a modular RJ22 jack can be connected to the phone by using the jack on the back of the set. Headsets with a standard 2.5mm jack can be plugged

into the headset jack located on the left hand side of the telephone.



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### Making and Receiving calls using a Headset

1. Ensure that you have selected a headset audio mode by accessing the Options menu. See the section “Customizing your phone” for detailed information.
2. Plug the headset into jack.
3. Press the / key to obtain dialtone or answer an incoming call. Depending on the audio mode selected from the Options menu, dialtone or an incoming call will be received on either the headset or the handsfree speakerphone.
4. Press the  key to end the call.

## Dataport Operation

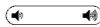
The Sayson 480 phone is equipped with a dataport located on the right hand side. The data port can be used to connect another device such as a fax machine or computer modem to the phone. Plug one end of a line cord to the phone and the other end to the device to be connected.

Note: The dataport will only operate when the handset is on hook (in the phone base cradle).

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## Adjusting the Volume

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 /headset volume 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  in the model 390 or / in the 480. The speaker will remain at this volume until it is adjusted again.

Note: The default handset and headset volume is always set at medium

## Status Lights

### Speaker Light

- Speaker light is on: a call is on Handsfree (speaker).
- Speaker light flashes slowly: indicates that the head-

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set/handset is being used.

- Speaker light flashes and the screen displays the prompt Microphone muted a call is muted. Press  in the model 390 or  in the 480 to take the call off mute.

## Telephone Light

- Light flashes and the display shows Call is on hold: a call is on hold. Press  or lift the handset to take the call off hold.
- Light flashes and the display shows Message Waiting: you have voicemail.
- 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. The message also appears when the telephone is not properly connected to a phone line.

## Timing a Call

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

## Display Prompts

Instructions and information are displayed on the large screen. If you are unsure what a certain prompt means, find it here.

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# Additional Phone Features

## Emergency Service Feature

The Sayson 390/480 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 Sayson 390/480 will keep the call, although the display will not work while the power is off. Handsfree calls will not be reestablished during a power interruption.

## 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 **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 **Flash** where it is required in the number. The Flash icon  will appear.

- Press Backspace or ◀ to erase a number.
4. Press **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 **NextSpace** or ▶ to move to the next letter or add a space. Press **Backspace** or ▶ to erase a character.
  6. Press **Save**. The new entry now shows on the display.

**Note:** You can also copy an entry from the Callers List to the Directory using the  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  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 **ChangeCase**, 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  and the  keys. Characters will appear in this order:

 & , ( ) ` . \_ - 1

 # / \ @

### Finding Entries in the Directory

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

### Changing Entries in the Directory

1. Press the Directory button .
2. Find the entry you would like to change.
3. Press the **Change** softkey.
4. To change the number, use **Backspace** or ▶ to erase digits. Use the dial pad to add digits. Use Pause to insert a 2 second pause. The pause icon  will appear.
5. Press **Save** to move to the name.
6. To change the name, use **Backspace** or ◀ to erase letters. Use the dial pad and **NextSpace** to add letters. Press **ChangeCase** to switch between upper and lower case.
7. 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 . If the entry includes a name and number, the display will show **Saved:Directory**.

**Note:** 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 **Save** to save the name, the display will show **Saved:Directory**.

### Dialing from the Directory

1. Press the Directory button .
2. Find the entry you would like to call in the Directory.
3. Lift the handset to dial the number, or press Dial or  in the model 390 or  in the 480 to dial the number using Handsfree.

### Deleting an Entry from the Directory

1. Press the Directory button .
2. Find the entry you would like to delete.
3. Press **Delete**.
4. Press **Delete** 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  to open the Directory.
2. Press **DeleteList**
3. Press **Delete** 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 .
2. Press .

3. Press . The display shows **Directory Locked**

### Unlocking the Directory

1. Press .
2. Press .
3. Press . The display shows **Directory unlocked**.

### Using the Callers List

The Callers List records the last 100 callers, in the order that 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  and  to move up and down in the Callers List. Hold either key down to scroll continuously. You can also press **Resume** to see the last caller you viewed the last time you entered the Callers List. Press the Callers button , **Quit**, or  at any time to leave the Callers List.

Note:  Will also hang up a caller if you are on a call.

