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› Avaya M3904 Digital Professional Telephone User Manual

## Avaya M3904

# Avaya M3904 Digital Professional Telephone User Manual

Model: M3904 (Part Number: NTMN34GE70E6)

## 1. INTRODUCTION

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This manual provides detailed instructions for the installation, operation, and maintenance of your Avaya M3904 Digital Professional Telephone. Please read this manual thoroughly before using the telephone to ensure proper functionality and to maximize your user experience. The Avaya M3904 is designed for professional communication environments, offering advanced features for efficient call management.

## 2. SETUP AND INSTALLATION

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Follow these steps to set up your Avaya M3904 Digital Professional Telephone:

1. **Unpacking:** Carefully remove all components from the packaging. Verify that all items are present: telephone unit, handset, coiled cord, line cord, and power adapter.
2. **Connect the Handset:** Plug one end of the coiled cord into the handset and the other end into the designated port on the telephone unit.
3. **Connect the Line Cord:** Plug one end of the line cord into the wall jack (telephone outlet) and the other end into the 'LINE' port on the back of the telephone unit.
4. **Connect Power:** Plug the power adapter into the 'POWER' port on the back of the telephone unit, then plug the adapter into a standard electrical outlet. The telephone will power on automatically.
5. **Initial Configuration:** The telephone may require initial configuration by your system administrator, especially in a business environment. Consult your administrator for specific settings such as extension number, voicemail access, and feature codes.

## 3. OPERATING INSTRUCTIONS

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This section covers the basic operation of your Avaya M3904 telephone.

## 3.1 Making Calls

- **Lift Handset:** Lift the handset or press the **Speaker** button to get a dial tone.
- **Dial Number:** Enter the desired telephone number using the keypad.
- **End Call:** Place the handset back on the cradle or press the **Speaker** button again.

## 3.2 Receiving Calls

- When the phone rings, lift the handset or press the **Speaker** button to answer.

## 3.3 Using the Digital Answering System

Your Avaya M3904 includes a digital answering system with approximately 16 minutes of recording capacity.

- **Access Voicemail:** Press the **Message** button or dial the voicemail access code provided by your system administrator.
- **Record Greeting:** Follow the voice prompts to record a personal outgoing message.
- **Play Messages:** Follow the voice prompts to listen to new or saved messages.

## 3.4 Caller ID

The telephone displays the caller's number and, if available, their name, before you answer the call. This feature requires subscription to Caller ID service from your telephone service provider.

# 4. MAINTENANCE AND CARE

Proper care ensures the longevity and optimal performance of your Avaya M3904 telephone.

- **Cleaning:** Use a soft, slightly damp cloth to clean the telephone's surface. Do not use abrasive cleaners or solvents.
- **Avoid Liquids:** Keep the telephone away from water and other liquids.
- **Temperature:** Operate the telephone within normal room temperature ranges. Avoid extreme heat or cold.
- **Cord Management:** Ensure cords are not tangled or pinched, which can cause damage.

# 5. TROUBLESHOOTING

If you encounter issues with your Avaya M3904, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No dial tone	Power cord or line cord disconnected.	Check all cable connections. Ensure the power adapter is plugged into a working outlet and the line cord is securely connected to the wall jack.
Cannot make or receive calls	Telephone line issue or service interruption.	Test with another phone if possible. Contact your telephone service provider if the issue persists.
Caller ID not displayed	Caller ID service not activated.	Contact your telephone service provider to ensure Caller ID service is active on your line.

Problem	Possible Cause	Solution
Answering system not recording messages	Memory full or system not enabled.	Delete old messages to free up memory. Ensure the answering system is enabled according to the operating instructions.

If the problem persists after attempting these solutions, please contact your system administrator or Avaya customer support.

## 6. SPECIFICATIONS

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Key technical specifications for the Avaya M3904 Digital Professional Telephone (Model NTMN34GE70E6):

- **Model Number:** NTMN34GE70E6
- **Brand:** Avaya
- **Telephone Type:** Cordless (Base unit is corded electric)
- **Power Source:** Corded Electric
- **Dialer Type:** Single Keypad
- **Answering System Type:** Digital
- **Caller Identification:** Yes
- **Recording Capacity:** 16 Minutes
- **Color:** Blue
- **Manufacturer:** Avaya Inc.
- **Parcel Dimensions:** 31.24 x 18.8 x 13.97 cm
- **Item Weight:** 3.33 kg

## 7. WARRANTY AND SUPPORT

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For information regarding the product warranty, please refer to the warranty card included with your purchase or visit the official Avaya website. Technical support and customer service can be accessed through the contact information provided by your Avaya reseller or directly from Avaya's support channels.

For further assistance, please visit the [Avaya Official Website](#).