SERIES 3

_CT-10/20/30_
User Guide

Package 2

Purpose   This user guide has been prepared for personnel who operate and maintain the equipment manufactured and sold by Fujitsu Business Communication Systems. The information in this guide is subject to change and may not be suitable in all situations. Fujitsu Business Communication Systems acknowledges that a customer's special requirements or practices may take precedence over those supplied in this document. If a conflict develops during operation, Fujitsu Business Communication Systems hereby disclaims any responsibility or liability for any consequential or inconsequential damages that may result from the use of this document.

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INTRODUCTION

Your new system, with its vast array of features, provides you with the flexibility you need to meet many different calling requirements. Your telephone can be custom tailored with features designed to meet your specific communication needs. You may find that some of the features discussed in this User Guide are not programmed on your telephone. Complete details on the features that are available with your system are found in the System Description/Features.

Please take the time to look through this guide in order to become familiar with the your new telephone. The following sections are included:

- **The Basics:** Describes your telephone's external features, the type of lamp patterns, and the system tones. This section also describes the headset adapter operation.

- **Placing a Call:** Explains how to place inside and outside calls.

- **Answering a Call:** Explains how to answer inside and outside calls. This section also describes the Auto Answer and the Do Not Disturb features.

- **Disconnecting from a Call:** Explains how to disconnect from a call.

- **Multi-Station Appearance:** Describes how to use the Multi-Station feature and its various functions.

- **Call Processing Features:** Describes how to use the basic Call Processing features. Many of these features can be assigned a programmable feature/line button for single button operation.

- **Automatic Dialing Features:** Describes how to use the Automatic Dialing features.

INTRODUCTION (Cont'd)

- **Automatic Call Distribution (ACD):** Describes how to use the available ACD features.

- **Miscellaneous Features:** Describes how to use the Miscellaneous features.

- **DSS Features:** Describes how to use the DSS or Primary Answering Position features.

NOTE

The phrase *lift the handset* is the same as pressing the **SPEAKER** button if you have a CT-20 or CT-30 model telephone.

THE INSTRUMENTS

Your system can accommodate a variety of telephone instruments including the CT-10, CT-20, and the CT-30 proprietary analog models. All CT model telephones are hearing aid compatible.

The CT-10 model (Figure 1) has the following features:

- 15 programmable line and/or feature buttons.
- Two-color lamp indicators.
- Seven fixed feature buttons:

  - **SPEAKER**
  - **FLASH**
  - **TRANSFER**
  - **HOLD**
  - **RG (RING) TONE**
  - **UP**
  - **DOWN**

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- Internal speaker (monitor only).
- Two-pair wiring.
- K-style handset.

Figure 1. CT-10 Model

HANDSET

PROGRAMABLE
LINE/FEATURE
BUTTONS WITH
LED LAMPS

SPEAKER

KEYPAD

THE INSTRUMENTS (Cont'd)

The CT-20 model (Figure 2) has the following additional features:

- Two-line display.
- Speakerphone for handsfree operation.
- Analog modem port (AMP) that lets you originate a data call from a PC with a modem.

The display provides you with prompts for:

- Error free programming.
- Feature implementation.
- Time and date.
- Elapsed time.
- Important information about every call you place and receive.

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Figure 2. CT-20 Model

2 LINE X
20 CHARACTER
LCD DISPLAY

HANDSET

PROGRAMABLE
LINE/FEATURE
BUTTONS WITH
LED LAMPS

SPEAKER

KEYPAD

MICROPHONE
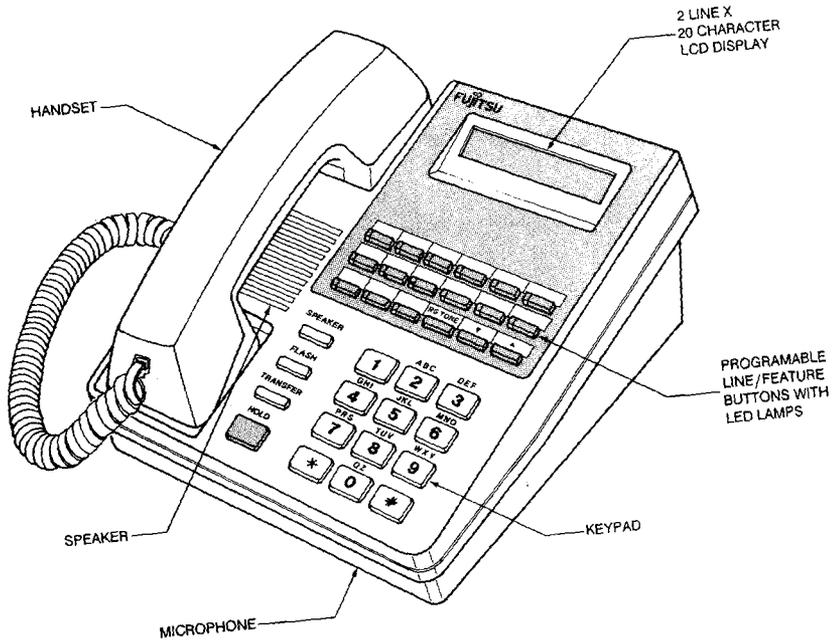
THE INSTRUMENTS (Cont'd)

The CT-30 model (Figure 3) adds even more features. They include the following:

- Additional programmable line and/or feature buttons (27).
- Off-hook call announce.

You can dial a specific feature code if you want to use a feature on your telephone that has not been programmed to a specific button.

Please note that the feature codes used in this guide are the standard system codes. Codes required to implement features in your system may differ. Consult your Communications Manager for your specific system codes.

