

## **Scout II User's Guide**

(for FX, DXP, DXP Plus Systems)



### Scout II

### **User's Guide**

(for FX, DXP, DXP Plus Systems)

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This Scout II User's Guide is applicable for the following system models.

Product Required Software Version	
FX II	Supported in all software versions
FXS/FXT	Supported in all software versions
DXP/DXP Plus	8A or later

For an optional headset or other accessories available for use with your Scout II Digital Wireless Telephone, please contact your local dealer.

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# **Using This Guide**

This comprehensive user's guide describes your digital wireless telephone and tells you how to use it.

To assist you in installing the digital wireless telephone and its accessories, refer to the information in the following chapter.

Chapter 2, Installing Scout II

The operation chapters define often-used features and provide instructions for their use:

Chapter 3, Making Calls

Chapter 4, Answering Calls

Chapter 6, Placing Calls On Hold

Chapter 5, Transferring Calls

Chapter 7, Conferencing Calls

The special-purpose features of the telephone are grouped into the following chapter.

Chapter 8, Using The Other Telephone Features

Your telephone provides several non-verbal ways to communicate using lights and indicators. The descriptions of these methods are provided in the following chapter.

Chapter 9, Sending And Receiving Non-Verbal Messages

You can program many of the buttons on your telephone to enhance the unit's versatility and usability. These programming instructions are found in the following chapter.

Chapter 10, Programming Your Telephone

For your convenience, a troubleshooting chart is included in the following chapter.

Chapter 11, Troubleshooting Your Telephone



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# 1. INTRODUCING THE SCOUT II DIGITAL WIRELESS TELEPHONE

The sections in this introductory chapter help you become familiar with your telephone's controls and indicators. The sections are titled as follows.

Section 1.1, Knowing your Digital Wireless Telephone

Section 1.2, Knowing your Telephone's Functions

Section 1.3, Using your Scout II Handset

# 1.1 Knowing your Digital Wireless Telephone

Your digital wireless telephone consists of the following items:

- a base unit that is connected to a digital station port on your telephone system,
- a wireless handset that gives you the freedom to use your telephone as you move around your work area,
- two AC adapters that power your base unit and charging stand,
- a rechargeable battery pack that powers the wireless handset,
- a battery charging stand, and
- a wireless handset belt clip.

Because the handset is wireless, you are not confined to your desk or wherever you have located the base unit. This freedom allows you to carry on a telephone conversation and still be free to do other things. If you should wander out of range while on a call, you will lose voice contact with your party but your handset will keep its display and status lights active for approximately 20 seconds. During this 20 second time period, you can step back in range and resume your conversation. After this approximate 20 second time period, the handset's display shows NO SERVICE, the handset sounds three tone bursts, and the telephone drops the call.

Your digital wireless telephone is easy to use and provides you with ready access to many useful communications features.

#### **CAUTION**

Your digital wireless telephone contains special purpose circuitry that allows it to interface directly to a digital communications system. Because of this special design, do not connect your digital wireless telephone to a telephone company central office jack that is designed for industry-standard telephones.

# 1.1.1 REVIEWING IMPORTANT SAFETY INSTRUCTIONS

Since your digital wireless telephone has both an AC power supply and batteries, you should read and understand the following important safety instructions.

Before you read anything else, please observe the following.

#### WARNING

Comdial Corporation **DOES NOT** represent this unit to be waterproof. To reduce the risk of fire, electrical shock, or damage to the unit, **DO NOT** expose this unit to rain or moisture.

#### IMPORTANT SAFETY INSTRUCTIONS SAVE THESE INSTRUCTIONS

- Read and understand all instructions associated with this product.
- 2. Follow all warnings and instructions marked on this 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 as it could fall, causing serious damage to this product.

- 6. Slots and openings in this product's cabinet back or bottom are provided for ventilation to protect this product from overheating. Do not block these openings by placing this product on a bed, sofa, rug, or other similar surface. Never place this product near or over a radiator or heat register. Do not place this product in a built-in installation unless the installation is properly ventilated.
- 7. This product should be operated only from the type of power source indicated on its marking label. If you are not sure of the type of power supply to your home or office, consult your dealer or the local power company.
- 8. Your product may be equipped with either a grounding-type attachment plug or a polarized attachment plug.

The grounding-type attachment plug is a three-wire grounding type that has a third pin for grounding purposes. It will only fit into a grounding type power outlet. This is a safety feature. If you are unable to insert the plug into the power outlets at your location, contact an electrician to replace your obsolete outlets. Do not defeat the safety purpose of the grounding-type attachment plug.

The polarized attachment plug has one blade that is wider than the other. This plug will only fit into the power outlet in one way. This is a safety feature. If you are unable to fully insert the plug into the power outlets at your location, try reversing the plug orientation. If the plug still will not fit, contact an electrician to replace your obsolete outlets. Do not defeat the safety purpose of the polarized attachment plug.

- 9. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by people walking or moving equipment over it.
- 10. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

- 11. Never push objects of any kind through this product's cabinet slots as the objects may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock.

  Never spill liquid of any kind on this product or submerge it in liquid.
- 12. To reduce the risk of electric shock, do not disassemble this product. Take it to a qualified service technician when it requires service or repair. Opening or removing this product's covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when this product is subsequently used.
- 13. Unplug this product from the wall outlet, remove the batteries, and take it to a qualified service technician if you encounter any of the following conditions:
  - when the power supply cord or plug is damaged or frayed,
  - if someone has spilled liquid into this product,
  - if this product has been exposed to rain or water,
  - if this product does not operate normally by following the operating instructions (when operating, adjust only those controls that are covered in the operating instructions, as improper adjustment of other controls may result in damage and will often require extensive work by a qualified service technician to restore this product to normal operation),
  - if someone has dropped this product and damaged the cabinet,
  - if this product exhibits a distinct change in performance.
- 14. Avoid using a telephone (other than a cordless type) during an electrical storm as there may be a remote risk of electric shock from lightning.

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



#### WARNING



To reduce the risk of fire or injury to persons by the battery, read and follow these instructions.

- 1. Use only the appropriate type and size battery pack specified.
- Do not dispose of the battery pack in a fire. The cell may explode. Refer to the nickel-cadmium battery disposal information, detailed on the battery pack and shown in the following box, for disposal instructions.
- Do not mutilate the battery pack. Released electrolyte is corrosive and may cause damage to eyes or skin. It may be toxic if swallowed.
- 4. Exercise care in handling the battery pack in order not to short it with conducting materials such as rings, bracelets, and keys. The battery or conductor may over-heat and cause burns.
- 5. Charge the battery pack only in accordance with the instructions and limitations specified.
- 6. Observe proper polarity orientation between the battery pack and battery charger.

#### SAVE THESE INSTRUCTIONS



#### WARNING



The Scout II digital wireless telephone contains a rechargeable Nickel-Cadmium Battery.

- Cadmium is a chemical known to the state of California to cause cancer
- The rechargeable nickel-cadmium battery contained in this digital wireless telephone may explode if disposed in a fire.
- Do not short circuit the battery pack.
- Do not charge the nickel-cadmium battery used in this digital wireless telephone in any charger other than the one supplied in the charging stand.
- Using another charger may damage the battery pack or cause it to explode.
- Dispose of rechargeable nickel-cadmium batteries properly.

Contact local authorities for information concerning reclamation and disposal of rechargeable nickel-cadmium batteries. Read and heed any notices and disposal details printed on or attached to the battery's case.



#### WARNING



#### RECHARGEABLE NICKEL-CADMIUM BATTERIES MUST BE RECYCLED OR DISPOSED OF PROPERLY.

- Residents of Minnesota should contact 1-800-225-PRBA for information concerning reclamation and disposal of rechargeable Nickel-Cadmium batteries.
- Residents outside of Minnesota should contact their local authorities for information concerning reclamation and disposal of rechargeable Nickel-Cadmium batteries.

#### 1.1.2 REVIEWING THE TECHNICAL SPECIFICATIONS

The specifications shown are typical and subject to change without notice.

#### General

The Scout II complies with FCC and IC parts 15 and 68.

Frequency Control: Phase Lock Loop

Modulation: Spread Spectrum

Operating Temperature:  $0^{\circ}$  to  $50^{\circ}$  C (+32° to +122° F)

Bandwidth:  $\pm 500 \text{ KHz}$ Power Level: Approx. 60 mW

#### **Base Unit**

Receive/Transmit Frequency: 902 MHz to 928 MHz

Power Requirements: 10V DC from supplied AC Adapter Size: 4 1/4 in.W x 7 1/2in.D x 2 1/4in.H

Weight: Approx. 15.4 oz.

#### Handset

Receive/Transmit Frequency: 902 MHz to 928 MHz

Power Requirements: Nickel-Cadmium Battery Pack
Size: 2 1/5 in.W x 1 2/3in.D x 8 2/3in.H

Weight: Approx. 8.8 oz. with battery
Battery: Capacity 800 mAh, 3.6 V

Talk Time: 6 hours (typical)
Standby Time: 4 days (typical)

# 1.2 Knowing your Telephone's Functions

Your digital wireless telephone provides many versatile features for your use. The discussions that follow explain these features in terms of what they allow you to do.

#### 1.2.1 KNOWING THE HANDSET

#### Antenna

-allows the handset to communicate with the base unit

#### Battery Pack

-standard battery powers the handset

#### Belt Clip

-allows you to clip the handset to your belt

#### Channel Button

-allows you to change channels

#### • Display

-two line, 16 character LCD with word wrap-around for single messages

#### Function Buttons

-four buttons can be programmed as needed.

#### Head Set Jack

-allow you to connect a headset to the handset

#### Hold Button

- -places calls on hold
- -stores pauses in a number sequence during programming

#### Handset Receiver

-allows you to hear your calling party's voice

#### Volume Button

- -sets the loudness of the calling party's voice to low, medium, high or maximum
- -sets ringer volume to low, high, or off (vibrate mode)
- -sets the ring type to A, B, or C (ring frequency or tone)

#### Microphone

-allows you to speak to your calling party

#### Numeric Keypad

-allows you to dial telephone numbers and feature codes

#### Talk Button

-serves as an on/off hookswitch

#### Tap Button

- -retrieves last call placed on hold (when telephone is idle)
- -generates hookflash or recalls dial tone (when you are on a line)

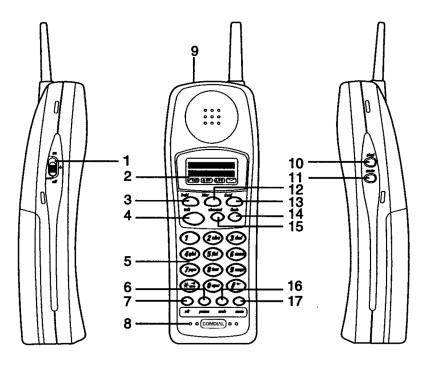
#### • Transfer/Conference (T/C) Button

-allows you to transfer calls

#### Vibrate Mode

-optional non-audible ring indication (volume level=ring off)

**Note**: Your telephone has a power saving feature that turns off the display and status LEDs after a short period of time. You can restore the display at any time by pressing Talk.



