9216 User Guide

AASTRA

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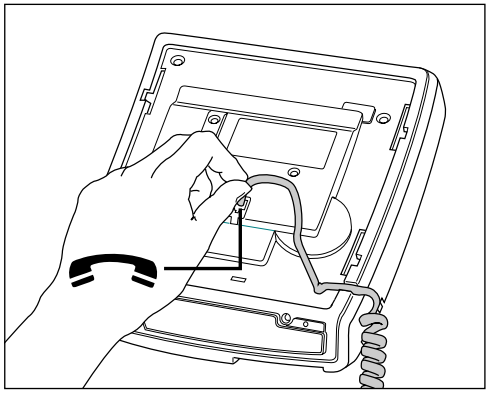
Key Descriptions

Contrast	Cycles through nine settings to adjust the display contrast.
↓ ↑	Allows you to move up and down any list such as the Set Options or Callers List.
← →	The left side lets you erase letters; the right side lets you move to the next letter when entering names. In the Callers list, use to switch between name and number.
	The unlabeled Set Options key is hidden under the sliding panel. This key gives contains seven options that customize the basic setup of your telephone.
Hold	Puts the call on hold.
Rls	Hangs up a call, ends a feature or leaves the Set Options list.
Save	Stores numbers, names or feature codes in memory keys.
Callers	Allows you to access a list of people who called.
Recall	Dials the number of the last person who called you.
Link	Allows you to access network features such as Call Waiting. Link is also referred to as Flash.
Redial	Displays the last number you dialed.
Dial/Listen	Calls the number on the display. Lets you listen.
	Lets you adjust the receiver, speaker, and ringer volume.
	Memory keys store numbers, names, and features.

Basic Installation

This section contains the information you need to install your 9216 telephone.

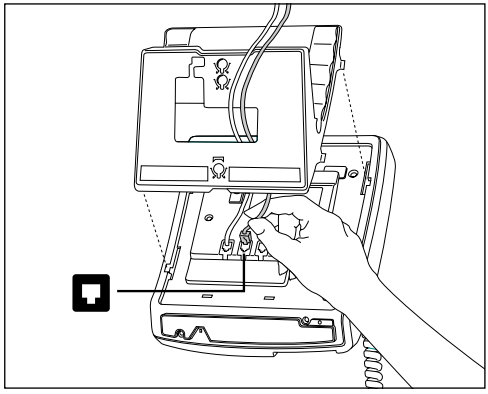
Connecting the handset cord



Attach the handset cord .

Attach one end of the handset cord to the handset and the other end to the handset jack.

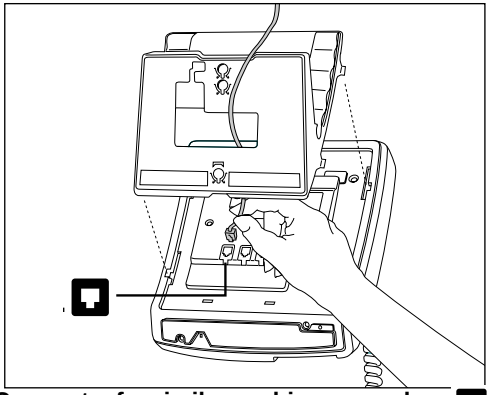
Connecting the line cord on Line1



Attach the line cord .

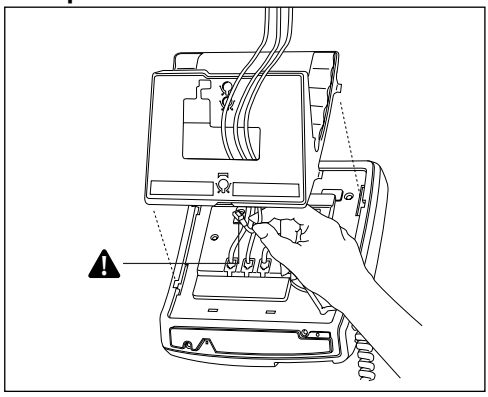
Attach one end of the line cord to jack number 1 and the other end of the line cord to the wall jack.