Figure 3. CT-30 Model
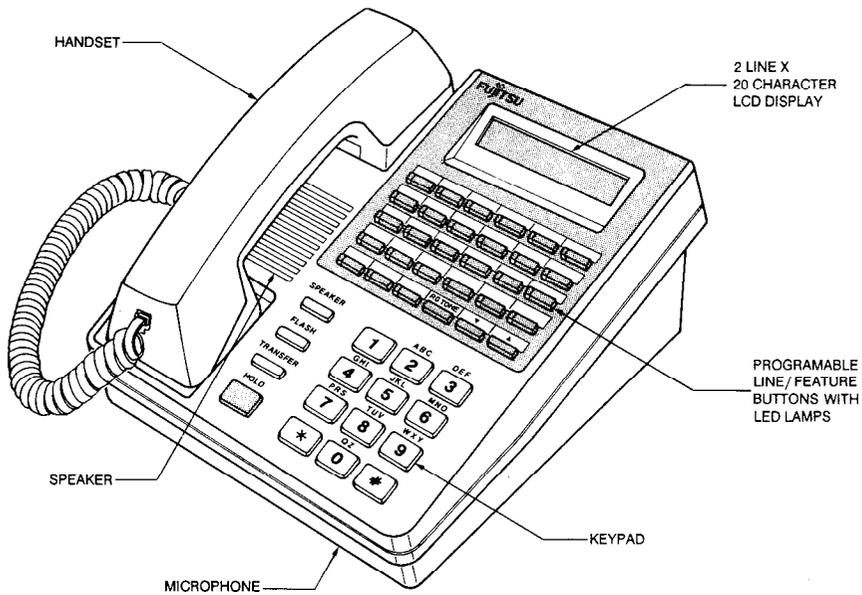
HANDSET

2 LINE X
20 CHARACTER
LCD DISPLAY

PROGRAMABLE
LINE / FEATURE
BUTTONS WITH
LED LAMPS

SPEAKER

KEYPAD

MICROPHONE

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Figure 3. CT-30 Model

HANDSET

2 LINE X
20 CHARACTER
LCD DISPLAY

PROGRAMABLE
LINE / FEATURE
BUTTONS WITH
LED LAMPS

SPEAKER

KEYPAD

MICROPHONE
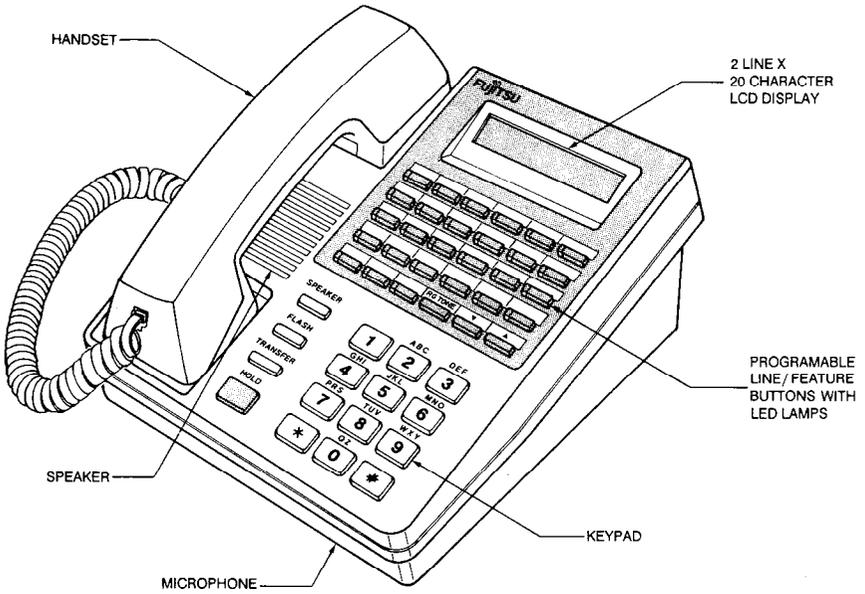
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THE BASICS

SPEAKER Button

On the CT-10 model, the **SPEAKER** button is a monitor button only. This means that you can listen to origination and call progress but do not have handsfree speaking capability.

The CT-20 and CT-30 models can use the **SPEAKER** button instead of lifting the handset.

To operate the SPEAKER button:

1. Press the **SPEAKER** button with the handset in place.

2. Press the **SPEAKER** button again to hang up.

FLASH Button

The **FLASH** button is used to activate features when the system is used with Centrex or another PBX.

To operate the FLASH button:

1. Make a connection to the host PBX or Centrex by dialing the code or by pressing a **line** button.

2. Press the **FLASH** button.

3. Dial the code to activate a particular feature.

TRANSFER Button

The **TRANSFER** button lets you transfer a call to another extension or line.

HOLD Button

The **HOLD** button places an extension or line call on hold. This button is solid red in color.

FIXED FEATURE BUTTONS (Cont'd)

RG TONE Button   The **RG** (**RING**) **TONE** button controls the ringing tone of the telephone. There are three types of patterns that can be set: low, medium (default), and high. This button is valid only in ringing state. In order to change the ringer, adjust the button while a call is ringing at your extension.

UP Button   The **UP** button increases the volume of the handset, the speaker, and the ringer. It also increases the LCD contrast. See Table 1 for more information

DOWN Button   The **DOWN** button decreases the volume of the andset, the speaker, and the ringer. It also decreases the LCD contrast. See Table 1 for more information.

Table 1. Volume and Contrast Controls

Telephone State	Up	Down
Idle	LCD contrast - increase	LCD contrast - decrease
Speakerphone	Speaker volume - increase	Speaker volume - decrease
Off-Hook by Handset	Handset volume - increase	Handset volume - decrease
Ringing	Ring volume - increase	Ring volume - decrease

PROGRAMMABLE LINE AND/OR FEATURE BUTTONS

The CT-10 and CT-20 models have fifteen programmable line and/or feature buttons. The CT-30 has twenty-seven programmable buttons. These buttons have two-color lamps. See Table 2, Visual Indicators, for further information.

Each programmable line and/or feature button can be assigned to access a specific line or feature. Programming is accomplished by assigning a particular feature code to one of these buttons.

Table 2. Visual Indicators

PAT-TERN	DISPLAY TYPE	LINE BUTTON	FEATURE BUTTON BASIC BUTTON	COLOR OF LED
1	ON _____ OFF _____	Line is not in use. (IDLE)	Feature is not activated (IDLE)	- -
2	ON ⎍⎍ 1/2S ⎍ OFF 1/2S	Lins is ringing (RING)	Override is available (AVAIL)	Red
3	ON _____ OFF	Line is in use. (BUSY)	Feature is activated (REG/USE)	Red
4	ON ⎍ 15/8S ⎍ OFF 1/8S	Line is in use by me. (I-USE)	Station has registered Don't Disturb (DND)	Green
5	ON ⎍⎍ 1/8S 1/13S ⎍ OFF 1/8S 1/8S	Line has been placed on hold by me (I-HOLD (Exclusive))		Green
6	ON ⎍⎍⎍⎍⎍ 1/8S OFF 1/8S	Line is recalling (RECALL)	Feature is recalling or voice calling. (RECALL)	Red
7	ON ⎍ 1S ⎍ OFF 1S	Line has been placed on Common hold. (C-HOLD)		Red
8	ON ⎍⎍ 1/8S 1/8S ⎍ OFF 1/8S 13/8S	Line has been placed on Common hold by me. (I-HOLD (Common))		Green

VISUAL INDICATORS

Steady Light Pattern   A steady, *red* light indicates that a **line** or feature button is in use. It also indicates a **line** on hold at another telephone.

Slow Flashing Light Pattern   A slowly flashing *red* light indicates that a **line** at your telephone is ringing.

Interrupted Flash Pattern (An extended flash interrupted by a pause)   An interrupted flashing *green* light indicates that you are on this **line**.

Double Interrupted Flash Pattern (An extended flash interrupted by two brief pauses)   A double interrupted flashing *green* light indicates that you have placed this **line** on hold.

Fast Flashing Light Pattern   A fast flashing *red* light indicates that a **line** call or a call to another extension is recalling to you.

Busy Tone   A continuous standard busy signal with tones of equal length.

Call Waiting Tone   A single burst of tone heard during conversation indicating that an external call is waiting to be answered.

Camp-On Tone   A single burst of tone heard during conversation indicating that an extension has camped-on to your extension.