- 1. Ringer ON/OFF switch
- 2. Message Display
- 3. Transfer/Conference (T/C) Button
- 4. Talk Button
- 5. Numeric Keypad
- 6. Function Button
- 7. Function Button
- 8. Microphone

- 9. Head Set Jack
- 10. Volume (R/VOL) Button
- 11. MUTE Button
- 12. Hold Button
- 13. Tap Button
- 14. Redial Button
- 15. Channel Button
- 16. Function Button
- 17. Function Button

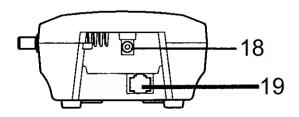
#### 1.2.2 KNOWING THE BASE UNIT

#### Antenna

-allows the base unit to communicate with the handset

#### Power On LED

-indicates that base unit has AC power supplied



18. DC Power Jack

19. Phone Jack

#### 1.2.3 KNOWING THE CHARGING STAND

#### Charge LED

-indicates that the installed handset battery pack is recharging

#### • Spare Battery Charge LED

-indicates that the optional extra handset battery pack is recharging

#### • Spare Battery Charging Bay

-provides a trickle-charge for spare battery packs

# 1.3 Using your Scout II Handset

**Note**: Operation of the Scout II is performed using the handset out of the charging unit.

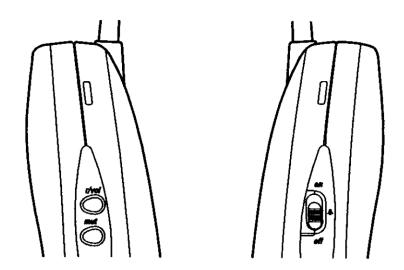


Figure 1-1 Scout II Handset Controls

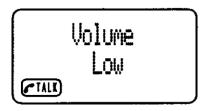
#### 1.3.1 MAKING A CALL

When you pick up the handset and press *Talk*, you will see:



16 Comdial Jun '02

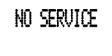
After the connection has been made between the handset and base, you will see:



Or, you may see one of the following:

Condition	Indicator	LCD Screen
No Connection to Base Unit	Error Tone	NO SERVICE
Line in Use	Error Tone	LINE IN USE

If the handset is at the range limit of the Scout II, or no power is going to the base unit, you may see:



When you hear a dial tone, enter the number you are calling. (You can also use a speed dial number. For further details, refer to Section 3.1, *Dialing Automatically*.)

When you finish the call, press the Talk button again, this will hang up the phone and put it in AutoStandby mode.

#### 1.3.2 ANSWERING A CALL

Handset in the Charging Unit	Handset out of Charging Unit
Pick up the handset. The AutoTalk feature allows you to answer the call immediately.	Press Talk.
When you finish the call, place the handset back in the charging unit. AutoStandby automatically hangs up the phone.	

—or–

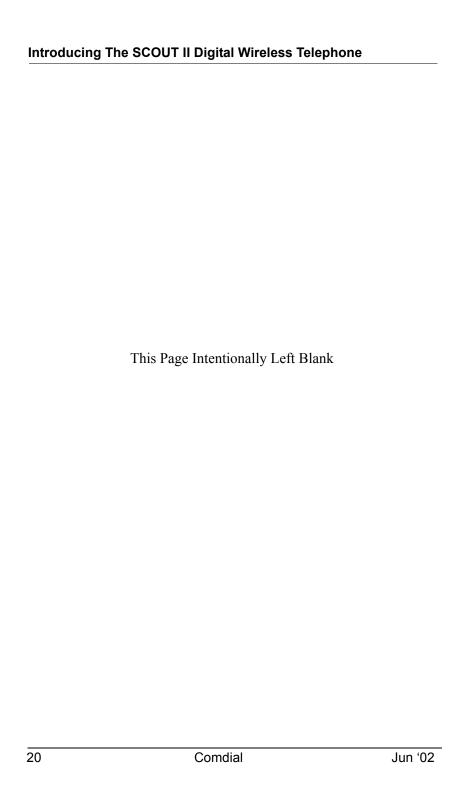
Press Talk to hang up the phone.

# 1.3.3 INTERPRETING THE LOW BATTERY INDICATION

When the battery pack in the handset is low and needs to be charged, you will see a message on the display.

On a Call	In Standby Mode
All keys and functions are available.	None of the buttons operate.
Handset beeps once every 3 seconds.	Handset beeps every 15 seconds for 3 minutes.
Complete your call as quickly as possible	Cannot make or receive a call.
Replace battery pack within 20 seconds to continue call.	Replace battery pack before making a call.

Return the handset to the charging unit for charging, or replace the handset battery pack with another charged battery pack.



### 2. INSTALLING SCOUT II

The digital wireless telephone is a proprietary multiline telephone that connects directly to a digital station port.

Use the information in this chapter to learn how to install the digital wireless telephone and its accessories.

Section 2.1, Selecting the Installation Location

Section 2.2, Connecting to the Station Jack

Section 2.3, Applying Power to the Base Unit and Charging Station

Section 2.4, Wall Mounting the Base and Charger Units

Section 2.5, Installing the Battery Pack

Section 2.6, Charging the Handset's Battery Pack

Section 2.7, Charging Spare Battery Packs

Section 2.8, Cleaning the Battery and Charging Unit Contacts

Section 2.9, Attaching the Belt Clip to the Handset

Section 2.10, Testing the Coverage Range

### 2.1 Selecting the Installation Location



#### **CAUTION**



Your digital wireless telephone contains special purpose circuitry that allows it to

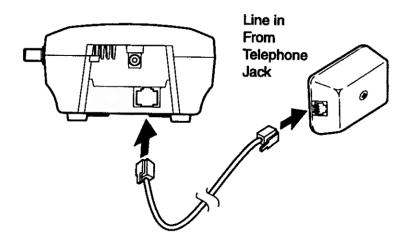
operate only when it is connected to a proprietary digital telephone system. Because of this special design, do not connect your digital wireless telephone to a telephone company central office jack that is designed for industry-standard telephones.

Select a location for the digital wireless telephone to avoid excessive heat or humidity. Place the base unit of your digital wireless telephone on a desk or tabletop near a standard 120V AC outlet and within reach of the station jack. Keep the base unit and handset away from sources of electrical noise (for example, motors, fluorescent lighting, and similar devices). You may find that you can extend the digital wireless telephone's operating range by locating the base unit at an elevated height. An elevated location will allow the radio signals to travel above nearby obstructions.

When you install your digital wireless telephone in an area where other digital wireless telephones are in use, locate your base unit at least 10 feet from adjacent base units.

### 2.2 Connecting to the Station Jack

Connect one end of the supplied four-conductor line cord to the phone jack on the digital wireless telephone base unit. Connect the other end of this line cord to a digital station port jack.





### **CAUTION**

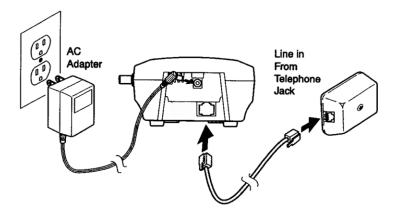


- Never install telephone wiring during a lightning storm.
- Never touch uninsulated telephone wires or terminals unless you have disconnected the telephone line at the network interface.
- Use caution when installing or modifying telephone lines.

# 2.3 Applying Power to the Base Unit and Charging Station

- 1. Using only the base unit AC adapter supplied with the Scout II, plug the AC adapter cord into the AC adapter input jack on the base unit. Route the cord through the strain relief channel.

  Note: Use only the supplied base unit AC adapter: EXP9704.
- 2. Plug the EXP9704 AC adapter into a standard 120VAC wall outlet.



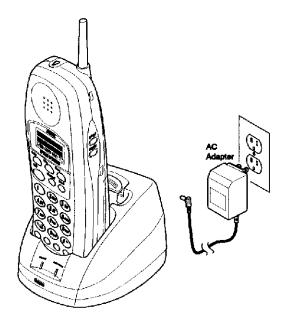
3. IMPORTANT! Place the power cord so that it does not create a trip hazard, or where it could become chafed and create a fire or other electrical hazards.

**Note:** If you cannot plug the AC Adapter into the outlet, contact someone about replacing the outlet.

#### **Charging Unit**

The unique design of your Scout II allows you to place the handset in the charging unit with or without the belt clip attached.

*Note*: Use only the supplied charging unit AC adapter: AD-970



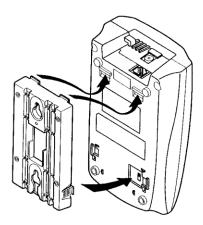
The charging unit also has the ability to charge a second battery with or without the handset being charged. The battery packs can automatically be recharged either in or out of the handset. For details on charging a second battery, see Section 2.7, *Charging Spare Battery Packs*.

# 2.4 Wall Mounting the Base and Charger Units

# 2.4.1 MOUNTING BASE UNIT USING STANDARD WALL PLATE

The Scout II is designed to be mounted on a standard AT&T or GTE wall plate. To attach the wall mount stand to the base unit, perform the following steps.

1. Slide the wall mount stand into the notches at the top of the base unit, push the wall mount stand down and snap it into place.



- 2. Using only the base unit AC adapter supplied with the Scout II, plug the AC adapter cord into the AC adapter input jack on the base unit. *Note:* Use only the supplied base unit AC adapter: EXP9704.
- 3. Place the AC Adapter cord inside the molded channel of the wall mount stand.
- 4. Plug one end of the short telephone cord into the line jack on the base unit. Then place the telephone cord inside the molded channel on the bottom of the wall mount stand.

- 5. Plug the other end of the short telephone cord into the modular wall jack.
- 6. Place the base unit on the posts of the wall plate and push down until it is firmly seated.
- 7. Plug the AC Adapter into a standard 120V AC wall outlet.

*Note*: Do not use an outlet controlled by a wall switch.

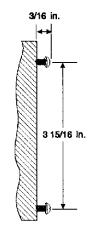
#### 2.4.2 MOUNTING BASE UNIT DIRECTLY ON WALL

If you do not have a standard wall plate, you can mount your base unit directly on a wall. Before mounting your phone, consider the following:

- Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.
- Make sure the wall material is capable of supporting the weight of the base unit
- Use #10 screws with anchoring devices suitable for the wall material where the Base Unit will be placed.