Connecting an optional Fax machine



Connect a facsimile machine or modem .

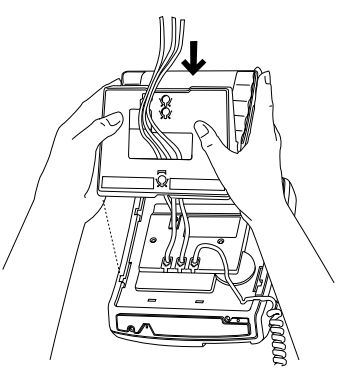
Connecting the power adaptor

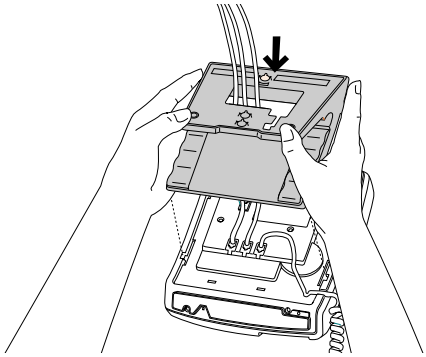


Attach the power adaptor cord

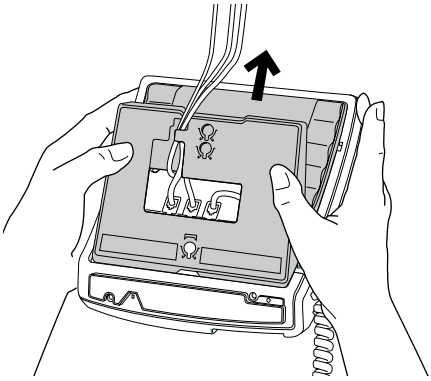
Attach the power adaptor to the base of the telephone, where the warning symbol is marked. Then connect the power adaptor into the closest electrical outlet.

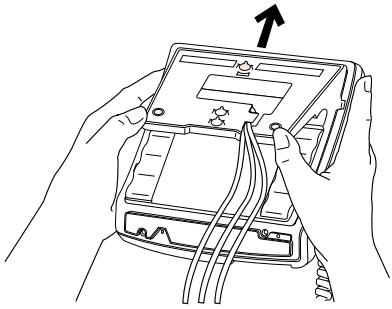
Optional Wall Mounting





Lower the stand into the slots on the base of the telephone, as shown in the desk or wall mount illustration above.





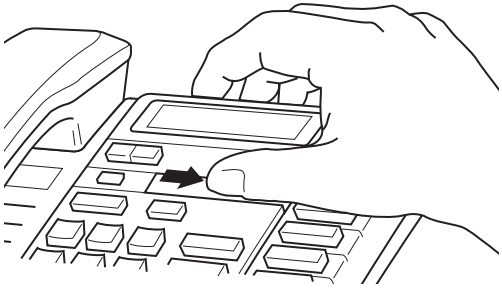
Slide the stand back until it clicks into the locked position, as shown in the desk or wall mount illustration above. The excess line cord fits into the stand of the telephone.

Note: The Load number (LN) is 16 for the 9216 telephone. Please see the base of your telephone or the Regulations sheet for more regulatory and safety information.

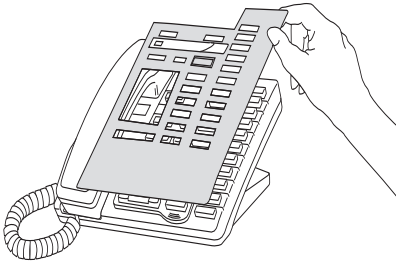
†We recommend that you use a wall mounting plate, which your telephone company or Telecom manager can install.