Distinctive Busy Tone   A continuous short-long busy signal which sounds when you reach a busy extension or outside line and are allowed to camp-on.

Error Tone   A fast busy tone. If you receive an error tone after requesting a feature, one of the following conditions may exist:

- Your telephone is not allowed to implement the feature you requested.

- You dialed an incorrect feature code or number.

Press **TRANSFER** to connect with your original party and try again, or proceed with another feature.

External Dial Tone   This is a continuous tone obtained when you:

- Press an outside line button.

- Lift your handset and press an outside line button.

- Dial a code (usually 9) to access an outside telephone network.

This dial tone indicates that you can place an external call. External dial tone is not heard if the tone is not provided by the local telephone network.

SYSTEM TONES (Cont'd)

Internal Dial Tone   This is a continuous tone that you hear when you lift your handset. Internal dial tone indicates that you may:

- Place an internal call (Intercom call).
- Request a special feature.

Key Tone   Key tone consists of three short bursts of tone followed by a continuous dial tone. You hear this tone after you press the **TRANSFER** button or **FLASH** and before you dial a feature code. Key tone indicates that you have correctly accessed the system and can now proceed to dial an extension number or a feature code.

You will also hear key tone when you place a call if the Call Forward All Calls or Do Not Disturb feature is activated.

Override Tone   Override tone is a series of tone bursts heard when an extension with Executive Override breaks into your call.

Recording Tone   Recording tone is an extended burst of tone indicating that an announcement is being recorded from your extension.

Ringback Tone   Ringback tone is a standard ringing tone when calling an idle telephone.

Success Tone   Success tone consists of four brief bursts of tone heard after you request a specific feature. Success tone indicates a feature has been successfully implemented.

Silent Message Tone   A brief burst of tone heard when a silent message is left at your telephone. This tone is not heard if the speakerphone is in use.

Zip Tone   Zip tone is three short bursts of tone heard prior to receiving a call through the Auto Answer feature.

DISTINCTIVE CALL RINGING

Calls from another Extension and Tie Line Calls (Extension Ringing)   Slow ringing. A repetitive one-second ring followed by a three-second pause.

Incoming Outside Calls (Outside Ringing)   Slow double ringing. A repetitive double ring followed by a three-second pause.

Call Forwarded Calls and Callbacks   Fast ringing. A repetitive one-second ring followed by a one-second pause.

Call Announce Calls   Two brief bursts of tone immediately followed by a voice announcement.

HEADSET OPERATION

The headset adapter lets your telephone accept any of the standard headsets commercially available. Use this feature to make the programmable headset button act like the hookswitch (the button located in the cradle of the telephone).

To install a headset:

1. **Disconnect:** The handset cord. Leave the handset in the cradle of the telephone.

2. **Connect:** The free end of the handset cord to the modular jack on the back of the headset adapter.

3. **Connect:** The headset to the modular jack on the front of the headset adapter (jack may be two holed or modular).

4. **Connect:** The power transformer to the back of the headset adapter.

5. **Plug In:** The power transformer to the wall socket.

To place a call using the headset:

1. Press the **headset** button.
   - *The headset lamp lights in the steady pattern.*

2. Press the **line** or **ICM** (Intercom) button.
   - *The appropriate dial tone sounds.*
   - *The line or ICM lamp flashes in the interrupted pattern.*

3. Proceed with normal telephone operations.

To answer a call using the headset:

1. The telephone rings.

2. Press the **headset** button.
   - *The **headset** lamp lights.*

3. Press the flashing **line** or **ICM**.
   - *The **line** or **ICM** lamp flashes in the interrupted pattern.*
   - *You can begin conversation.*

To disconnect from a call using the headset:

- Press **headset**.
   - *The **headset** lamp goes dark.*
   - *You disconnect from the call.*

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PLACING A CALL

To place a call to another extension:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Dial the extension number.

NOTE

The name displays on CT-20 and CT-30 models if the name is registered to the extension making the call.

To place a call to the extension on which you are speaking; i.e., boss/secreatary:

1. Press the ringing and flashing **line** (OSL) on your telephone.
   - *You are connected with the caller.*
   - *The **line** lamp is flashing.*
2. Press the same **line** button a second time.
   - *The caller is placed on hold.*
   - *The telephone that has the prime line (PSL) on which you are speaking rings.*
   - *When the other extension user (PSL) answers the call, you and that extension user can speak. The calling party is on hold.*
3. Hang up.
   - *The call is transferred to the other extension user.*
   - *The lamp goes dark.*

NOTE

Refer to Multi-Station Appearance for more information on answering other line appearances from your telephone.

OUTSIDE CALLS

To place an outside call:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the appropriate outside line button.
   -or-
   Dial the code for an outside line.
   - *Listen for external dial tone.*
3. Dial the desired outside number.

NOTE

After a predetermined call connection time, the duration of the call displays in minutes and seconds on the far right of the display screen on CT-20 or CT-30 models.

Outside Line Access Codes:

LOCAL_____   **LONG DISTANCE _____**   **WATS ____**

TIE LINES _____   **FX _____**

If you receive distinctive busy tone after pressing a **line** button or dialing a code for an outside line, refer to the Trunk Camp-On feature for further instructions.

ANSWERING A CALL

AUTO ANSWER

The Auto Answer feature lets you take calls by using the Speakerphone instcad of the handset.

To activate the Auto Answer feature:

- Press the programmable **auto answer** button.
  - *The **auto answer** lamp displays a steady pattern.*

To disconnect the Auto Answer feature:

- Press the lighted **auto answer** button.
  - *The lamp goes dark.*

To use the Auto Answer feature:

1. Answer calls by speaking in the direction of the telephone.
2. Disconnect happens automatically when the caller hangs up.

INCOMING LINE RINGING . . . When Busy

If you are on an internal call or a call on a **line** button, and you receive another call to a different **line** button, you may receive a flashing light and a muted ring. The flashing light and muted ring indicate that a second call is being received.

If you prefer that your telephone not ring when a second call is received while you are busy on another line button:

1. Lift the handset (while in idle state).
   - *Listen for dial tone.*
2. Dial **5 7 0.**
   - *Listen for success tone.*
   - *The **line** button only <u>flashes</u> when a call is received on another **line** button.*

If you want to receive a muted ring when a second call is received while you are busy on another line button or on the same line button:

1. Lift the handset (while in idle state).
   - *Listen for dial tone.*
2. Dial **5 7 1.**
   - *Listen for success tone.*
   - *You now receive a muted ring when a second call is received on another **line** button.*

NOTE

> If you hear a muted ring while you are engaged in conversation, you have an external or internal call waiting.

To answer the waiting call:

- Complete your call in progress and hang up.
  - *The waiting call automatically rings at your telephone.*
  -or-
- Place your call on hold and answer the waiting call.