### Calling an Entry in the Callers List

1. Press the Callers button .

2. Find the entry you would like to call in the Callers List.
3. Lift the handset to dial the number, or press **Dial** or **Speaker** in the model 390 or / in the 480 to dial the number using Handsfree.

### Copying from the Callers List to the Directory

When the number is displayed in the Callers List, press . The display will show **Saved:Directory**.

**Note:** 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 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. Press the Callers button .
2. Find the caller in the Callers List you wish to dial.
3. To add digits, use the dial pad.
4. To delete digits, press **EditNum** to begin editing. Use the dial pad to add digits.
5. Lift the handset to dial the number, or press **Dial** or **Speaker** in the model 390 or / in the 480 to dial the number using Handsfree.

### Deleting an Entry in the Callers List

1. Press the Callers button .
2. Find the entry you would like to delete in the Callers List.
3. Press **Delete**.
4. Press **Delete** again to confirm. The display shows Item is erased.

### Deleting all Entries in the Callers List

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

## FAQ

### Why don't numbers I return from the callers list connect?

When returning a call from an outside caller, you must add the trunk pre-dial string at the front of the number. This is usually a “9”. You can add a “9” easily by pressing **EditNum**.

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.

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.

### Why don't I have the LstName, 1stName and ExtNum softkeys in the ExtList feature in DirServ+?

Your server is configured to sort your AltiGen extension list by extension numbers. Ask your system administrator to configure your AltiGen server.

### How do I set the time and date?

Ask your system administrator to make sure your extension is configured for MDMF Caller ID format. Then, the first incoming call will update the phone with the time & date from the clock in the AltiGen system. Otherwise, use the Time/Date option in the options list to manually set the time and date.

### Can I turn off the light on the screen?

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

### 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  in the model 390 or  in the model 480 to turn mute off; the light will be steady and not flashing.

### Why don't I see any caller ID?

Ask your system administrator to make sure your extension is configured for MDMF caller ID format.

### What if I accidentally deleted the services on my Sayson phone?

If your phone is not loaded with any other Telco services, you should be able to restore the AltiGen features.

Press the “**Services**” button on the bottom right of the phone. **Restore** should be visible (the top right softkey on the screen); press restore and your AltiGen services should be reloaded. If restore is not visible, follow the instructions in the section titled Screen and Softkey Setup.

### How can I get the Softkeys back when they disappear after I have hung up the phone?

Pickup the handset or press the speaker button and the softkeys will reappear. You can also press the “**Services**” key and select the service in the first slot.

### How come the screen doesn't show the Transfer button right away when I'm connected to a caller?

When you use the pickup codes (\*11, \*12) instead of the softkeys, to pickup calls ringing at other extensions, the phone will take some time to realize that you are on the phone. Please use the **Pickup/AnyRing** or **Pickup/ExtRing** softkeys so that you the **Connected Screen** will display immediately.

### How come the transfer key disappears when I press the flash key?

You do not need to use the flash key to transfer a call. The transfer button performs a flash function already. To perform call handling functions such as transfer,

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hold, park or conference please use the **Transfer**, **Park** and **Conf** softkeys.

### Why doesn't the caller hear the on-hold music when I put them on hold?

When you press the  button at the top of the phone, to place a call on hold, instead of the **Hold** softkey the phone will place the caller on Hold at the set (similar to mute). Use the **Hold** softkey to hold and the caller will hear the on-hold music. To retrieve the call press the **Back** softkey.

If you have used the **Hold** softkey and still have that problem, please make sure your administrator has connected a music source to your AltiGen system.

### Why does the phone hang up or drop calls intermittently when I'm on speakerphone calls?

Please make sure the power adapter is secured properly in the back of the phone. Also make sure you have the cables connected to the phone through the base as described in the section titled **Installation**.

### Why does the telephone wobble on the desk?

Please make sure the cables routed through the base are pushed into the grooves provided. Review the section titled **Installation**.

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# Limited Warranty

Sayson Communications Inc. warrants this product against defects and malfunctions. Please consult the warranty information included with the packing slip for your Sayson Communications System for more details.

## Exclusions

Sayson Communications Inc. does not warrant its telephone sets to be compatible with the equipment of any particular telephone company or telephone system other than Sayson products. The warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession. Sayson Communications Inc. shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customer's use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes. This warranty sets forth the entire liability and obligations of Sayson Communications Inc. with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

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## Warranty Repair Services

Should the set fail during the warranty period, in North America, please contact your authorized Sayson dealer. For further information call Sayson at (604) 730-1842. You may be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

## After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions contact your AltiGen dealer or, call 1-800-574-1611 (in North America).