Telephone Setup

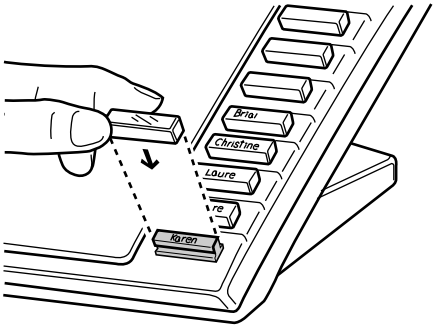
Adjust the display.



Slide the panel over to the right to reveal the Set Options key.



Place your 9216 on a table or hang on a wall. Then fit the Discovery Card over the keys.



After reading the guide, label the memory keys with the blank labels and key caps.†

Checking your telephone

When you first plug in your 9216, you may see a message asking you to make a language selection. Follow the directions on the display to select one of the languages.

Your phone also runs a test to ensure that the phone cord is connected properly. If the test fails, the display may prompt you to check the phone cord. Make sure that all connections are fastened securely. If the test passes, the message may stay for awhile and then disappear.

† Keep key caps away from small children. This telephone is not intended for residential use.

Personalizing your phone

The 9216 has seven options to personalize your phone. Move the sliding panel which is located below the display and press the Set Options key to see each of the choices. You can change any of the seven feature options by following the change procedure at the bottom of the page.

Setting your options

1. Change the display language

You have a choice of display messages in one of two languages.

2. Setting the date and time

You can set the time and date. If you subscribe to Call Display, the current time and date are automatically set for you when the first call comes in. This also happens after a power failure.

3. Setting the ring tone and ringer volume

You can choose one of four different ring tones. And while you are selecting the ring tone, you can adjust the ringer volume by pressing the volume bar below the dial pad. Use Save to end only when you are satisfied with the ring tone and volume.

4. Turn the Light OFF

You can program a memory key to turn the light ON and activate a feature at the same time (see page 8). If you don't want the light ON while the feature is active, use this option to turn the light OFF.

5. Enter your area code

If you don't want Call Display to show the area code of local calls, enter your area code.

6. Change the Callers List

The Caller List keeps a record of up to 15 calls. Program your Callers List to record all incoming calls or only unanswered calls.

7. Adding a timer key

To keep track of the length of your calls, you can program a timer into one of the memory keys. With the press of one key, you can turn the time ON or OFF.

To change any of the seven options:	
1.	Don't pickup the receiver.
2.	Slide the panel (which is located below the display) and press the Set Options key.
3.	Press ↓ ↑ to move through the list of options. OR Press the desired option number on the dial pad. (For example, when 7 items in list appears on the display, press 2 to set the time and date.)
4.	Press the selected option number again (1 through 7) and follow the instructions on the display to make a change.

Memory keys

Saving numbers and names in memory keys

You can save the numbers and names of your customers, business associates, or anyone you call frequently in 9216's ten memory keys.

To save a number and name:	
1.	Press Save.
2.	Press the memory key where you want to save the number.
3.	Enter the number using the dial pad. You can enter a maximum of 24 digits. **Note:** If you require a pause (for example, between a telephone number and an access code), press Hold where you want the pause.
4.	Press Save.
5.	To skip the name, go to step 6. To enter a name, use the dial pad. (See **Entering Names** below.)
6.	Press Save.
7.	Label the memory key. (See the diagram on page 5.)

Entering Names

To program a name, find the dial pad key that has the first character of the name. Keep watching the display as you press the key until that character appears on the display. Press a different dial pad key for the next character. If the next character is on the same key, press → to move to the next space.

For example: To enter the name Ruth press these keys:
7 7 7, 8 8, →, 8, 4 4

If you wish to change a digit or letter after you have entered it, press ← to erase it.