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To answer a call from another extension:

1. Listen for extension ringing.
2. Lift the handset to answer the call.
3. You connect with the calling party.

To answer an outside call (or transferred outside call):

1. Listen for outside ringing.
2. Lift the handset to answer the call.
   - *Listen for internal dial tone.*
3. Press the flashing **line** button.
   - *You connect with the calling party.*

NOTE

If an outside call is being transferred to you, the display provides the calling extension number until the party transferring the call hangs up.

DISCONNECTING FROM A CALL

To disconnect from a call:

- Hang up.
  -or-
  Press the **FLASH/NEW CALL** button.
  - *Listen for internal dial tone.*
  - *You may now place or receive another call.*

To disconnect from a call to answer an incoming call on another line button:

- Press the **FLASH/NEW CALL** button.
  - *The waiting call automatically connects to your telephone.*

NOTE

Depending on how your system is programmed, the **FLASH/NEW CALL** button can produce either flash or new call. If your system is programmed to use this button as a **FLASH** button, you should press this button twice to use as a **NEW CALL** button.

MULTI-STATION APPEARANCE

The Multi-Station Appearance feature allows for the same extension number to appear on up to sixteen CT-10, CT-20, or CT-30 telephones. Each telephone is assigned a specific extensions number referred to as a Prime Station Line (PSL). All other extension numbers appearing on that telephone are referred to as Other Station Lines (OSL). Calls may be placed and answered from any of the extension lines (PSLs or OSLs) that appear on your telephone. To activate a feature from your extension, you can use the PSL or any OSL.

ANSWERING A CALL

To answer a call using a PSL button:

1. Listen for extension ringing tone.
    - *Your **PSL** lamp flashes in the slow pattern.*
    - *Corresponding **OSL** lamps flash at other extensions.*
2. Lift the handset.
    -or-
    Press the flashing red **PSL** button.
    - *The **PSL** lamp flashes green in the interrupted pattern.*
    - *Conversation begins.*
    - *The corresponding **OSL** lamps at other extensions light red in a steady pattern.*
3. Hang up when the call is completed.
    - *Your **PSL** lamp goes dark.*
    - *Corresponding **OSL** lamps go dark.*

To answer a call using an OSL button:

1. Listen for extension ringing when a call arrives at your **OSL**.
    - *Your ringing **OSL** lamp flashes in a slow pattern.*
    - *The corresponding lamps at other extensions flash.*
2. Lift the handset.
3. Press the flashing red **OSL** button.
4. Conversation begins.
    - *Your **OSL** lamp flashes in the interrupted pattern.*
    - *Corresponding lamps at other extensions light in the steady pattern.*
5. Hang up when the call is completed.
    - *Your **OSL** lamp goes dark.*
    - *Corresponding lamps at other extensions go dark.*

IDLE LINE PREFERENCE

Idle Line Preference lets you automatically access an unused line in order to place a call. This eliminates the need to press an idle **line** or **ICM group** button.

To assign or cancel the Idle Line Preference feature:

1. Lift the handset (when telephone is in an idle state).
2. Press the **line** button.
   - *The line lamp flashes in the interrupted pattern.*
   - *Listen for internal dial tone.*
3. Dial **5 4 1.**
4. Dial one of the following:
   - *0 (to cancel Idle Line Preference)*
   - *1 (for Idle Extension Preference)*
   - *2 (for Idle Outside Line Preference)*
   - *3 (for Idle Intercom Preference)*
5. Listen for success tone.
6. Hang up.
   - *The line lamp goes dark.*

An intercom group is a predetermined group of extension users who have the ability to call each other directly using an assigned intercom group number. There may be up to sixteen extension users per intercom group and up to fifty intercom groups per system.

To place an intercom call to an extension in your intercom group:

1. Lift the handset.
2. Press the **ICM group** button.
   - *The lamp flashes in the interrupted pattern.*
   - *Listen for internal dial tone.*
3. Dial the desired intercom group extension number.
   - *Hang up and try later if you reach a busy extension and receive busy tone.*

NOTE

The dialed intercom group number changes to the associated extension number if you reach a busy extension.

PLACING A CALL

To place an internal call using a line (PSL or OSL) button:

NOTE

Outside calls are placed in the normal manner after pressing a **line** button or dialing a code for an outside line.

1. Lift the handset.
2. Press the idle **line** button.
   - *Listen for internal dial tone.*
   - *The **line** lamp flashes in the interrupted pattern.*
   - *Corresponding **line** lamps at other extensions light in a steady pattern.*
3. Dial the extension number.
   - *Listen for ringback tone.*
   - *Begin speaking when the called party answers.*

If the called party answers by pressing the flashing PSL button:

- Only the called party's **PSL** number displays on your telephone.

If another party answers by pressing the flashing OSL button:

- The called party's **PSL** number and the answering party's extension number display on your telephone.

Privacy Release lets you override the privacy feature inherent in your telephone system. A third party can then enter your two-way conversation. The third party must have the same extension appearance on their telephone as the one you are using at the time.

You must have a programmable **privacy release** button to activate this feature.

To activate Privacy Release during a two-way conversation:

1. Instruct the third party to prepare to enter conversation.
2. Press the **privacy release** button.
   - *The **privacy release** lamp lights in the steady pattern.*
   - *Your **line** lamp flashes in the interrupted pattern.*
   - *Corresponding **line** lamps flash in the slow pattern.*
3. Conversation can begin when the third party presses the **line** button.
   - *The **privacy release** lamp goes dark.*
   - *The corresponding lamps at the third party's extension flash in the interrupted pattern.*
   - *The corresponding lamps at all extensions, other than the two connected to the outside party, light in the steady pattern.*

To cancel Privacy Release:

- Press the **privacy release** button before the third party enters the conversation.
   - *Your **line** lamp flashes in the interrupted pattern.*
   - *Corresponding lamps at all other extensions light in a steady pattern.*

NOTE

When your telephone is in the privacy release state, you cannot activate other features, such as Transfer, Camp-On, etc.

RINGING LINE PREFERENCE

Ringing Line Preference lets you program your telephone to automatically select one of the following ringing call types when you lift the handset:

- **Line**
- **Extension**
- **ICM group**

To assign or cancel the Ringing Line Preference feature:

1. Lift the handset.
2. Press the **line** button.
   - *The line lamp flashes in the interrupted pattern.*
   - *Listen for internal dial tone.*
3. Dial **5 4 0**.
4. Dial one of the following:
   - *0 (to cancel Ringing Line Preference)*
   - *1 (for Ringing Extension Preference)*
   - *2 (for Ringing Extension and Outside Line Preference)*
   - *3 (for Ringing Extension and Outside Line and Intercom Preference).*
5. Listen for success tone.
6. Hang up.
   - *The line lamp goes dark.*

NOTE

When there are multiple lines ringing simultaneously, the system selects the ringing line in the highest priority position. See your Communications Manager for details.

