

Toshiba IPEdge Quick Reference Guide



Training Videos are available online at <http://telecoaugusta.com>

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IP5000 Series Telephone Button Overview



- A. Status LED (message And ringing)
- B. LCD Display
- C. Softkeys
- D. Programmable Feature Buttons
- E. Message Waiting LED
- F. Microphone Mute Button
- G. Speaker Phone Button
- H. Volume Adjustment Button
- I. Hold Button
- J. Microphone
- K. Adjustable Tilt Stand

Phone Settings Via Web Management

Enterprise Manager Personal Administration Is a web based tool that allows users to personalize settings on their telephone. The Following features can be accessed via this interface.

--- Key / Button Programing

--- Name Change

--- DND

--- Ring Tone

--- Call Forward

--- Speed Dial

--- Voicemail Settings

--- Audio & Web Conference Bridge

Some Settings such as personal speed dials and call forwards must be programed via the Enterprise Manager Web interface. The Login address for this page is unique to each phone system. Please Contact your Network Administrator Or Teleco Augusta For help logging in



The image shows a login interface for a Toshiba IPedge system. At the top, the word "TOSHIBA" is displayed in red. Below it, there is a login form with the following fields and options:

- User ID: 7654
- Password: (masked with dots)
- Session Timeout: 15 Minutes (dropdown menu)
- ☒ Remember me
- Submit button
- Clear button

At the bottom, the "IPedge" logo is visible in red.

Making A Call

Using The Handset

1. To Make an outside call, lift the handset, then dial **9** Followed by the number.
2. To Make an inside call, lift the handset, then dial the **extension** number of the station you want to call. If You have a feature button for the station you can lift the handset and press the feature button.

Once connected, you can continue to use the handset or switch to speakerphone by pressing **“Spkr”** And replacing the handset.

Using The Speaker Phone

1. To Make an outside call, press **“Spkr”**, Then dial the 9 Followed by the number.
2. To Make an inside call, press **“Spkr”**, Then dial the extension number of the station you want to call. If You have a feature button for the station you can just press the feature button.

When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

Answering a call

Incoming Calls will ring on your telephone and be accompanied by a green flashing PDN Button (your Extension button). The Status light on the top of your phone will also flash:

RED For incoming external call

GREEN For incoming internal call.

1. To Answer Lift the handset or press **“Spkr”**.

Hold

To Place a call on Hold

1. To Place a call on Hold, Press the **“Hold”** button.
2. To Return to the held call, press the held line’s flashing line or Intercom button.

If You do not return to the held call after a few minutes, the call begins to ring back to your phone.

If You are busy on another call, you hear two tone bursts. If The held party hangs up, the call is released.

To Place a call on Exclusive Hold

1. While On a call, press **Hold** twice. This Places the call on Exclusive Hold; No one else will be able to access that line.

Microphone Mute Button

Mute On the DP5000---series Telephones mutes not only the microphone but also the handset microphone as well. The MIC Button on the telephones toggles between Mic And Mute.

To Mute A Call

1. During A conversation, press the **“Mic”** key, the red indicator will turn off; the microphone and handset are muted.
2. Press The **“Mic”** Key again to resume communication, the red indicator will turn on.

Paging

To Make an All Call Page

1. With The handset off---hook, press the **All Page** button. This Pages all phones in the All Call Page Group, And may page external speakers (depends on programming).
2. Make Your announcement, then hang up.

Call Transfer

Simple Transfer (unsupervised)

1. While On a call, press “**Cnf/Trn**”.
2. Dial The **extension** number and the call is transferred and hand up.

Transfer With Announcing The call (supervised)

1. While On a call, press “**Cnf/Trn**”.
2. Dial The **extension** number who you want to transfer the call to. Stay On the line to announce the call. If The party you are transferring to wants the call just hang up. If They do not want the call press the green flashing line or intercom button to get the original caller back.

Call Parking

To Park A Call

While On the call press "**PARK**" And then the **EXTENSION** Of whom you wish to park it to. Press "**Page**" And announce who the call is parked for and what extension you parked it on. Hang Up when you are done.

To Answer A Parked Call

A. If you are at the extension the call was parked to, Press The "**PARK**" key. You Now have the call.

B. If You are at another phone, Press The "**PARK**" key, then dial the extension the call was parked to. You Now have the call.

Volume Control

To Adjust handset volume

1. During A call, press and hold “**Vol**” Up or down. When You hang up, volume returns to a default level.

To Adjust the speaker volume for internal/external calls and background music

1. Press **"Spkr"**, Press and hold **"Vol"** Up or down to adjust volume level.
2. Press **"Spkr"** To exit.

To Adjust Ring Tone volume

1. With An idle phone and handset on---hook, press and hold **"Vol"** Until the ring volume is satisfactory

Speed Dials

Speed Dials are organized into "Personal" And "System Wide" categories. Personal Will only be available from the phone they were programmed on. System Wide speed dials are available on any phone. The Speed dials are each assigned a 3 Digit code.