1 , - ' & . ( ) 1	2 A B C 2	3 D E F 3
4 G H I 4	5 J K L 5	6 M N O 6
7 P Q R S 7	8 T U V 8	9 W X Y Z 9
* *	0 0	# #

Saving subscribed services in memory

You can save telephone company features in memory for easy one key access. Simply save the ON feature code in one memory key and the OFF feature code in another. For example:

To save a Call Forwarding ON key:	To save a Call Forwarding OFF key:
1. Press Save.	1. Press Save.
2. Press 1 to program the light ON. †	2. Press 0 to program the light OFF. †
3. Press the memory key where you want to save the number.	3. Press the memory key where you want to save the number.
4. Press * 72 (which may be a telephone company feature code for turning Call Forwarding ON).	4. Press * 73 (which may be a telephone company feature code for turning Call Forwarding OFF).
Read the display to confirm the number.	Read the display to confirm the number.
5. Press Save again.	5. Press Save again.
6. When Feature ON appears on the display, you can press Rls to quit or you can change the name by entering letters using the dial pad.	6. When Feature OFF appears on the display, you can press Rls to quit or you can change the name by entering letters using the dial pad.
7. Write Call Forwarding ON on the memory key cap label. The light is now programmed, but will not come ON until you use the feature.	7. Write Call Forwarding OFF on the memory key cap label.

Note: To save ON and OFF keys for a telephone company feature without the light, omit step 2 from the above example. You can program the light with only one ON and one OFF key for a feature.

When you turn a feature ON, the 9216's light comes ON to remind you that the feature is in use. And, when you turn the feature OFF, your phone's light also turns off.

†Contact your telephone company or Telecom manager for the various feature codes

Protecting the contents of your memory keys

For security reasons, you can protect the contents of your memory keys by locking them. You will still be able to use your memory keys to place calls, but you will not be able to erase them or save new names/numbers on the keys while locked.

To lock your memory keys:	To unlock your memory keys:
1. Don't pick up the receiver.	1. Don't pick up the receiver.
2. Press the Set Options key.	2. Press the Set Options key.
3. Press Hold.	3. Press Hold.
4. Press *.	4. Press #.

Using your telephone company services

You won't need another phone because the 9216 can give you all the subscribed services that your telephone company offers, from Call Display to Message Waiting. Contact your telephone company for more information.

Keeping track of your calls

The 9216 stores up to 15 incoming calls in the Callers List. Your telephone records the number (and name when available) of the caller, when they called and the number of times the caller has tried to reach you. In the Set Options list, you can choose to record all of your calls in the Callers List or only unanswered calls.

To use the Callers List:
• Press ← → to switch between the number and the name of the caller.
• Press ↓ ↑ to move down and up the list between callers.
• You can add numbers from the dial ad or you can take away numbers (down to seven digits) by pressing ← →.
• You can return a call automatically by pressing *Dial/Listen* while the caller's number is on the display.
• You can erase individual callers from the list by pressing # twice or erase all callers when XX callers is displayed.

Saving a caller's number and name

You can save the number and name of a caller in the Callers List directly into a memory key by following these steps.

To save a caller from the Callers List:
1. While in the Callers List and the number/name you want to save is displayed, press *Save*.
2. Press the memory key where you want to save the number.

Note: Until you subscribe to Call Display from your local telephone company, the number (and name if available) of the caller will not appear on the display nor be recorded in the Callers List.

Display Messages

Message	What it means
NEW	First time a call has been viewed in the Callers List.
OLD	Call has already been viewed in the Callers List.
✓	Call has been dialed from the Callers List.
XX calls bumped	Number of old calls automatically removed to make room for incoming new calls in the Callers List.
1 New Caller	New caller has been added to the Callers List.
Private number	Caller has requested that their number be blocked.
Unknown number	Information on the call is unavailable.
Long distance	Call originates outside your local area.
<	Call was forwarded from another location.
_555-1440	Lets you add a number or delete an area code.
>_	Information about the call is incomplete.

Knowing when you have a message

You don't have to wait until you pick up the receiver to know that a message is waiting for you. The 9216 works with your voice mail system. The light flashes and the display shows Message Waiting after your voice mail has received a call. Contact your local telephone company to find out how you can subscribe to message waiting services.

Using your 9216 features

The 9216 gives you control of you time and your business with its own built-in services.

Dialing with one key

The 9216 lets you dial the number and wait for the party you are calling to answer before you pick up the receiver.