To transfer an inside or outside call from your extensions to an extension with a different number using the TRANSFER button:

1. Ask the party to wait.
   - *Your line lamp flashes in the interrupted pattern.*
2. Press the **TRANSFER** button.
   - *The TRANSFER lamp lights in the steady pattern.*
   - *Listen for dial tone.*
3. Dial the desired extension number.
   - *Listen for ringback tone.*
   - *Extension(s) with corresponding line appearances ring.*
   - *Privately announce the call when the called extension answers.*
4. Hang up.
   - *The calling party connects with the transferred-to party.*
   - *The TRANSFER lamp goes dark.*
   - *The line lamp goes dark.*

To transfer a call to another extension with the same extension appearance using the Common Hold feature:

1. Ask the party to wait.
2. Press any idle **line** button.
   - *Listen for internal dial tone.*
   - *Corresponding line lamps display the slow flashing pattern.*
   - *The call is automatically placed on common hold and your line lamp flashes in the double interrupted pattern.*
3. Dial the desired extension number.
   - *Listen for ringback tone.*
   - *Announce the call privately.*
   - *Direct your party to pick up the held call by pressing the appropriate slowly flashing line button when the called party answers.*
4. Hang up.
   - *Your line lamp goes dark.*
   - *Conversation can begin when the transferred-to party picks up the held call.*

TRANSFERRING A CALL (Cont'd)

To transfer a call using the Common Hold feature and the ICM group button:

1. Ask the party to wait.
   - *The line lamp flashes in the interrupted pattern.*
2. Press the **ICM group** button.
   - *Listen for internal dial tone.*
   - *The ICM group lamp flashes in the interrupted pattern.*
   - *The party is placed on common hold automatically.*
3. Dial the intercom group extension number.
   - *The dialed number converts to the extension number.*
   - *Listen for ringback tone.*
   - *Conversation begins when the called party answers by pressing ICM group button.*
   - *Tell the called party to pick up the held call by pressing the appropriate slowly flashing line lamp.*
4. Hang up.
   - *ICM group lamp goes dark.*
   - *Calling and called party can converse.*

NOTE

Common Hold is a feature that lets you place a call to your extension on hold while letting anyone possessing a telephone with the same extension appearance pick up the held call.

CALL PROCESSING FEATURES

Call Announce lets you do the following from one CT telephone to another:

- Transfer a call.
- Place a call.

Call Announce also lets you announce the call over the speaker on the called party's instrument. The called party hears a distinctive call announce tone (zip tone) and can respond without lifting the handset if the CT telephone is programmed for this feature.

To transfer a call using Call Announce:

1. Ask the party on the line to wait.
2. Press the **TRANSFER** button.
   - *The TRANSFER lamp lights in a steady pattern.*
   - *Listen for key tone.*
3. Dial the extension number.
4. Press the **call announce** button.
   - *The call announce lamp lights in a steady pattern.*
   - *Listen for success tone.*
5. Announce the call.
   - *The called party receives a zip tone and information displays. Your voice is then heard over the called party's speakerphone.*
   - *The called party can respond by lifting the handset or using the SPEAKER button.*
6. Hang up.
   - *The called telephone rings with the transferred call.*

CALL ANNOUNCE (Cont'd)

To place a call to another extension using Call Announce:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial the extension number.
3. Press the **call announce** button.
   - *Listen for success tone.*
4. Announce the call.
   - *The called party receives a zip tone and information displays.*
   - *The called party can respond by lifting the handset or using the* **SPEAKER** *button.*

You can disable the Call Announce feature at your extension if you do not want to receive a call announce call.

To cancel Call Announce calls to your telephone:

- Dial **# 8 0.**
  - *Listen for success tone.*

To reactivate Call Announce calls to your telephone:

- Dial **# 8 1.**
  - *Listen for success tone.*

NOTE

Some system may provide Call Announce automatically on internal calls. If your system operates in the manner, you must use the **call announce** feature button to cancel automatic Call Announce so a called extension will ring.

This feature lets you temporarily divert all calls directed to your extension (including those to **line** buttons) to another extension or to an outside or CO/tie line destination.

To activate Call Forward All Calls if you have a programmable forward all button:

1. Lift the handset.
   - *Listen for dial tone.*
2. Press the **forward all** button.
   - *The **forward all** lamp lights steadily.*
3. Dial the desired extension number.
   - *Listen for success tone.*
4. Hang up.
   - *Any calls directed to your telephone divert to the forwarded destination.*

To activate Call Forward All Calls if you do not have a forward all button:

1. Lift the handset.
2. Dial * **3 4.**
   - *Listen for internal dial tone.*

To forward to another extension:

- Dial the desired extension number.

To forward to an outside number:

- Dial * **0** and the extension speed code (**0-9**).
  -or-
- Dial # # and the system speed code (**00-99** or **000-999**).
  - *Listen for success tone.*
3. Hang up.
   - *Any calls directed to your telephone divert to the forwarded destination.*

CALL FORWARD ALL CALLS (Cont'd)

NOTES

1. Each call can only be forwarded to a maximum of two successive extensions or one outside destination.
2. The Call Forward All Calls feature overrides Call Forward on Busy/No Answer, Call Forward on No Answer, or Call Forward on Busy if they are used simultaneously.
3. When the Call Forward All Calls feature is in effect, you hear key tone whenever you lift the handset. This tone reminds you that your extension cannot receive any calls.
4. When your extension has Call Forward All Calls in effect and another extension calls, there is no display.
5. When you dial an extension that is using this feature to forward to another extension, your display shows:

   - The extension number receiving the call.
   - The extension number you dialed.
   - **RING** or **TALK**.

6. When you dial an extension that is using this feature to forward to an outside destination, your display shows:

   - The CO destination number receiving the call.
   - **SPD**.

7. If the extension you have forwarded to has a display, the following information is shown:

   - The extension number originating the call.
   - The extension number registering CFA.
   - **CFA**.

To cancel Call Forward All Calls if you have a forward all button:

1. Lift the handset.
2. Press the **forward all** button.
    - *The **forward all** lamp goes dark.*
    - *Listen for success tone.*
3. Hang up.

To cancel Call Forward All Calls if you do not have a forward all button:

1. Lift the handset.
    - *Listen for key tone.*
2. Dial * **3 0.**
    - *Listen for success tone.*
3. Hang up.

If your telephone has a display and a **forward all** button, you can verify the Call Forwarding destination when your instrument is idle.

•   Press the **forward all** button.

CALL FORWARD - CO

This feature reroutes incoming outside calls to a specified extension's intercom line. For example, if you are not at your primary extension and you are expecting a call on your private line, you can forward that call to the intercom line of your destination extension.

To activate or cancel this feature, refer to the Call Forward feature you want to use.

NOTES

1. The destination extension must have an intercom line.
2. The destination extension must have the same class of restriction as your primary extension.

This feature operates the same as Call Forward - All Calls. It forwards all incoming calls to the extension you designate. The difference is that you can forward your extension calls to another extension from the remote extension you are using. You do not have to return to your primary extension to engage this feature.