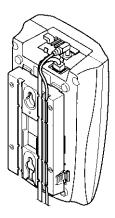
To mount your Scout II base unit directly to a wall, perform the following steps.

1. Insert two mounting screws into the wall 3-15/16 inches apart. Allow about 3/16 of an inch between the wall and screw heads for mounting the phone.

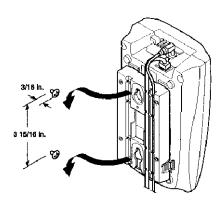


- 2. Using only the base unit AC adapter supplied with the Scout II, plug the AC adapter cord into the AC adapter input jack on the base unit. *Note:* Use only the supplied base unit AC adapter: AD970.
- 3. Place the AC Adapter cord inside the molded channel of the wall mount stand.

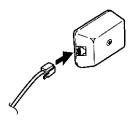
4. Plug one end of the telephone line cord into the line jack on the base unit. Then place the telephone cord inside the molded channel on the bottom of the wall mount stand.



5. Place the base unit on the posts of the wall screws and push down until it is firmly seated.



6. Plug the other end of the short telephone cord into a telephone wall jack.



7. Plug the AC Adapter into a standard 120V AC wall outlet.

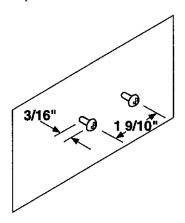
#### 2.4.3 MOUNTING CHARGING UNIT ON WALL

The charging unit is also designed to be wall mounted. Before mounting your charging unit, consider the following:

- Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.
- Make sure the wall material is capable of supporting the weight of the charging unit.
- Use #10 screws with anchoring devices suitable for the wall material where the charging unit will be placed.

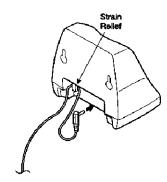
To mount your Scout II charging unit directly to a wall, perform the following steps.

1. Insert two mounting screws into the wall 1-9/10 inches apart. Allow about 3/16 of an inch between the wall and screw heads for mounting the phone.

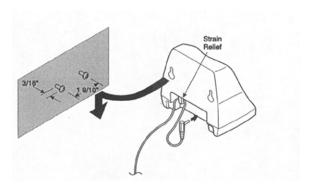


2. Using only the base unit AC adapter supplied with the Scout II, plug the AC adapter cord into the AC adapter input jack on the base unit. *Note: Use only the supplied base unit AC adapter: EXP9704.* 

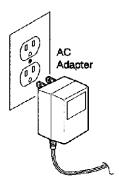
3. Wrap the AC Adapter cord around the strain relief.



4. Place the charging unit on the posts of the wall screws and push down until it is firmly seated.



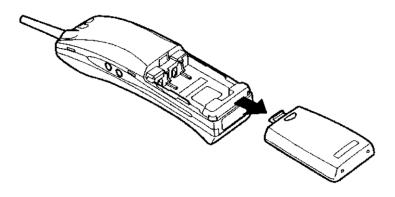
5. Plug the AC Adapter into a standard 120V AC wall outlet.



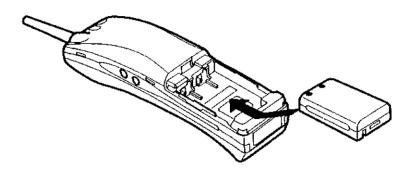
#### 2.5 Installing the Battery Pack

If you see a low battery notice in the display while you are on a call, you can quickly change the battery pack without losing the call. Your telephone holds the call for approximately 20 seconds after you remove the battery pack from the handset. This is ample time during a conversation for you to exchange a discharged battery pack for a freshly charged one.

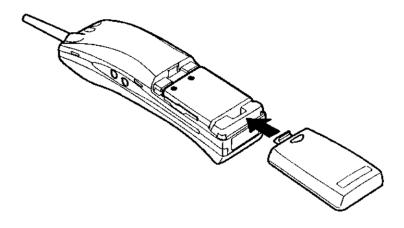
1. Remove the battery cover by pressing the latch and sliding the cover down until it comes off the handset.



2. Slide the battery pack down into the handset. *Note:* You may have to remove the old battery at this time.



3. Securely close the battery compartment cover by sliding it up until it snaps into place.

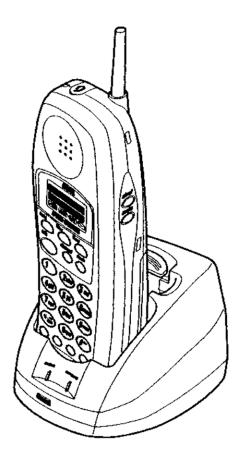


### 2.6 Charging the Handset's Battery Pack

The rechargeable Nickel-Cadmium battery pack must be fully charged before using your Scout II for the first time. *Note:* Charge the battery pack without interruption for 5 hours.

1. Place the handset in the front slot of the charging unit.

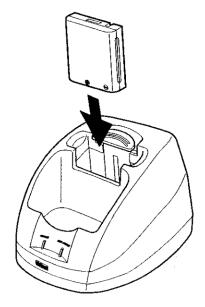
2. Make sure the CHARGE indicator lights. If the CHARGE light doesn't light, check to see that the AC Adapter is plugged in, and that the handset is making good contact with the charging unit charging contacts.



#### 2.7 Charging Spare Battery Packs

The charger unit of your Scout II is equipped to charge the spare battery pack with or without the handset in the front slot.

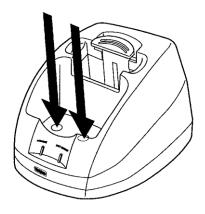
1. Slide the spare battery pack into the second slot in the charging unit until the retaining clip snaps over the top of the pack.



- 2. Make sure the BATT CHARGE indicator lights. If the BATT CHARGE indicator doesn't light, check to see that the AC adapter is plugged in, and that the battery pack is making good contact with the charging unit charging contacts.
  - *Note:* Charge the battery pack without interruption for 12-15 hours.
- 3. When charging is complete, press out on the latch and remove the battery pack for use. Or, if you don't need the battery pack immediately, leave it in the charging compartment; it will not overcharge.

### 2.8 Cleaning the Battery and Charging Unit Contacts

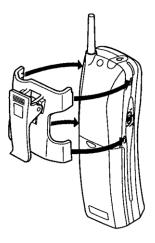
To maintain a good charge, it is important to clean all charging contacts on the handset, spare battery pack and charging unit about once a month. Use a pencil eraser or a soft dry cloth. Do not use any liquids or solvents.



### 2.9 Attaching the Belt Clip to the Handset

You can use the belt clip to attach the handset to your belt or pocket for convenient portability.

1. Slide the clip into the tab slot.



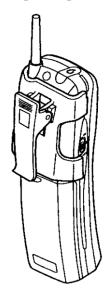


#### CAUTION

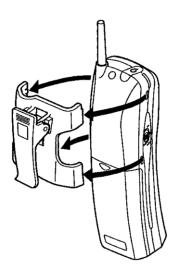
The belt clip is designed to fit snugly onto the handset.



2. Press firmly until it snaps into place.



3. To remove, simply press the retain clip in toward the belt clip blade and slide the clip up at the same time.



#### 2.10 Testing the Coverage Range

Your digital wireless telephone will continue to operate effectively as you move some distance away from the base unit. Many circumstances affect the maximum distance that you can travel away from the base unit's location. Among these are walls and other obstructions that separate you from the base unit's location. It is a good practice to test the maximum coverage range that your digital wireless telephone delivers when you first install it so that you will know how far you can travel away from the base unit's location and still have effective communications

To test the coverage location,

- 1. disconnect the station line cord from the base unit,
- 2. ensure that the AC adapter is connected to the base unit,
- 3. lift the handset and verify that the display shows NO COMM,
- 4. press Talk,
- 5. if the handset is in range, the display shows IN RANGE and the handset sounds a single tone burst,

#### or,

if the handset is out of range, the display shows NO SERVICE and the handset sounds three tone bursts.

- 6. move away from the base unit's location in an ever-increasing distance while repeating the above test until you no longer get an IN RANGE display—the maximum distances in any direction at which you can get the IN RANGE display and hear the single tone burst defines the coverage range limits,
- 7. hang up the handset and reconnect the station line cord to end the range testing.

Note: If you should wander out of range while on a call, you will lose voice contact with your party but your handset will keep its display and status lights active for approximately 20 seconds. During this 20 second time period, you can step back in range and resume your conversation. After this approximate 20 second time period, the handset's display shows NO SERVICE, the handset sounds three tone bursts, and the telephone drops the call.

#### 3. MAKING CALLS

When you wish to make a call, you must press the *Talk* button to make the handset active and then select a line or the intercom. After you press *Talk*, the display provides you with several pieces of information. The display first shows the *Acquiring Link* message. If the telephone can complete your call, the display then shows the line you have selected. If your telephone cannot complete the call, the display shows a message detailing the reason (for example, if the telephone cannot make contact with the base unit, the display shows NO SERVICE).

As a convenience, your system installer may assign prime line or prime intercom to your station. If he or she does so, you will have access to the assigned line or intercom as soon as you press *Talk*. You will not have to press a function button to select a line or intercom. Because of this versatility, the instructions in this chapter tell you to *lift handset and press* Talk (*if necessary*). The instructions also tell you to *press line or intercom button (if necessary)*.

Use this chapter to understand the many ways to make calls from your station.

Section 3.1, Dialing Automatically

Section 3.2, Dialing Manually

Section 3.3, Redialing a Previously Dialed Number

Section 3.4, Using Line Groups

Section 3.5, Waiting for a Line (Queuing)

Section 3.6, Making Intercom Calls

Section 3.7, Camping on at a Busy Station and Waiting for an Automatic Callback

Section 3.8, Camping on at a Busy Station and Waiting for an Answer (Call Waiting)

Section 3.9, Overriding a Call or a Do Not Disturb Condition at Another Telephone (Executive Override)

Section 3.10, Making a Subdued Off-Hook Voice Announcement (SOHVA)

### 3.1 Dialing Automatically

This feature provides speed dialing using programmable buttons where you have previously stored numbers. Since you usually store a line choice as part of a speed dial number, line selection is automatic with speed dialing. *Note:* This user's guide discusses speed dial programming in Section 10.1, Programming for Speed Dialing. Refer to this section when you are ready to store your speed dial numbers.

The system makes two types of speed dial numbers available at the dial pad location for your use:

- numbers that you store for your own use (personal speed dial numbers), and
- numbers that the system attendant stores for everyone's use (system speed dial numbers).

The system also allows you to have speed dial numbers at unused feature button locations.