100---199 Are Personal Speed dial numbers

200---899 Are System Speed Dials

Dialing A Speed Dial

1. To Dial a speed dial number hit the **"Spdial"** Key then the 3 Digit number of the speed dial you wish to dial.

Speed Dial Storage

Speed Dial numbers are programed via the Enterprise Manager Web interface. Detailed Information on Enterprise Manager Is available in Chapter 17 Of the IPEdge Complete User Guide. It Can be downloaded at <http://telecoaugusta.com>

1. With a web browser log into the IP Address for the Enterprise Manager. Your Network administrator, or Teleco Augusta Can provide this address.
2. Enter Your **user id** and **password**. Your User id will be your extension. Your Password will default to your voicemail password, but it may be changed. Consult Your network administrator or Teleco Augusta If you need your password reset.
3. Once Logged in look for a menu item labeled **"Speed Dial"**. Click On it.
4. Once Logged in you will see a table with your personal speed dial indexes. To Edit an index click it so it's line in the table becomes highlighted.
5. In The box labeled **"Number:"** Enter the speed dial number you wish to dial. For Outside numbers add a 9 Before your number.
6. In The box labeled **"Speed Dial Name:"** Enter a descriptive name for this speed dial.

7. Click The save icon near the top of the screen. It Looks like this ----->



8. You May enter another speed dial by repeating from step 4 onward. If You are done you can close the page.

Conference Calls

To Setup a conference call

1. While On a call, press **"Cnf/Trn"**.
2. Call Another station or outside line.
3. When The called party answers, press **"Cnf/Trn"**. All Parties are conferenced.

Note: If You receive a busy tone or if the station does not answer, press the flashing green line button to return to the original call.

4. Repeat Steps 1~3 To add more lines. You Can conference up to eight parties.

To Conference two outside callers

1. While Talking on an outside call, press **"Cnf/Trn"**.
2. Access An outside line by dialing 9 Followed by the number you wish to dial.
3. After The party answers, press **"Cnf/Trn"** Twice and hang up.

Note: If You receive a busy tone or if the station does not answer, press the flashing green line button to return to the original call.

Caller ID

To Scroll through a list of numbers that called your telephone

Note: The Following steps require your telephone to have a programmed feature buttonfor Caller ID.

1. Press The **"Caller ID"** button.
2. Use **"Vol"** Key Or NEXT And PREV Softkeys below the LCD Screen to scroll through the numbers.
3. Press The CALL Softkey to dial the number.

Using Voicemail

To Log into voicemail the first time

1. Dial **500** Or press the **V.M. Login** Key if it is programmed
2. Voicemail Will answer and ask for a security code. The Default code is your **extension + 997**. Example, Your Extension is **2005**. Your Security code would be **2005997**.
3. The System will greet you with a new user tutorial. It Will guide you through recording your name, personal greeting and changing the security code.

To Check messages

1. Dial **500** Or press the **V.M. Login** Key if it is programmed.
2. Voicemail Will answer and ask for your security code. Enter Your voicemail security code followed by #. If You have not setup voicemail before refer to the above instructions.
3. The System will greet you with the number of messages you have. Press **1** To play messages. Listen To the prompts or use the softkeys below the LCD To save or delete messages.
4. Hang Up when you are done.


To Check messages from outside the system

1. Call Into voicemail. To Do this will depend on how your system is configured. If A human answers the phone during the day the easiest way is to ask them to transfer you to any voicemail box. If You have a personal DID call your number and wait for your own voicemail to pick up. At Night time most systems will have the voicemail answer the calls.
2. When You hear the voicemail greeting play press the * key.
3. The System will ask you for your user ID. This Is your extension number.
4. The System will ask you for your security code. Enter It now.
5. You Will now hear the voicemail menu for your mailbox. You Can check messages, or change your greeting just as if you were internal to the system.

Call Forwarding

Call Forwarding Allows you to forward calls to your office phone to an outside number. Speed Dial numbers are programed via the Enterprise Manager Web interface. Detailed Information on Enterprise Manager Is available in Chapter 17 Of the IPEdge Complete User Guide. It Can be downloaded at <http://telecoaugusta.com>

To Program Your Call Forwarding Button

1. With A web browser log into the IP Address for the Enterprise Manager. Your Network administrator, or Teleco Augusta Can provide this address.
2. Enter Your **user id** and **password**. Your User id will be your extension. Your Password will default to your voicemail password, but it may be changed. Consult Your network administrator or Teleco Augusta If you need your password reset.
3. Once Logged in look for a menu item labeled **“Call Forward”** Click it.
4. On The call forward page there are settings for **“CF Internal Calls And Line Calls”** And **“CF Direct Line Calls”**. CF Direct Line Calls Controls call forward for calls to your personal DID. CF Internal And Line Calls Handles all other calls.
5. Enter The number you want to forward to in the **“CF All Calls to:”** box in the **“CF Internal Calls And Line Calls”** Part of the screen. If This is an external number place a 9 Before your number.
6. Press The save icon near the top of the screen. It Looks like this ----> 
7. If You need to call forward for your personal DID Enter your number in the **“CF All Calls to:”** box in the **“CF Direct Line Calls”** Part of the screen.

To Use The Call Forwarding Key

1. To Enable call forwarding press the **“Call Forward”** button. On The large screen phone this key will be labeled **“CF---All”** The Light next to the button will light red when it is enabled. Your Phone is now forwarding to the number you programed. You Can also enable and disable the call forward from the **“Call Forward”** Page in the Enterprise Manager Web interface.
2. To Disable call forwarding press the Call Forward Button so the light goes out next to the button.

Notes About Call Forwarding

When Your phone is forwarding to an external number your internal voicemail will not pickup. As An example let's say your forwarding to your cell phone. When You get a call at your office phone it will forward to your cell phone and your cell phone voicemail will be what answers if you do not pick up the call. Depending On the system configuration the Caller ID Of the forwarded call will appear to come from your office phone system. If This is happening it is a limitation of the phone company and can not be changed.