To place a call without lifting the receiver.	
1.	Enter the number on the dial pad.
2.	Press Dial/Listen.
3.	Pick up the receiver when you hear someone answer.

Listening for your caller

You don't have to listen through the receiver to know if your caller still has you on hold. The speaker, located under the receiver, lets you listen.

To monitor a call when someone puts you on hold:	
1.	Press Hold. The display shows that the call is on hold.
2.	Hang up the receiver.
3.	Press Dial/Listen to turn the speaker ON.
4.	Pick up the receiver when you hear the caller back on the line.

Putting a call on hold

If you want to continue your conversation at another extension, press Hold and hang up the receiver. The hold feature keeps the caller on the line and releases once you have picked up the extension telephone.

Ensuring privacy

The 9216's light comes ON and Extension in use appears on the display when another person in your office picks up an extension. The light remains ON until the other person hangs up. The 9216 will sense most types of communication equipment you connect to your telephone line.

Controlling the ringer volume

While the telephone is ringing, you can press the left or right side of the volume bar for soft or loud ringer volume. You can also adjust ringer volume and tone in the Set Options list, as long as the ringer has not been turned OFF.

You can turn the ringer OFF by pressing the left side of the volume bar without lifting the receiver. Ringer is OFF may appear on the display unless other messages have priority. Your phone still keeps track of who has called if you subscribed to Call Display. When you want to turn the ringer ON, press the right side of the volume bar, without lifting the receiver.

Controlling the receiver volume

While you are on the telephone, you can press the left or right side of the volume bar for soft or loud receiver volume.

Controlling the speaker volume

While you are listening through the speaker, you can press the left or right side of the volume bar for soft or loud speaker volume.

Learning about the light

In addition to alerting you when another extension is in use, the light flashes when the telephone rings, a caller is on hold, or a message is waiting for you.

Light and Display Messages

Feature	Light and Display
Extension in Use	Light is ON. Display shows: Extension in use
Feature in Use	Light is ON. Display shows: Feature ON
Hold	Light flashes quickly.
Message Waiting	Light flashes slowly. Display shows: Message waiting
Visual Ringing	Light flashes in time with ringing.

Answering your questions

The display is in the alternate language.
You can change to the other language by pressing the Set Options key and pressing 1 twice.

Callers are not identified on the display.
Let the telephone ring at least twice before answering. If that doesn't work, you may not have Call Display service. To subscribe, contact your local telephone company.

Call Display shows Unknown number.
Information about the call is not available.

The Callers List is empty.
Until you subscribe to Call Display, your telephone does not record incoming calls.

No dial tone. Check phone cord may appear on the display.
Read the display. If the line cord is not attached properly, the display may prompt you. The message may stay for awhile and then disappear. Also make sure the receiver cord is attached securely.

Telephone doesn't ring. Ringer is OFF may appear on the display.
The ringer volume may be turned OFF. Without lifting the receiver, press the right side of the volume bar to turn the ringer ON. You can adjust ringer volume and tone in the Set Options list.

There is no information on the display and the ringer volume is low.
Make sure the power adaptor is plugged in a working electrical outlet. If the display shows >_, information about the call may be incomplete.

You cannot hear a caller or be heard.
Make sure the handset cord is inserted securely into the jack and make sure the receiver volume is high enough.

Light stays ON when feature is not in use.
You can program a memory key to turn the light ON and feature ON at the same time (see page 8). If it isn't working, turn the light OFF by pressing the Set Options key and pressing 4 twice.

Cannot save or erase numbers in memory
Your memory keys may be locked. Without picking up the receiver, press the Set Options key, press Hold and then press # to unlock.

The power is out and the display is blank.
The 9216 still operates as a regular telephone during a power failure. You can dial using the dial pad and you can receive calls, but the other keys and the display do not operate until the power is restored.

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General inquiries

If you have read the guide and you still have questions, call 1-800-574-1611 in Canada and the USA. In other areas, contact your telephone company.

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