To automatically dial a speed dial number stored at one of the programmable function buttons,

- 1. lift handset,
- 2. press pre-programmed speed dial button F1–F4 (line selection is usually a part of the stored speed dial number),

With your station at idle, you can use the following procedure to automatically dial a personal or system speed dial number that is stored at a dial pad location:

- 1. lift handset and press *Talk* (if necessary),
- 2. dial code for desired personal speed dial number (0-9), or
- 3. press \* and then dial code for desired system speed dial number (100 299),

Note: Remember, it is very common for your digital wireless telephone to automatically select a line for your use when you lift the handset and press Talk. Under these circumstances, you must first select the intercom and press Tap before you can dial the code for a speed dial number.

#### 3.2 Dialing Manually

You can manually dial a number over any available telephone line or intercom you select. Or, if the installer assigned a prime line, prime intercom, or the idle line preference feature to your station, your digital wireless telephone will automatically select a line for use when you lift its handset.

To dial an outside number manually,

- 1. lift handset and press *Talk* (if necessary),
- 2. press line button to select line or intercom (remember: selecting a line is not necessary if a prime line, prime intercom, or idle line preference feature is assigned to your telephone),
- 3. listen for dial tone,
- 4. dial number.

### 3.3 Redialing a Previously Dialed Number

If the last number you have called is busy or is not answering, you can redial it once. The system temporarily saves the first 16 digits of this last manually dialed number for your redial use.

You will overwrite a temporary system-saved number with subsequent dialing activity. If you have need to permanently save the first 16 digits of the last manually dialed number for later redial, ask your system installer about programming steps that he or she can take to allow you to do this. A permanently saved number remains available until you overwrite it by saving a different number.

To automatically redial the last dialed number one time,

- 1. lift handset and press *Talk* (*if necessary*),
- 2. press # or the *Redial* button,
- 3. listen for ringing or busy tone:
  - Ringing tone: When party answers, speak to them,
  - Busy tone: press *Talk* to disconnect.

**Note**: Remember, it is very common for your digital wireless telephone to automatically select a line for your use when you lift the handset and press Talk. Under these circumstances, you must first select the intercom and press Tap before you can dial the code for a speed dial number.

#### 3.4 Using Line Groups

Some systems have telephone lines arranged into line groups and made available at each telephone for making outside calls. Your system administrator can tell you how your system is arranged. When line groups are available for your use, you may access them for outside calling instead of pressing a line button to select a individual line for use.

If your system has line groups, access them as follows:

- 1. lift handset and press *Talk* (if necessary),
- 2. press button to select intercom (if necessary),
- 3. dial desired line group access code:

```
9 = line group 1
```

80 through 89 = line groups 2 through 11

60 through 64 = line groups 12 through 16

- 4. listen for outside dial tone,
- 5. dial desired number.
- 6. listen for called party to answer.

#### 3.5 Waiting for a Line (Queuing)

If all the lines in a line group are busy, you can place your telephone in a queue to await an idle line. When you share a line with another telephone and the line is busy, you can place your telephone in a queue to await the idle line.

To queue for a line group,

- 1. lift handset and press *Talk* (if necessary),
- 2. press button to select intercom (if necessary),
- 3. dial the desired line group access code,
- 4. hear busy tone,
- 5. dial \* 6.

If you have line appearance for a particular line and wish to queue for it,

- 1. note the busy status light (LED),
- 2. lift handset and press *Talk* (if necessary),
- 3. press button to select intercom (if necessary),
- 4. dial \* 6.
- 5. press line button.

When line group is free, your telephone sounds several short tone bursts. When you hear this,

• lift handset, hear dial tone, and place call.

To cancel line group queuing,

- 1. lift handset and press *Talk* (if necessary),
- 2. press button to select intercom (if necessary),
- 3. dial # 6 and hang up.

#### 3.6 Making Intercom Calls

You can dial an intercom extension manually from the dial pad or automatically using a direct station select (DSS) button that you have previously programmed. There are two methods for making an intercom call. One causes the called telephone to ring. The other causes your voice to sound out at the called telephone. Your installer can set the system to deliver either tone-first or voice-first calling, although all systems have tone-first as the default condition.

Keep in mind that whatever the system setting, a called party can set a voice announce block condition at his or her telephone to prevent all voice announce calls. Furthermore, if he or she blocks voice announce, the system also blocks SOHVA calls.

**Note**: The following instructions assume a tone-first default setting. Any user can change a call to voice announce signaling for that call simply by pressing the Intercom button again after dialing the extension number or by pressing the DSS button again.

To manually cause the other telephone to ring (tone calling),

- 1. lift handset and press *Talk* (if necessary),
- 2. press button to select intercom (if necessary),
- 3. dial extension number (called telephone will ring).

To tone call automatically,

- 1. lift handset and press *Talk* (if necessary),
- 2. press *DSS* button (called telephone will ring).

**Note**: The following instructions assume a voice-first default setting. Any user can change a call to a tone signaling for that call simply by pressing the Intercom button again after dialing the extension number or by pressing the DSS button again.

To voice announce manually,

- 1. lift handset and press *Talk* (if necessary),
- 2. press button to select intercom (if necessary),
- 3. dial extension number,
- 4. speak your announcement.

To voice announce automatically,

- 1. lift handset and press *Talk* (if necessary),
- 2. press *DSS* button,
- 3. speak your announcement.

Some systems will be arranged so that certain stations have a hot line feature. If your station is so arranged, every time you lift the handset, your LCD speakerphone will automatically ring a pre-selected station (programmed by the installer). To make an intercom call to a station other than this hot line station, or to make a call on an outside line, you must press an intercom or line button and dial the number.

# 3.7 Camping on at a Busy Station and Waiting for an Automatic Callback

If you call another station and receive a busy signal or a Do Not Disturb tone, you can press a button that will cause the system to ring your telephone when the station is available. This is called "camping on at a station." Please note that you can camp on to only one station at a time.

To camp on at any busy, do not disturb, or ring no-answer station,

1. dial \* 6.

Your telephone immediately hangs up. When the station you called becomes available, your telephone will ring with five short tone bursts. When you hear this,

- 2. lift handset and press *Talk* (if necessary),
- 3. press button to select intercom. The other telephone will start ringing.

If you do not select the intercom after the ringback tones within the time limit set by the installer, the system cancels the call back at that time; however, you can cancel automatic call back at any time before your telephone sounds the tone bursts. To do this,

- 1. lift handset and press *Talk* (if necessary),
- 2. press button to select intercom (if necessary),
- 3. dial # 6.
- 4. your telephone automatically hangs up.

# 3.8 Camping on at a Busy Station and Waiting for an Answer (Call Waiting)

If the telephone you have called is busy, you can send a call-waiting tone to the telephone and wait on the line for an answer (you must be using the handset for this feature to work).

To activate call waiting when you hear a busy signal,

- 1. lift handset and press Talk (if necessary),
- 2. press button to select intercom,
- 3. dial extension number,
- 4. dial \* 6 (called party hears tone),
- 5. wait on line for reply.

The called party can place the current call on hold or disconnect from the call to answer your call-waiting tone, or choose to ignore your call-waiting tone and continue current conversation.

To cancel call waiting,

- 1. lift handset and press *Talk* (if necessary),
- 2. press button to select intercom,
- 3. press dial # 6,
- 4. your telephone automatically hangs up.

To answer a call-waiting tone if you receive one while on a call,

- 1. hear short tone burst in receiver,
- 2. either place current call on hold or complete call and hang up (waiting call will ring at your telephone),
- 3. lift handset and press *Talk* to answer call.

You may, of course, choose to ignore the call-waiting tone and remain on the line with your original caller.

# 3.9 Overriding a Call or a Do Not Disturb Condition at Another Telephone (Executive Override)

You can override a call in progress or a Do Not Disturb condition at another telephone if the system installer has enabled the executive override feature at your telephone. (If the feature is not enabled through programming, an error tone will sound and screen options will remain displayed.)

To override an in-progress call at another telephone,

- 1. make intercom call and hear a busy signal,
- 2. dial \* 03 (all parties will hear several tone bursts),
- 3. join in-progress call.

To override a Do Not Disturb condition at another station,

- 1. make intercom call and hear a do not disturb signal,
- 2. dial \* 03
- 3. speak your announcement (if in voice-first mode) or hear ringback tone (if in tone-first mode).

# 3.10 Making a Subdued Off-Hook Voice Announcement (SOHVA)

You can make a subdued voice announcement to another station that is off-hook and busy on a call if the system is arranged to provide this feature, and your telephone provides a SOHVA button for this purpose. You decide whether to deliver a SOHVA message, camp on at that station, set a message-waiting indicator, or hang up when you hear an intercom busy tone.

Make a SOHVA announcement using the SOHVA button as follows:

- 1. make intercom call and hear busy tone,
- 2. decide whether to interrupt or not,
- 3. if you decide not to interrupt the called party, hang up, or
  - to interrupt, press pre-programmed SOHVA button and hear several quick tone bursts,
  - make announcement (busy tone means that the called telephone is in speakerphone mode and you cannot make announcement, that your SOHVA has been denied through system programming, or that the called party has blocked your SOHVA),
  - wait on line for reply (either verbal or LCD reply).

**Note:** The caller cannot control how the announcement is received. This depends upon the equipment used and station programming.

#### 4. ANSWERING CALLS

Answer a call by pressing the function button for the ringing line. As a convenience, your system installer may assign ringing line preference to your station. If he or she does so, you will have access to the ringing line or intercom as soon as you take the handset off hook and you will not have to press a function button to select the ringing prime line or intercom. With ringing line preference, there are two ways that you can take the handset off hook to answer a ringing call. If you have the handset resting in the charging stand, lift the handset from the stand for the ringing line. If you have the handset laying on your desk or clipped to your belt, press the Talk button for the ringing line

Your installer can enable the synchronized ringing feature in your system. If this feature is active, you may have to press Talk after you lift the handset from the base unit's cradle to answer a ringing line.

Because of the feature versatility, the instructions in this chapter tell you to *lift handset and press Talk (if necessary)*. The instructions also tell you to *press line or intercom button (if necessary)*.

Use the information that you find in this chapter to learn the various ways that you can use your digital wireless telephone to answer calls.

Section 4.1, Answering Outside and Intercom Calls

Section 4.2, Answering Calls at Monitored Stations

Section 4.3, Answering Night Transferred Calls

Section 4.4, Making a Call Pick-Up

Section 4.5, Responding to a Subdued Off-Hook Voice Announcement

### 4.1 Answering Outside and Intercom Calls

An outside call is one that rings on a line while an intercom call is one that is made from one system telephone to another. An incoming call will sound the ringer and light the status light associated with the line or intercom button that the call is on. If you have the ringer volume turned off and are using the vibration mode, you will feel the vibration indicating a ringing call.