To activate Call Forward - Follow Me:

1. Lift the handset at the secondary location.
   - *You hear dial tone.*
2. Press the Call Forward Follow Me feature button.
   - *(CFF displays).*
   - or -
   Dial * **3 5**.
3. Dial **1**.
4. Dial your extension number.
5. Listen for success tone
   - *(DONE displays).*

To cancel Call Forward - Follow Me:

1. Lift the handset.
   - *You hear dial tone.*
2. Press the Call Forward Follow Me feature button.
   - *(CFF displays)*
   or
   Dial * **3 5**.
2. Dial **0**.
3. Dial your extension number.
4. Listen for success tone.
   - *(CNCL displays).*

CALL FORWARD - INTERNAL/EXTERNAL

This feature allows you to register different destinations for incoming calls. One destination for incoming internal calls and one destination for incoming outside calls can be specified per extension.

To activate Call Forward - Internal/External:

1. Lift the handset.
   - *You hear dial tone.*
2. Press the Call Forward feature button (CFA, CFB, CFN, or CFBN).
   -or-
   Dial the feature code for a Call Forward feature.
3. Dial **0** for internal call forwarding.
   -or-
   Dial **1** for external call forwarding.
4. Dial the extension number where you want
   to have your calls forwarded.
   - *Listen for success tone.*
5. Hang up.
   - *All calls directed to your telephone will divert to one of the two designated extensions depending on the type of call received (internal/external).*

NOTE

1. The following definitions are used for the Call Forward features:
   - CFA - Call Forward All Calls
   - CFB - Call Forward Busy
   - CFN - Call Forward No Answer
   - CFBN - Call Forward Busy/No Answer

2. This feature must be programmed in the system data base for use from an extension. If this feature is activated, internal or external destinations must be defined for all types of Call Forwarding.

To cancel Call Forward - Internal/External:

1. Lift the handset.
    - *You hear dial tone.*
2. Press the lighted Call Forward feature button.
    -or-
    Dial the cancellation code for the Call Forward feature programmed.
    - *Listen for success tone.*
3. Hang up.

CALL FORWARD ON BUSY

This feature lets you temporarily divert all calls directed to your extension to another extension when your line is busy.

To activate Call Forward on Busy:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial * **3 6**.
3. Dial the extension number
   - *Listen for success tone.*
4. Hang up.
   - *Any call directed to your extension diverts to the forwarded destination when your line is busy.*

NOTES

When your extension has Call Forward on Busy in effect and another extension calls, this information is shown:

- The extension number receiving the call.
- The extension number registering CFB.
- RING.

To cancel Call Forward on Busy:

1. Lift the handset.
   - *You hear dial tone.*
2. Dial * **3 8**.
   - *Listen for success tone.*
3. Hang up.

NOTES

1. Each call can only be forwarded to a maximum of two successive extensions.
2. The Call Forward All Calls feature overrides Call Forward on Busy if both are used simultaneously.
3. Call Forward on Busy cannot be used at the same time as Call Forward Busy/No Answer, or Call Forward on No Answer.
4. Call forwarding may be programmed in the system using data base commands.

This feature lets you temporarily divert all calls directed to your extension, including those to **line** buttons or to another extension when your line is busy or you are unable to answer your telephone.

To activate Call Forward on Busy/No Answer:

1. Lift the handset.
2. Dial *** 3 3.**
3. Dial the desired number.
   - *Listen for success tone.*
4. Hang up.
   - *Any calls directed to your telephone divert to the forwarded destination when your line is busy or you do not answer.*

NOTES

1. When your extension has Call forward on Busy/No Answer in effect and another extension calls, the following information is shown:

   - The extension number receiving the call.
   - The extension number registering CFBN.
   - **RING.**

2. If the extension you have forwarded to has a display, the following information is shown:

   - The extension number dialing the call.
   - The extension number registering CFBN.
   - **CFB.**
     -or-
   - The extension number dialing the call.
   - The extension number registering CFBN.
   - **CFN.**

CALL FORWARD ON BUSY/NO ANSWER (Cont'd)

To cancel Call Forward on Busy/No Answer:

1. Lift the handset.
2. Dial * 3 1.
   - *Listen for success tone.*
3. Hang up.

NOTES

1. Each call may only be forwarded to a maximum of two successive extensions.
2. The Call Forward All Calls feature overrides Call Forward on Busy/No Answer if both are used simultaneously.
3. Call Forward on Busy/No Answer cannot be used simultaneously with Call Forward on No Answer or Call Forward on Busy.
4. Call forwarding may be registered in the system using data base commands.

This feature lets you temporarily divert all calls directed to your extension, including those to **line** buttons or to another extension when you are unable to answer your telephone. Calls forward to the alternate destination after ringing at your extension for a predetermined period of time.

To activate Call Forward on No Answer:

1. Lift the handset.
2. Dial *** 3 2.**
3. Dial the desired number.
    - *Listen for success tone.*
4. Hang up.
    - *Any calls directed to your extension divert to the forwarded destination if you do not answer.*

NOTES

1. When your extension has Call Forward No Answer in effect and another extension calls, this information is shown:

    *   The extension number receiving the call.
    *   The extension number registering CFN.
    *   **RING.**

2. If the extension you have forwarded to has a display, the following information is shown:

    *   The extension number dialing the call.
    *   The extension number registering CFN.
    *   **CFN.**

CALL FORWARD ON NO ANSWER (Cont'd)

To cancel Call Forward on No Answer:

1. Lift the handset.
2. Dial *** 3 1.**
   - *Listen for success tone.*
3. Hang up.

NOTES

1. Each call can only be forwarded to a maximum of two successive extensions.
2. The Call Forward All Calls feature overrides Call Forward on No Answer if both are simultaneously implemented.
3. Call Forward on No Answer cannot be simultaneously used with Call Forward on Busy/No Answer or Call Forward on Busy.
4. Call forwarding may be registered in the system using data base commands.

This feature lets you register and/or cancel the Call Forward All Calls feature to another extension.

To activate Call Forward - Other Extension:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial * **3 7**.
3. Dial **1**.
4. Dial the source extension number and the destination extension number.
   - *Listen for success tone.*
5. Hang up.
   - *Call Forward All Calls is activated from one extension to another.*

To cancel Call Forward - Other Extension:

1. Lift the handset.
   - *You hear dial tone.*
2. Dial * **3 7**.
3. Dial **0**.
4. Dial the source extension number.
   - *You hear success tone.*
4. Hang up.

NOTE

1. This feature can only be registered by an extension using a feature code.
2. An extension number, attendant, or speed calling number can be used as a forwarding destination number.
3. Call Forwarding - Internal/External cannot be recognized using this feature.
4. When your extension has Call Forward - Other Extension in effect and another extension calls, the following information is shown: • The extension number receiving the call. • The extension number registering CFO. • RING.
5. Call Forward - All Calls activated for an extension turns on the lamp at the source destination (a Call Forward - All Calls button must be programmed to activate the lamp.)

CALLING/CALLED PARTY NAME DISPLAY

This feature displays the calling or called party's name and number. If you are the calling party, it displays the name and extension number of the party you are calling. If you are the called party, it displays the name of the party calling you. The feature is automatic if you have a display. This feature also displays the name of a trunk that you are using. Names are registered by CMC command.