Note: Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period. Unauthorized repair will void the warranty.

# Important Safety Instructions

The following safety instructions cover the installation and use of the Product. Read carefully and retain for future reference.

### Installation

**WARNING:** To avoid electrical shock hazard to personnel or equipment damage, observe the following

precautions when installing telephone equipment:

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines. The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

This symbol on the product is used to identify the following important information: Use only with a CSA or UL certified CLASS 2 level C power supply, as specified in the user guide.



### Use

When using your telephone equipment, basic safety precautions should always be followed to reduce risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow the instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry

tub, in a wet basement or near a swimming pool.

5. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.

6. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

7. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.

8. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

9. Never spill liquid of any kind on the product.

10. To reduce the risk of electric shock do not disassemble this product, but have it sent to a qualified service person when some service or repair work is required.

11. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

a) When the power supply cord or plug is damaged or frayed.

b) If the product has been exposed to rain, water, or liquid has been spilled on the product, disconnect and allow the product to dry out to see if it still operates; but do not open up the product.

c) If the product housing has been damaged.

d) If the product exhibits a distinct change in performance.

12. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.

13. Do not use the telephone to report a gas leak in the vicinity of the leak.

14. **CAUTION:** To eliminate the possibility of acci-

dental damage to cords, plugs, jacks, and the telephone, do not use sharp instruments during the assembly procedures.

15. **WARNING:** Do not insert the plug at the free end of the handset cord directly into a wall or baseboard jack. Such misuse can result in unsafe sound levels or possible damage to the handset.

16. Save these instructions.

## US Regulations – Please Read Carefully

### Federal Communications Commission (FCC) Notice

FCC registration number: This telephone equipment complies with Part 68, Rules and Regulations, of the FCC for direct connection to the Public Switched Telephone Network. (The FCC registration number appears on a sticker affixed to the bottom of the telephone.)

Your connection to the telephone line must comply with these FCC rules:

- An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network premises wiring using a compatible modular jack which is Part 68 compliant. See installation instructions for details.

- Use only an FCC Part 68-compliant Universal Service Order Code (USOC) network interface jack, as specified in the installation instructions, to connect this tele-

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phone to the telephone line. (To connect the phone, press the small plastic tab on the plug at the end of the phone's line cord. Insert into a wall or baseboard jack until it clicks. To disconnect, press the tab and pull out.) See installation instructions for details.

- If the terminal equipment causes harm to the telephone network. The telephone company will notify you in advance that temporary discontinuance of the product may be required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. You will also be advised of your right to file a complaint with the FCC, if you believe it is necessary.
- If a network interface jack is not already installed in your location, you can order one from your telephone company. Order the appropriate USOC Network interface jack, as specified in the installation instructions, for wall-mounted telephones or for desk/ table use. In some states, customers are permitted to install their own jacks.
- Your telephone may not be connected to a party line or coin telephone line. Connection to Party Line Service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)
- It is no longer necessary to notify the Telephone Company of your phone's Registration and REN numbers. However, you must provide this information to the telephone company if they request it. The telephone company may make changes in its facilities, equipment, operation or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modification to maintain uninterrupted service.
- Do not attempt to repair this equipment. If you

experience trouble, call 1-800-574-1611 for warranty and repair information.

**Ringer Equivalence Number:** The FCC Registration label (on bottom of phone) includes a Ringer Equivalence Number (REN), which is used to determine the number of devices you may connect to your phone line. A high total REN may prevent phones from ringing in response to an incoming call and may make placing calls difficult. In most areas, a total REN of 5 should permit normal phone operation. To determine the total REN allowed on your telephone line, consult your local telephone company.

**Hearing aids:** This phone is compatible with hearing aids equipped with an appropriate teleco options.

**Programming Emergency Numbers:**

When programming emergency numbers and/or making test calls to emergency numbers:

1. Remain on the line and briefly explain to the dispatcher the reason for calling before hanging up.
2. Perform such activities in the off-peak hours, such as early mornings or late evenings.

## EMI/EMC (FCC Part 15)

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no

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guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.