To answer a ringing call:

Handset in the Charging Unit	Handset out of Charging Unit
Pick up the handset. The AutoTalk feature allows you to answer the call immediately.	Press Talk.
When you finish the call, place the handset back in the charging unit. AutoStandby automatically hangs up the phone.	
or,	
Press Talk to hang up the phone.	

### 4.2 Answering Calls at Monitored Stations

Your system installer may arrange your telephone to have the personal intercom number of another telephone appearing at a function button location (F1–F4). You can use the light associated with this button to monitor the status of that telephone and you can press the button to make a call to it if you wish. The associated light is known as the busy lamp field, or BLF light, and the button is known as the direct station select, or DSS button.

If the installer also arranges for your station to have the station monitoring feature, the BLF light shows activity status at the monitored telephone. Also, the installer may arrange for your telephone to include a DSS STATUS button at a function button location (F1–F4). If so, you can use that button to switch from monitoring all of the telephone's activity to just monitoring its personal intercom activity.

To monitor another telephone, observe the BLF light indications next to a personal intercom appearance (DSS) button (F1–F4):

- Off = idle
- Flashing = ringing
- On = busy or on hold

**Note**: If you do not have the station monitoring feature, the BLF light shows just the following information: Off = idle, On = busy.

To call an idle monitored station or to answer one that is ringing,

- 1. lift handset and press Talk (if necessary),
- 2. note the BLF light condition, then
- 3. press assigned DSS button and speak.

**Note**: If you place this call on hold or if you transfer it to another telephone, the BLF light flashes a hold signal. You can retrieve the call by pressing TAP.

### 4.3 Answering Night Transferred Calls

The system attendant can transfer incoming calls to a particular station or stations for off-hour ringing. Additionally, the installer can program the system for night-answer zones (up to four) with a loud bell associated with each zone. The loud bell sounds when the night transfer of ringing feature directs incoming calls to a particular zone. After the attendant has set up this feature, you can answer an outside call when it rings anywhere in the system.

If your telephone rings,

- 1. lift handset and press Talk (if necessary),
- 2. press line button (if necessary).

When you hear loud ringing anywhere in the system,

- 1. press intercom button (if necessary),
- 2. dial 65 through 68 to select ringing zone (1–4) that bell is sounding in,

or,

dial 69 to answer any ringing zone.

### 4.4 Making a Call Pick-Up

Often, the system installer arranges several telephones together in a user group. If your digital wireless telephone is so arranged, you can answer calls that are ringing at other stations within your particular group. Also, you can answer a call that is ringing at any telephone in the system if you know the telephone's extension number.

To answer a call that is ringing within your group,

- 1. lift handset and press Talk (if necessary),
- 2. press intercom button (if necessary),
- 3. dial # 4,
- 4. answer call.

To answer a call that is ringing at any telephone in the system,

- 1. lift handset and press Talk (if necessary),
- 2. press intercom button (if necessary),
- 3. dial \* 4,
- 4. dial extension number of ringing telephone,
- 5 answer call

### 4.5 Responding to a Subdued Off-Hook Voice Announcement

Your installer can arrange your telephone to receive a subdued off-hook voice announcement (SOHVA) call. This calling method allows an intercom caller to break into your current call and make an announcement to you that only you can hear through your handset receiver. The SOHVA call consists of several short tone bursts followed by the SOHVA caller's voice giving you a message. Your distant on-line party cannot hear the SOHVA call.

If your installer has programmed one of the function buttons F1–F4 on your telephone as a SOHVA button, you can press it to respond verbally to the SOHVA call. Alternately, you can use a Response Message button to respond to the SOHVA call in a non-verbal manner or you can ignore the SOHVA call. The SOHVA caller must be using an LCD speakerphone to receive your non-verbal response. (For further information about response messaging, refer to Section 9.3, Sending Response Messages and Section 10.5, Programming the Response Message Button).

To respond verbally to a SOHVA call,

- 1. hear the SOHVA voice announcement,
- 2. press and hold the installer-programmed SOHVA button and speak into your handset (your distant party cannot hear your response),
- 3. release the SOHVA button after your response, and return to the distant party.

To send an LCD message to a caller who has initiated a SOHVA call from an LCD speakerphone,

- 1. hear the SOHVA voice announcement,
- 2. press the appropriate fixed Response Message button to send a preselected message (*I Will Call Back*, for example) to the calling telephone,

or,

while still on the call, press the scrolling Response Message button to scroll through the system-supplied messages,

3. press # when your display shows the message you wish to send (the message will then be displayed at the calling LCD speaker-phone and the SOHVA call will be terminated).

#### 5. TRANSFERRING CALLS

You can transfer calls from your digital wireless telephone to another system telephone in several ways. The information in this chapter describes those ways.

Section 5.1, Transferring Screened and Unscreened Calls Section 5.2, Making a Hot Transfer

### 5.1 Transferring Screened and Unscreened Calls

You can answer a call at your telephone and transfer it to another telephone in one of two ways. If you first identify the caller to the party receiving the transfer (giving that user the opportunity to prepare for the call), you make a *screened transfer*. If you transfer the call without first announcing it, you make an *unscreened transfer*. If you transfer a call to another telephone so that the call appears at the station immediately without having to be retrieved, you make a *hot transfer*.

If the telephone to which you are transferring the call is busy, you must recover the call yourself or choose one of several options that may be available at your telephone. Also, if a transferred call is not answered after a certain length of time (as set by the your installer), the transferred call returns to your telephone.

To screen and transfer a call to another telephone in the system,

- 1. answer call,
- 2. press T/C (call is automatically placed on hold),
- 3. dial extension number of telephone to receive transfer,
- 4. when intercom party answers, announce call,
- 5. press *Talk* to disconnect. Intercom party can then answer the call

If the intercom party is busy, take the following action:

• press *Tap* to retrieve the call. Remember, you can use the secure off-hook voice announce feature or the camp-on call waiting feature to contact the intercom party.

To transfer an unscreened call to another telephone,

- 1. answer call,
- 2. press T/C (call is automatically placed on hold),
- 3. dial extension number of telephone to receive transfer,
- 4. press *Talk* to disconnect. The call will then ring at that station.

NOTE: Unscreened transfers camp-on at busy telephones and wait to be answered. Each call automatically rings the telephone as soon as it becomes idle.

#### 5.2 Making a Hot Transfer

A *hot transfer* is a type of screened transfer. To perform a hot transfer, you voice announce the transfer over the speaker of the telephone that you want to receive the transfer, and release the call to that telephone. The system handles the release in a way that does not require the called party to retrieve the call (the call does not ring at the station).

This feature is useful for transferring calls to people who need to work in a hands-free mode. Once you announce the call and the system completes the transfer, the person receiving the transfer can simply begin speaking toward his or her speakerphone to answer the call

If you make a hot transfer to a monitor telephone, you can voice announce the call over the telephone's speaker, but the person receiving the outside line transfer will need to lift the handset to answer the call (the telephone will not ring after you have made the announcement).

Please note that you cannot make a hot transfer to a telephone if its user has enabled the Voice Announce Block feature. This telephone will automatically ring with the transfer requiring the intercom party to answer it as either a screened or an unscreened transfer.

To make a hot transfer to another telephone in the system,

- 1. answer call,
- 2. press T/C (the call is automatically placed on hold),
- 3. dial extension number of telephone to receive the transfer,
- 4. announce call,
- 5. press *Talk* to disconnect.
- 6. called party immediately has the call.



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### 6. PLACING CALLS ON HOLD

You can place calls on hold and pick them up a short time later in several different ways. This chapter explains the various methods you can use to hold a call.

Section 6.1, Holding Calls

Section 6.2, Handling Hold Recalls

Section 6.3, Parking Calls

Section 6.4, Handling Park Recalls

### 6.1 Holding Calls

You can place a call on hold and pick it back up a short time later. With a regular hold, either you can pick up the held call at your telephone, or another user can pick it up at another telephone if that telephone shares the held call line with your telephone. With an exclusive hold condition, you must pick the held call up at your telephone; no other telephone has access to it. You can also answer and place on hold a call that is on a line that does not appear at your telephone (a call that is parked or transferred to you, for instance).

After a call has been on hold for the period of time (set by the installer of your system), the system will cause a one-second tone burst to sound at your telephone, and the flash rate of the line button becomes faster. If the call is on exclusive hold, it will revert to manual hold after the hold recall time period.

When you answer a call on a group intercom and place it on hold, the system keeps the call on hold on the group intercom. This means that you or any other user can pick up this call at any station that has access to the group intercom.

To place a call on hold,

• press *Hold*.

To retrieve a held call,

• press line button of the held call (with flashing light),

or,

press Tap.

**Note**: Unless you use your Hold button to scroll through the calls on hold, Tap always retrieves the last number placed on hold, regardless of whether you have line appearance for the line on which the call is holding.

To place a call on exclusive hold,

• press *Hold* twice.

To retrieve exclusive hold,

• press line button of held call (with flashing light),

or.

press *Tap* (if station does not have line appearance).

Often, you will have more than one call on hold at your station. You know that you can retrieve the last call placed on hold simply by pressing *Tap*. However, if you do not have line appearance for a line on which another call is holding, the system provides a way for you to access that call before servicing the last call that you placed on hold.

You can have your telephone scroll or scan through the calls currently on hold at your station in order to retrieve a specific held call:

- 1. lift handset (if your station does not have prime line or idle line preference),
- 2. press *Hold* once for each call in the hold queue until you reach the call you wish to service,
- 3. press *Tap* to retrieve call.

For example, if five calls are holding and you wish to retrieve the second call you placed on hold, you would press *Hold* three times to scroll from held call #5 through call #4, call #3, and then to call #2. Press *Tap* to retrieve call #2.

**Note**: As you press the Hold button, your display will show information about the held line that will be answered if you press the Tap button.

### 6.2 Handling Hold Recalls

After a call has been on hold for the period of time (set by the installer of your system), the system will cause a hold recall tone burst to sound at your telephone and the flash rate of the line button becomes faster.

If the call is on exclusive hold, it will revert to manual hold after the hold recall period (you will hear four short tone bursts at 12-second intervals). Any user whose telephone line appearance for the recalling line can pick up calls that revert to manual hold

If you placed a line on manual hold or exclusive hold, and that line is recalling,

- 1. answer/retrieve recall,
- 2. press *Hold* to place the call on hold at your station and restart *Hold* timer,

or.

press line button or *Tap* to retrieve the call.

### 6.3 Parking Calls

You can place a call on hold in the system so that it can be answered from any station that does not have line appearance for the call. You accomplish this by placing the call in one of ninety park orbits, where the call remains until it is answered. If the call is not answered within a specified period of time, the system will send it back to your station for service (this is known as a park recall).