If you receive the call from the extension which registers the name

200	CALL
JOANN NOLEN	

is displayed

If you receive the outside call to the trunk which registers the name

COT111	CALL
SPRINT1	

is displayed

NOTE

Two names can be registered to one extension: long name and short name. Long name is a maximum of nine characters and is displayed as a normal terminating call. Short name is a maximum of five characters and is displayed when call forward, three-party conference, etc. are executed. Trunk calls have a seven character maximum.

When an incoming call terminates at your extension while you are in conversation with another party, you will be alerted by a brief tone burst that you have a waiting call. You may answer the incoming call while holding your current call. You then have the option to alternate between parties to talk or releasing one call.

To answer a call waiting:

- When you hear the call waiting tone, press
  TRANSFER.
  - *The first party is placed on hold. You are now able to speak to the new caller.*

To alternate between the two calls:

- Press the **TRANSFER** button.
  - *You place your current caller on hold and are connected with your second call.*

CAMP-ON

Extension Camp-On

If you place a call to a busy extension, the Camp-On feature lets you alert the called party that you are waiting. You receive a callback when the called extension becomes idle. You do not need to continue redialing until the called party hangs up.

To initiate Camp-On after calling an extension and receiving a distinctive busy tone (with programmable camp-on button):

1. Press the **camp-on** button.
   - *The **camp-on** lamp lights in a steady pattern.*
   - *The dialed number and CAMP-ON display on the LCD.*
   - *Listen for success tone.*
2. Hang up.
   - *Your telephone rings and the **camp-on** lamp flashes in the slow pattern when both telephones are available.*
3. Lift the handset.
   - *The called extension rings.*

To initiate Camp-On after calling an extension and receiving a distinctive busy tone if you do not have a programmable camp-on button:

1. Dial * *.
   - *Listen for success tone.*
2. Hang up.
   - *The called party hears a brief burst of tone indicating that another call is waiting to be answered.*
   - *Your telephone rings when both telephones are available.*
   - *When the called extension becomes idle, your extension rings.*
3. Lift your handset.
   - *The camped-on extension is automatically called back.*
   - *You hear ringback until the call is answered.*

NOTE

You can camp-on to only one extension at a time. You can still originate and receive calls while waiting for a callback.

To cancel Camp-On before callback if you have a camp-on button:

1. Lift the handset.
   - *Listen for dial tone.*
2. Press the lighted **camp-on** button.
   - *The **camp-on** lamp goes dark.*

To cancel Camp-On before callback if you do not have a camp-on button:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial # *.
   - *Listen for success tone.*
3. Hang up.

NOTE

If the camp-on originator does not answer the callback within a predetermined time, the camp-on is automatically canceled.

Trunk Camp-On

To eliminate attempts to access a busy outgoing line, Trunk Camp-On lets you place yourself in a waiting queue for a busy trunk. Follow the same procedures as those used in Extension Camp-On.

Off-Hook Trunk Camp-On

After placing an outside call:

1. Listen for distinctive busy tone.
2. Dial * 7.
   - *Remain on the line. You are automatically placed in queue for the busy trunk.*
   - *When the trunk becomes available, external dial tone is received.*
3. Dial the desired outside number.
   - *Do not redial the code for an outside line or press a **line** button.*

On-Hook Trunk Camp-On

After placing an outside call:

1. Listen for distinctive busy tone.
2. Dial * 7.
    - *Listen for success tone.*
3. Hang up.
    - *Your telephone rings when an outside line is available.*
4. Lift the handset.
    - *Listen for internal dial tone.*
5. Dial the desired outside number.
    - *Do not redial the outside code or press a **line** button.*

NOTES

1. You can camp-on to only one outside line at a time; however, you can still originate and receive calls while waiting.
2. If your extension is busy when the callback is attempted, it is placed back in the queue for a second attempt. If the callback is not placed within a predetermined time, your camp-on is canceled.

To cancel Trunk Camp-On before callback:

1. Lift the handset.
2. Dial # 7.
    - *Listen for success tone.*
3. Hang up.

When automatic LCR Camp-On is active after dialing the LCR code and the destination directory number:

1. Listen for the distinctive busy tone.
2. You have the following options:
    *   Manually camp-on.
    *   Hang up.
    *   Remain off-hook and the system automatically activates the LCR Camp-On after a predetermined time; CAMP-ON displays.
3. Wait on- or off-hook for an available trunk. If no trunk becomes available within specific time, the system expands the COS to allow a wider range of available trunks.
    - *For an on-hook state, callback to extension occurs when a trunk is available. Lift the handset at the callback and the system will dial the destination directory number.*
    - *For off-hook state, hold tone is received until the trunk is available (if the system flag is so programmed). When the trunk is available, the system will dial the destination directory number.*

LCR Warning Bursts:

*   One of two LCR warning burst tones can be programmed to notify the caller of routing selection:
    - *One tone notifies the caller that the most expensive route is being used.*
    - *Another tone notifies the caller that a route other than the least cost route is being used.*

CONSULTATION

This feature lets you privately consult with an internal or an external party while you hold another party on the line.

To consult with another extension or an outside party:

1. Ask the party to wait.
2. Press **TRANSFER** button.
   - *The TRANSFER lamp lights in a steady pattern.*
   - *Listen for key tone.*
3. Dial the extension number.
   -or-
   Dial the code for an outside line and the outside number.
4. Privately consult with the called party when the called party answers.

To return to the original party after consulting with another extension:

- Let the party you consulted with hang up.
   - *You reconnect with your original party automatically.*

If you have a dialing error, busy tone, or no answer:

- Press the **TRANSFER** button.
   - *The TRANSFER lamp goes dark.*
   - *You reconnect with the original party.*

To return to the original party after consulting with an outside party:

- Press the **TRANSFER** button twice.
   - *The TRANSFER lamp goes dark.*
   - *You reconnect with your original party.*

NOTE

If the outside party you consulted with does not hang up, you are in a three-party conference.

Do Not Disturb lets you do the following:

- Place outgoing calls.
- Make your telephone appear busy to incoming calls from another extension.

To implement the Do Not Disturb (DND) feature:

1. Lift the handset.
   - *You hear dial tone.*

If you have a DND button:

2. Press the **DND** button.
   - *Your **DND** lamp displays the steady light pattern.*
3. Enter the Silent Message ID if your extension is registered for DND with Silent Message.
   - *Listen for success tone.*
   - *Calling extensions receive a busy/Silent Message tone when dialing your extension.*
   - *External calls will hear a fast busy tone.*

If you do not have a DND button:

1. Dial *** 6.**
2. Enter the Silent Message ID if your extension is registered for DND with Silent Message.
3. Listen for success tone.
   - *Calling internal extensions receive busy/Silent Message tone when dialing your extension. External extension will receive a fast busy tone.*

DO NOT DISTURB (Cont'd)

To cancel Do Not Disturb:

- Lift the handset.
  - *You hear dial tone.*

If you have a DND button:

- Press the **DND** button.
  - *The DND lamp goes dark.*

If you do not have a DND button:

- Dial **# 6**.
  - *Listen for success tone.*

NOTE

1. The primary answering position where your extension number appears receives the interrupted flash pattern. This indicates that you have implemented Do Not Disturb. You can override Do Not Disturb from a primary answering position if necessary.
2. When Do Not Disturb is in effect, you hear the key tone when you lift the handset. This tone reminds you that your extension cannot receive any calls.
3. If you want the primary answering position to be able to override Do Not Disturb when it is implemented at your extension, you must designate that extension number for Do Not Disturb Override.