When you press a personal or group intercom button and dial a code to retrieve a parked call, the system removes it from the park orbit and places it at your station on the intercom that you selected.

To park a call in orbit,

- 1. while on the call, press intercom button,
- 2. press \*
- 3. dial code for park orbit (910 999 for orbits 10-99),
- 4. remember the code for later use or make it known to those who need to know it in order to retrieve the call.

To retrieve a call that was placed on hold in the system (parked),

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. press #,
- 4. dial code for orbit (910 999 for orbits 10 99).

### 6.4 Handling Park Recalls

When a parked call "times out" of the system, it will return to your telephone in the form of a park recall (you will hear four short tone bursts at 12-second intervals). Your display will indicate that the call is a park recall and will identify the orbit from which the recall originated

To answer a park recall,

• press button for recalling line. The call will then connect to your station.

To place a park recall on hold at your station,

• press *Hold*. If the call remains on hold for a period of time, it will ring back to your telephone as a hold recall.

To re-park a park recall and restart the park timer,

- 1. answer/retrieve call,
- 2. lift handset and press *Talk* (if necessary),
- 3. press intercom button (if necessary),
- 4. press \*,
- 5. dial code for park orbit (910 990 for orbits 10 -99).



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### 7. CONFERENCING CALLS

When you join your digital wireless telephone together on a call with one or more system telephones, the arrangement is known as conferencing.

You can make conference calls that involve up to five parties, including yourself as the originating party, in any combination of outside lines and intercom parties. For example, you can conference three outside lines and two intercom parties or four outside lines and one intercom party or five intercom parties — the combinations are up to you.

If you are involved in a conference call with two outside lines, you can drop out of this established conference call and leave the outside lines in the conference with each other. This is known as an unsupervised conference call

### 7.1 Setting Up a Conference Call

To set up a conference call that includes any combination of outside lines and intercom parties,

- 1. make first call,
- 2. press T/C (call is placed on hold automatically),
- 3. select next line,
- 4. make next call,
- 5. press T/C to establish conference,
- 6. repeat the steps 2-5 to add up to two more parties, establishing a 5-party conference (including yourself).

**Note:** If all the conference circuits are busy, you will not be able to add a party to the conference.

To drop outside lines from the conference and remain in conference with intercom party,

- 1. press *Hold* to put all lines on hold before the parties hang up (not doing this will result in a tone sounding in the handset receiver, interrupting the remaining conference),
- 2. when status light for outside line turns off, press *Tap* to return to conference.

To drop out of a conference call between you and two outside lines (creating an unsupervised conference),

• press # and hang up (lines remain lighted and in use until both outside parties disconnect; if only one party drops out of an unsupervised conference, the remaining party is placed on hold).

To rejoin an unsupervised conference between two outside lines,

• press *Tap*.

**Note**: Conference volume levels are dependent upon the quality of the external lines.

# 8. USING THE OTHER TELEPHONE FEATURES

This chapter details features that enhance the basic operation of your digital wireless telephone.

Remember, your station may be arranged to give you access to an assigned line or intercom as soon as you lift the handset from the base unit, or as soon as you press the *Talk* button if you are using the handset in a portable manner. Because of this versatility, the instructions in this chapter tell you to *lift handset and press* Talk (*if necessary*). The instructions also tell you to *press line or intercom button* (*if necessary*).

Section 8.1, Blocking Voice Announced Calls

Section 8.2, Displaying Status of Busy Lines and Stations

Section 8.3, Displaying Button Functions (Button Query)

Section 8.4, Entering Account Codes

Section 8.5, Entering Authorization Codes

Section 8.6, Forwarding Calls

Section 8.7, Making a Call Non-Private (Privacy Release)

Section 8.8, Monitoring a Conversation Between Two Telephones (Service Observing)

Section 8.9, Muting Your Telephone

Section 8.10, Sending a Paging Announcement

Section 8.11, Setting a Do Not Disturb Condition at Your Telephone

Section 8.12, Setting the Volume Controls

Section 8.13, Switching the Dialing Mode between Pulse and Tone

Section 8.14, Using the Tracker Paging System

Section 8.15, Using Your Digital Wireless Telephone with a DSS/BLF Console

### 8.1 Blocking Voice Announced Calls

When you operate your telephone using the optional headset, other system users can make subdued off-hook voice announcements to you through your headset while your are on a call. You can block these SOHVA announcements if you wish.

To block SOHVA calls,

- 1. lift handset and press Talk (if necessary),
- 2. press intercom button (if necessary),
- 3. dial \* 2.

To un-block SOHVA calls,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3 dial # 2

### 8.2 Displaying Status of Busy Lines and Stations

The system installer can provide your digital wireless telephone with the ability to display the identify the station that is busy on a line and the line on which a station is busy (this latter feature usually requires an optional DSS/BLF console). The system presents the information to your display for 10 seconds after you request it. If your telephone does not have this feature, it displays busy status without identifying information

To identify the station that occupies a busy line,

- 1. lift handset and press *Talk* (if necessary),
- 2. press line button for busy line,
- 3. read identity of occupying station in your telephone's display.

To identify the line that a busy station occupies,

- 1. press DSS button for busy station. *Note:* Unless your telephone has a DSS button assigned at F1–F4, you will need the optional DSS/BLF console to exercise this feature.
- 2. read identity of busy line in your telephone's display.

## 8.3 Displaying Button Functions (Button Query)

You can cause the telephone's display to identify the function of each button on your telephone. This is useful when the installer has assigned your function buttons for special-purpose tasks and you need to remind yourself of the button's feature.

To button query your telephone,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3 Dial \* \* 8.
- 4. press the button in question,
- 5. read the displayed information (display will hold for few seconds before the telephone returns to idle).

### 8.4 Entering Account Codes

If the system installer has arranged your telephone system for account code entry, your telephone display may prompt you to dial a code and then enter an account code before you dial a number or after you answer a call. Account codes enhance the station message detail accounting reports that businesses sometimes find useful.

To enter account code on an incoming call,

- 1. answer call,
- 2. press intercom button,
- 3. dial \* 0 4 (call is automatically placed on hold),
- 4. dial account code. Your telephone automatically returns to the call after you've dialed the complete account code.

To enter account code on an outgoing call,

- 1. lift handset and press *Talk* (if necessary),
- 2. press line button (if necessary),
- 3. press intercom button,
- 4. dial \* 0 4 (call is automatically placed on hold),
- 5. dial account code,
- 6. listen for dial tone and dial number you are calling.

**Note**: If you hear an error tone after you have dialed your account code, check the number for validity.

### 8.5 Entering Authorization Codes

Authorization codes give you a *walking class of service* option. *Walking class of service* provides you with the mobility to use your class of service (COS) features, prime line assignments, and exception numbers on any other telephone in the system. This feature could be useful to you should you travel out of range to use your digital wireless telephone and need to use a system telephone that you find nearby. With authorization code operation, you will not be limited by features that are available to the particular telephone that you happen to be using.

Authorization codes are associated with your personal intercom number and are assigned to you by your installer when he or she programs the system. When you enter your assigned authorization code at another system telephone, the code alerts the system to make your normal features available to you at that telephone. This means that you can use the same calling features on that telephone that the system allows you to use on your telephone; however, you cannot disturb the last number redial stored there by the normal user. Once you access your calling features at another telephone, they remain in effect until any idle time exceeds the authorization code time-out period.

You can also use your authorization code to lock your digital wireless telephone and deny other users access to its lines and features. This feature prevents indiscriminate use should you leave your handset laying somewhere unattended.

To activate walking class of service,

- 1. select another system telephone to use,
- 2. press intercom button on that telephone,
- 3. dial # 0 8,
- 4. dial your authorization code,
- 5. complete your calling requirements.

To lock your telephone,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial # 0 4
- 4. dial your authorization code.

**Note**: If you wait longer than two seconds to dial a digit after you dial the action code, that pause, and any others that you might include, becomes part of the lock code. The telephone display will show a (-) to represent a pause as part of the code as you enter it. You must allow for any pauses at wherever location that you inserted them in the number string when you unlock your telephone. This feature provides you with a method for creating a very effective lock and unlock password.

To unlock your telephone,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial your authorization code (remember, include any pauses that you inserted when you locked your telephone).

### 8.6 Forwarding Calls

You can permanently forward calls that normally ring at your telephone. You can forward just your prime line and intercom calls or you can forward all calls. When you exercise this feature, your telephone will ring a short ring burst each time the system forwards a call. It does this to remind you that the system is forwarding your calls.

You can also forward calls that ring at your telephone but receive no answer; This feature is valuable if you are frequently too busy to answer a call yet find it inconvenient to have your calls permanently forwarded. The system installer sets the number of rings that sound at your telephone before the system forwards the calls.

To forward your calls,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial one of the following codes,

	Forward Immediately	Forward After Ring No-Answer Or Busy
All calls	* 5 2	* 5 4
Prime line and personal intercom calls	* 5 1	* 5 3

- 4. dial extension number of the telephone you wish to receive your forwarded calls,
- 5. telephone automatically hangs up when you finish.

To cancel call forwarding,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial #5,
- 4. telephone automatically hangs up when you finish.

## 8.7 Making a Call Non-Private (Privacy Release)

Often telephones will share line appearance for one or more lines. When one telephone is active on a line that several other telephones share, the call is private (users at the other telephones cannot join the conversation by pressing the line button of the line being used). A situation may exist where users want others to join an in-progress call.

In this case, they need a method to make the call non-private. If you have this situation with your digital wireless telephone, ask your system installer to assign a Privacy Release button on your telephone at one of your function buttons F1–F4.

To release privacy from your telephone while on a call,

• press pre-programmed Privacy Release button. The light associated with the Privacy Release button will remain on steady when your telephone is in a non-private mode.

Others who wish to join the call must press the active line button on their telephones. Privacy returns when the call is completed.

### 8.8 Monitoring a Conversation Between Two Telephones (Service Observing)

If your telephone provides the installer-programmed service observing feature, you can use it to monitor an on-going conversation at another telephone in an undetected manner.

To monitor another station at any time,

- 1. lift handset and press Talk (if necessary),
- 2. press intercom button (if necessary),
- 3. dial # 0 3,
- 4. dial extension number of telephone to be monitored,
- 5. press *Talk* to end monitoring.

### 8.9 Muting Your Telephone

By using the MUTE button, you can block transmission of your voice to the calling party. For example, if someone comes into your office to talk to you and you do not want this conversation to interrupt the distant party, press the MUTE button.

To mute your telephone,

• press and hold *MUTE* (you can still hear the distant party's voice).

To speak to the calling party,

• release MUTE.

### 8.10 Sending a Paging Announcement

There are several ways to make a public announcement to all or a portion of your location. Your system might be arranged with an external paging unit that you access by pressing a line button or by dialing a special code. This unit sounds the announcement over an external speaker unit.

Your system may provide an all-call or a zone page feature that you access by dialing special codes. This arrangement sounds your voice announcement through the telephone speakers. All-call sounds the announcement through all telephones, while zone paging sounds it only through those telephones located in a specific area. Check with your system administrator to determine the type of paging and access method that you should use.

To send a paging announcement,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial 70 77 for zones 1 8 (when the system is operating in the defaulted mode, zone 1 provides an all-call function),
- 4. make announcement, *Note:* To guard against the annoying noise caused by audio feedback, do not stand near a paging speaker while you deliver a page announcement.

5. remain on line if awaiting a reply (known as a "meet-me" page),

or,

hang up to end.

To reply to a "meet-me" page,

- 1. hear page announcement,
- 2. lift handset and press *Talk* (if necessary),
- 3. press intercom button (if necessary),
- 4. dial 78,
- 5. meet paging party on line.

## 8.11 Setting a Do Not Disturb Condition at Your Telephone

The Do Not Disturb (DND) feature keeps calls from ringing at your telephone and makes it appear to be busy to intercom calls. Generally, this feature cannot be overridden by the caller. The caller hears two quick tone bursts every two seconds when he or she calls a telephone with the DND feature enabled. Some telephones, however, are programmed to have the ability to override a DND condition set at another telephone.

To enable or disable the DND condition at your telephone,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial # 0 1,
- 4. press Talk to end.

To override a DND condition at another telephone,

- 1. make intercom call and hear DND tone,
- 2. dial \* 0 3 (called party will hear several short tone bursts),
- 3. wait for a reply.

#### **CAUTION**

Remember, your telephone has a power saving feature that turns off the display after

a short period of time. Be sure that you do not set and forget a DND condition. If you do, the blanked display will hide the displayed DND reminder from your view thus leaving your telephone in DND mode without any visible reference.

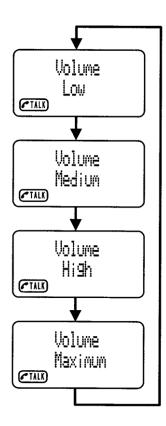
### 8.12 Setting the Volume Controls

Your telephone has a push-button volume control. This is a multipurpose control that you can use to:

- change the *handset volume* during a call. There are four handset loudness levels (and four levels on the optional headset as well).
- set the *ringer loudness* and *tone types* while in standby mode. There are two ringer loudness levels, and three different tone types plus a vibrator position.

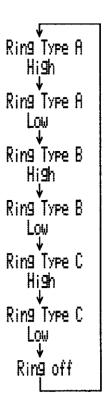
### 8.12.1 ADJUSTING THE HANDSET VOLUME DURING A CALL

Press *R/VOL* on the side of the handset during a call to change the earpiece volume. (Be sure you are on a call when you set handset receiver volume; otherwise, you may inadvertently adjust your ringer level instead.) Press *R/VOL* once for each level change that you desire.



### 8.12.2 ADJUSTING THE HANDSET RINGER TONE AND VOLUME IN STANDBY MODE

To adjust the volume of the ringer or to change the tone type, press R/VOL on the side of the handset while in standby mode.



Press *R/VOL* once for each tone type/ringer loudness change that you desire. The ringer sounds once for each change as an example of the current setting. When you reach the setting that causes no ringer sound, you have reached the vibrator enable setting. The display

indicates "Ringer Off" at this setting. Your final change becomes the new default setting and will result in your telephone ringing at that level for all future calls (until you change the default by repeating the procedure).

#### Vibrate Mode

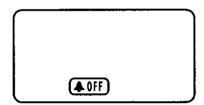
"Ring off" shown on the preceding graphic is the vibrate mode.

If you set the ringer off and the handset is not on the charger, the handset will vibrate when there is an incoming call.

If you set the ringer off and the handset is on the charger, the handset will ring as Ring Type-A Low.

#### **Handset Ringer Switch**

The switch on the side of the handset turns the handset ringer on or off. When the switch on the side of the handset is turned off, you will see the ring off icon.



When you turn the switch on the side of the handset on, the ring off icon disappears.

### 8.13 Switching the Dialing Mode between Pulse and Tone

If your local telephone service is pulse (rotary dialing), your telephone is arranged to dial in this manner (when programmed to do so by the installer). If you need to send tones during a dialing sequence (e.g., to send bank-by-phone tones), you can convert to tone while dialing. The system will switch back to pulse dialing when you end your call. You can store a # as part of an automatic dialing number to cause pulse-to-tone switching where needed.

To convert to tone dialing at any time during dialing or while on an active call, press #.

### 8.14 Using the Tracker Paging System

The Tracker Paging System option allows you to send call back and parked call messages to Tracker pagers assigned to station extension numbers.

Along with the parked call message, The system parks the call in orbit for retrieval by the paged party. The type of message that the system delivers (either alphanumeric or numeric-only) is dependent upon the Tracker pager model in use at the station.

When outside callers call into a system that has both a Tracker Paging option and a voice mail option installed, the system gives these callers the option of either leaving a message or tracking the person that they are calling.

If you have a Tracker pager assigned to your personal intercom number you can receive messages that someone else sends you. The system automatically installs the Tracker pager for your use; however, you can disable it when you do not wish to receive paged messages and when you leave at the end of your day. *Note:* If you do disable your Tracker pager at the end of your day, be sure to enable it at the beginning of your next day.

To track a called party after receiving a ring—no answer,

- 1. make an intercom call to someone and receive no answer,
- 2. dial \* 8,
- 3. hear confirmation beep (Tracker page accepted) or hear ringing tone (Tracker page not accepted),
- 4. press Talk to end.

To track a called party without first calling them,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial \* 8.
- 4. dial extension number,
- 5. hear confirmation beep (Tracker page accepted) or hear ringing tone (Tracker page not accepted),
- 6. press *Talk* to hang up.

To use Tracker to transfer a call to a park orbit for retrieval and transmit the call's park orbit code and caller ID information (if available),

- 1. answer call and press T/C,
- 2. dial extension number,
- 3. if the called station does not answer or is busy, dial \* 8,
- 4. hear confirmation beep (Tracker page accepted) or hear ringing tone (Tracker page not accepted),
- 5. press Talk to end.

**Note**: Tracker parked calls will return to your station after a pre-programmed time-out. You can either place the call into another Tracker page orbit or retrieve the call for servicing.

To retrieve a call that you parked using the Tracker option,

- 1. press *Hold* button to scroll your held calls (display shows Page and extension number of each parked call),
- 2. press *Tap* to retrieve the displayed parked call.

If you receive a parked call message on your Tracker pager,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial Tracker pager displayed orbit code (#800–#899).
- 4 retrieve call

To disable or enable your Tracker pager,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial \*06 to disable,

or,

dial \*0.7 to enable,

4. press Talk to end.

## 8.15 Using Your Digital Wireless Telephone with a DSS/BLF Console

Your installer can assign a DSS/BLF console as a companion to your digital wireless telephone. This companion console extends the function button capability of your telephone with additional buttons and status lights. You can program the console buttons for speed dialing and direct station selection (DSS) with busy lamp field (BLF) status indication.

When the installer assigns a companion console for your use, the system automatically clears the console's buttons so that you can immediately store your functions at the buttons when you need them.

To store information at the console buttons, use the procedures detailed in Section 10.2, *Programming Outside Numbers as Speed Dials*, Section 10.3, *Programming DSS Numbers*, and Section 10.5, *Programming the Response Message Button*. When using these procedures, press a console button to denote the button location for storage instead of pressing a button on your telephone.

#### **Using The Other Telephone Features**

To use the console with your digital wireless telephone,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. press console button for desired feature,
- 4. complete your call in the normal manner.
- 5. press *Talk* to hang up.

# 9. SENDING AND RECEIVING NON-VERBAL MESSAGES

This chapter details the several different methods that you can use to send and receive messages with your digital wireless telephone without using verbal communications.

Section 9.1, Lighting the Message-Waiting Light

Section 9.2, Sending LCD Messages

Section 9.3, Sending Response Messages

### 9.1 Lighting the Message-Waiting Light

If the system installer designates your station as a central message desk or programs it to have message-wait originate ability, you can turn on the message-waiting light of any other telephone. This light lets that telephone user know that you have a message for him or her. In addition to the message waiting light, leaving a message indication at a station also causes the dial tone at that station to sound in a broken manner when the station user takes his or telephone off-hook.

If a telephone that receives a message has a DSS button that is programmed to call the station that left a message, the light next to that DSS button on the message-receiving station will flash.

To turn on the message-waiting light (and a broken dial tone) at an idle telephone:

- 1. lift the handset and press *Talk* (if necessary),
- 2. press the intercom button (if necessary),
- 3. dial \* 3, and
- 4. dial the extension number of station to be alerted. The message-waiting light of the called station will flash.

To turn off the message waiting light at a busy or idle station,

- 1. lift the handset and press *Talk* (if necessary),
- 2. press the intercom button (if necessary),
- 3. dial # 3, and
- 4. dial the extension number of station that was alerted. The message-waiting light of the called station will turn off.

To turn off the message-waiting light when you are either delivering or receiving a message:

• press the intercom button.

**Note**: Only the person who sent the message and the person receiving the message can turn the indicator off.

To receive a message at your station:

- 1. observe the flashing message-waiting icon and the LCD message indicating who called for you,
- 2. press the intercom button, and
- 3. press *Hold* (the system automatically connects you to the messaging station).

### 9.2 Sending LCD Messages

You can set system-supplied messages at your station to be received and displayed by a calling LCD speakerphone. These messages give the caller information on your telephone status. Get a list of the available messages from the attendant and write them on the blank chart on the next page.

To turn on a message from your telephone:

- 1. lift the handset and press *Talk* (if necessary),
- 2. press the intercom button (if necessary),
- 3. dial \* 0 2,
- 4. press # to clear the current message if one is stored, and

5. dial the desired code number from your LCD message list (01-30).

	LCD Message List		
	(Write the attendant supplied message here)		
Dial Code	Message		
01	Back at	(default message 1)	
02	Call	(default message 2)	
03	Ask them to hold	(default message 3)	
04	Take a message	(default message 4)	
05	I will call back	(default message 5)	
06			
07			
08			
09			
10			
11			
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If you use the default messages of "Back At" and "Call," add to them as follows:

- For default message 01, dial code for time numbers and colon from Dialing Code Table (for example, dial # 12 00 01 29 04 05 for a space and the time 1:45).
- For default message 02, dial code for telephone number of where you'll be (for example, dial # 12 09 07 08 15 02 02 00 00 for a space and the number 978-2200).

Dialing Code Table				
Character	Dialing Code		Character	Dialing Code
1	01		8	08
2	02		9	09
3	03		0	00
4	04		space	12
5	05		-	15
6	06		:	29
7	07			

6. press #, then press *Talk* to end the message.

To turn off the message,

- 1. lift the handset and press *Talk* (if necessary),
- 2. press the intercom button (if necessary), and
- 3. dial # 0 2.

### 9.3 Sending Response Messages

By programming one or more Response Message buttons at unused function buttons F1–F4 on your digital wireless telephone, you can respond with a variety of messages to many calling situations. For example, if you call another station and receive a busy signal or no answer, you can send one of 30 system-supplied messages, or you can send the same message every time the situation arises. Further, you may at times receive SOHVA calls (while you are using the optional headset) that you decide not to answer, and you can send a message to the calling telephone's display for the caller to read.

If you program a scrolling Response Message button at your telephone, you may use it to scroll through and select any of the system's messages to send, allowing you to send a different message every time. If you program a fixed Response Message button, you can send the same message every time in response to a situation, which saves you the trouble of scrolling to the message you want to send.

This section tells you how to use the Response Message button(s) to send messages to LCD speakerphones. For instructions on programming the Response Message button(s) see Section 10.5, *Programming the Response Message Button*.

To send an LCD message to an LCD speakerphone that you call and receive busy signal or no answer,

1. while still on the call, press the appropriate fixed Response Message button to send a preselected message ("Call [your name]," for example) to the other telephone,

#### or,

while still on the call, press the scrolling Response Message button to scroll through the system-supplied messages,

2. press # when your display shows the message you wish to send (the message will then be displayed at the called telephone).

To send an LCD message to a caller who has initiated a SOHVA call from an LCD speakerphone,

- 1. hear the SOHVA voice announcement in your optional headset,
- 2. press the appropriate fixed Response Message button to send a preselected message (*I Will Call Back*, for example) to the calling telephone,

#### or,

while still on the call, press the scrolling Response Message button to scroll through the system-supplied messages,

3. press # when your display shows the message you wish to send (the message will then be displayed at the calling telephone and the SOHVA call will be terminated).

## 10. PROGRAMMING YOUR TELEPHONE

Use this chapter's information to understand the various programming steps that you can take with your LCD speakerphone.

Section 10.1, Programming for Speed Dialing

Section 10.2, Programming Outside Numbers as Speed Dials

Section 10.3, Programming DSS Numbers

Section 10.4, Programming the Feature Codes

Section 10.4, *Programming the Feature Codes* 

Section 10.5, Programming the Response Message Button

### 10.1 Programming for Speed Dialing

Speed dialing is a feature that lets you:

- dial lengthy numbers using one or two buttons,
- store intercom numbers of frequently called telephones,
- store frequently used feature codes.

You can store numbers for speed dialing at the following locations:

- at any function button that is *not already assigned as a line* button or other feature by the system administrator or installer,
- at the keypad numbers 0–9,
- at any DSS/BLF console button (if you have a companion console assigned to your station).

Before you begin programming, write down the intercom or outside line you will use to access the number and the number digits that you are storing. Then, as you program the speed dial numbers, write the numbers on your telephone's ID strips. You can also fill out the following charts, if you wish, for a personal record of your stored numbers.

**Note 1**: You cannot reprogram the intercom button location from your telephone; however, your installer, through programming, can reassign these buttons to other locations on your telephone or to a console unit. Further, you cannot store feature codes on a second level at a storage location.

**Note 2**: The Federal Communications Commission (FCC) requires that when programming emergency numbers and/or making test calls to emergency numbers:

- perform such activities in the off-peak hours, such as early morning or late evening,
- remain on the line and briefly explain to the dispatcher the reason for the call.

Enter your stored numbers on these charts for future reference.

Speed Dial Numbers			
	Key Pad Buttons		Function Buttons
1		F1	
2		F2	
3		F3	
4		F4	
5			
6			
7			
8			
9			
0			

### 10.2 Programming Outside Numbers as Speed Dials

To store an outside number as a speed dial number, follow the display prompts and proceed as follows:

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial \* \* 1,
- 4. press function button or dial pad button to choose storage location,
- 5. press line button to select dial-out line,

or,

dial 00 to select prime line or last line used

or,

dial 01-16 to select line group,

dial number (up to 16 digits long—include \* and # if needed), **Note**: You may need a pause between numbers to compensate for differences in response time between your system and the host system (ask your attendant about this). To store a pause, press Hold, then continue dialing. If your system is behind a host system that needs a hookflash to access a feature, press Tap to store a hookflash, then continue dialing.

- 6. press T/C to store the number,
- 7. press next location button and store next number,
- 8. repeat previous steps until all numbers are stored,

press *Talk* to end.

or.

**Note**: Storing a new speed dial number at a button location overwrites an existing speed dial number already stored there.

### 10.3 Programming DSS Numbers

To store an intercom number as a DSS number,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial \* \* 3,
- 4. press function button or dial pad button to choose storage location.
- 5. dial extension number,
- 6. press next location button and store next DSS number,
- 7. repeat the previous step until all DSS numbers are stored,

or,

press Talk to end.

**Note**: Storing a new DSS number at a button location overwrites an existing DSS number already stored there.

### 10.4 Programming the Feature Codes

If you find that you are using certain features often, you can program a feature's dialing code (such as \* 5 2 to forward your calls) at an unused function button. When you store a feature code, you automatically provide a button that has an enable and a disable toggle function. You can create access code buttons as you need them and as unused function buttons are available.

Often, your installer will store a frequently-used feature at a function button when he or she programs your telephone thus saving you the trouble of doing it yourself. If he or she does this, you may be able to overwrite that programming with some of your own; however, you can not overwrite line and intercom assignments.

To store a feature code at a function button,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial \* \* 3,
- 4. press unassigned function button F1–F4 to choose storage location.
- 5. press programmable button for storage location,
- 6. dial access code for feature,
- 7. repeat last two steps until all features are programmed,

or,

press Talk to end.

### 10.5 Programming the Response Message Button

Section 9.3, Sending Response Messages discusses how you can respond to callers in a nonverbal manner. This section discusses how you can create Response Message buttons that will send the same preselected message every time you press it. If, for example, you know that you want to send the message I Will Call Back every time you receive a SOHVA call (remember you only receive SOHVA calls if you are using the optional headset), program a fixed Response Message button with that message, and label the button accordingly. Alternately, you can give yourself a scrolling button that allows you to review a list of messages and choose the particular message that you want to send. You can obtain the list of system-supplied messages from your attendant.

To store a Response Message button,

- 1. lift handset and press *Talk* (if necessary),
- 2. press intercom button (if necessary),
- 3. dial \* \* 6,
- 4. press unassigned function button F1–F4 for location,
- 5. dial 00 to make a scrolling button,

or,

dial message number (01–30) from list of messages to make a fixed button,

- 6. press # to save programming,
- 7. press *Talk* to end,
- 8. label button location.

## 11. TROUBLESHOOTING YOUR TELEPHONE

If your digital wireless telephone is not operating properly, use this chapter's information to help identify the cause of improper operation.

Section 11.1, Interpreting the Trouble Symptoms Section 11.2, Performing a Power Reset

## 11.1 Interpreting the Trouble Symptoms

Should your digital wireless telephone fail to operate properly, review the following list of symptoms and causes for help.

Problem	Suggestion
Charge Light Will Not Turn On When You Place Handset In Charger Unit	<ul> <li>Be sure AC adapter is plugged into charger unit and wall socket. Be sure handset is properly seated in charger unit.</li> <li>Be sure battery pack is</li> </ul>
	properly installed on handset.
	Be sure that the charging contacts on both the handset and charger unit are clean.

Frequent Interruptions In Conversations  Hear Warning Tone And See NO SERVICE Message In Display	<ul> <li>Be sure base unit antenna is fully vertical.</li> <li>Move handset closer to base unit.</li> <li>Locate base unit at a greater height.</li> <li>Move handset closer to base unit.</li> </ul>
Handset Does Not Ring	<ul> <li>Weak battery (replace with fresh battery pack or charge handset for 5–6 hours)*</li> <li>Check ringer alert setting—may be set for ringer off</li> <li>Be sure base unit antenna is fully vertical</li> <li>Move handset closer to base unit</li> </ul>
Error Tone	May occur when incorrect buttons are pressed during speed dial programming. For example, if a button has a line assigned to it, it is not available as a programmable button and an error tone sounds if it is pressed during programming.

Scrambled Display	Reset power.
No link	_
Feature Access Problems	
Display Shows NO COMM	Base unit cannot make
	contact with telephone
	system. Check line cord.

<sup>\*</sup> If you isolate improper operation to a defective battery pack, verify that the battery chargers are operating properly. If the battery chargers are operating properly, purchase a new battery pack. Since handset and battery warranties differ, do not return your handset for servicing with its battery installed. Refer to the product label or consult with your dealer for complete details.

**Note**: Radio interference is not a defect indication. If the situation persists, contact your system administrator.

### 11.2 Performing a Power Reset

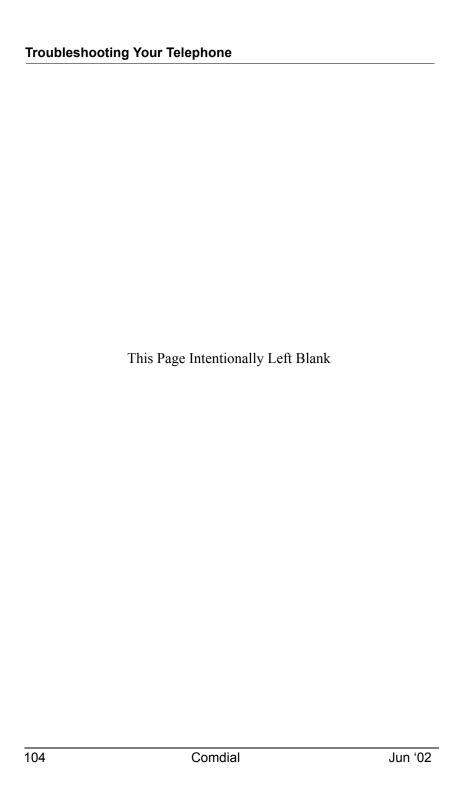
If you ever experience scrambled displays, link problems, or feature access problems, you may need to execute a power reset procedure.

To reset power on the base unit,

- 1. disconnect the AC adapter plug from the base unit,
- 2. wait several seconds.
- 3. reconnect AC adapter plug to base unit.

To reset power on the handset,

- 1. lift the handset from the base unit,
- 2. remove the battery pack,
- 3. wait several seconds,
- 4. replace battery pack.



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