If you want the Primary Answering Position to be able to override Do Not Disturb when it is activated on your telephone, you must designate that extension number for Do Not Disturb Override.

To program an extension number to override DND on your telephone:

1. Lift the handset.
    - *You hear dial tone.*
2. Dial *** 2**.
3. Dial the extension number of the Primary Answering Position allowed to override.
    - *Listen for success tone.*

To cancel Do Not Disturb Override:

1. Lift the handset.
    - *Listen for the dial tone.*
2. Dial **# 2.**
    - *Listen for success tone.*

If you are the Primary Answering Position and you want to override Do Not Disturb on another extension, use the following instructions.

To Override Do Not Disturb at another extension:

1. Lift the handset.
    - *You hear dial tone.*
2. Dial the extension number where DND is registered.
    - *Listen for distinctive busy tone.*
    - ***DND ovrd** button flashes.*
3. Press the **DND ovrd** button.
    - *Listen for ringback tone.*
    - *When the called party answers, you are connected.*

NOTE

A **DND ovrd** button must be assigned to your extension to access this feature as instructed.

EXCLUSIVE HOLD

The Exclusive Hold feature lets you place a call on an outside **line** button or place a call to your extension on hold exclusively for yourself. No one else can pick up a call which you have placed on Exclusive Hold.

You must have a **HOLD** button to activate this feature. To put an Intercom call on hold (if your phone does not have an **ICM** button), you must also have an **ICM hold answer** button.

To place a call on hold:

1. Ask the party to wait.
2. Press the **HOLD** button twice.
   - *The appropriate **line** or **ICM hold answer** lamp flashes.*
3. Hang up.

To reconnect to a call held on a line:

1. Lift the handset.
   - *You hear dial tone.*
2. Press the appropriate outside **line**.
   - *The **line** lamp lights in a steady pattern.*
   - *You reconnect to the held call.*

To reconnect to a call which was on your extension number but is now holding on the ICM hold answer button:

1. Lift the handset.
   - *You hear dial tone.*
2. Press the flashing **ICM hold answer** button.
   - *The **ICM hold answer** lamp light goes dark.*
   - *You reconnect to the held call.*

NOTE

Only one call can be placed on hold on each **line** and on the **ICM hold answer** button.

Executive Override allows you to break-in on an existing conversation if you have system authorization to use this feature. Before you are admitted to the call, a brief burst of tone is heard by both parties in the existing call.

To break-in to an existing call after placing a call to another extension and receiving a distinctive busy tone:

If you have a programmable override button:

1. Observe the flashing **override** button.
2. Press the **override** button.
   - *Both parties in the conversation receive override tone.*
   - *You are now joined in a three-party conference.*

If you do not have an override button:

- Dial **# 5.**
  - *Both parties in the conversation receive override tone.*
  - *You are now joined in a three-party conference.*

NOTES

1. You cannot break-in to an existing three-party conference.
2. You cannot break-in to a extension with a held call.
3. When one party hangs up, the remaining two parties are engaged in a two-way conversation.

EXTENSION PICK-UP

The Extension Pick-Up feature lets you answer another telephone regardless of your assigned pick-up group.

To answer another ringing telephone:

1. Lift the handset.
   - *Listen for dial tone.*

If you have a programmable pick-up button:

2. Press the **pick-up** button.
3. Dial the ringing extension number.
   - *You connect to the call.*

If you do not have a programmable pick-up button:

2. Dial **1 7**.
   - *The display shows PK UP.*
3. Dial the ringing extension number.
   - *You connect to the call.*

NOTE

The following types of calls cannot be answered with the Extension Pick-Up feature:
- A callback from a camp-on.
- An incoming outside call ringing on a **line**.
- A Call Announce call.

The Group Pick-Up feature lets you answer another ringing telephone within your assigned pick-up group without having to know the extension number. Only members of your pick-up group can intercept calls for other group members.

1. Lift the handset.
   - *You hear dial tone.*

If you have a programmable group pick-up button:

2. Press the **group pick-up** button.
   - *If picking up a call in a multi-group, press the **group pick-up** button and dial the group number (01-63) .*
3. You connect to the caller.
   - *If you hear error tone, the call has already been answered .*

If you do not have a group pick-up button:

2. Dial * 4.
   - *If picking up a call in a multi-group, dial 6 0 for **group pick-up** and dial the group number (01-63).*
3. You connect to the caller.
   - *If you hear an error tone, the call has already been answered .*

NOTE

The following types of calls cannot be answered with the Group Pick-Up feature:
- A callback from a camp-on.
- An incoming outside call ringing on a **line**.
- A call announce call.

MESSAGE LEAVING

If you return to your office and find your **message pick-up** lamp on, you can have as many as four messages waiting.

To return the calls:

1. Lift the handset.
   - *You hear dial tone.*
2. Press the **message pick-up** button.
   - *The number of the first extension which left a message is automatically dialed.*
   - *When the extension being called answers, the **message pick-up** lamp goes dark unless another message is waiting.*

If additional messages are waiting, repeat the steps above to return those calls.

NOTES

1. If the person who left the message does not answer or the extension is busy, the **message pick-up** lamp remains lit and you may try again later.
2. If you return a call and reach a forwarded-to destination instead of the actual extension which left the message, the message is still canceled because you returned the call.
3. If you place a call to another extension (not one which left a message for you) and that call is forwarded to an extension which left a message for you, the **message pick-up** lamp remains lit because the call was unintentionally returned. You must call the other extension directly. Use the **message pick-up** button to cancel that message.

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This feature lets you turn on the **message pick-up** lamp or **message waiting** lamp at another extension, if the other extension is so equipped. The telephone numbers of the persons leaving messages can be viewed on the display of a CT-20 or CT-30 telephone.

If your system is equipped with the Silent Message feature, an automatic silent message is sent to any extension with a display when the Message Leaving feature is being used for that extension. (See the Silent Message feature for details.)

To turn on the message pick-up lamp or message waiting lamp at another extension after calling the extension and receiving a busy or no answer:

1. Lift the handset.
   - *You hear dial tone.*
2. Dial the extension number.
3. Press the **message pick-up** button.
   - *Dial the Silent Message ID (if system has this feature).*
   - *Listen for success tone.*
   - *The **message pick-up** lamp or **message waiting** lamp lights steadily at the dialed extension.*

NOTE

Your call continues to ring or you receive a busy tone and displays BUSY if the dialed extension does not have a **message pick-up** button or a **message waiting** lamp.

MESSAGE LEAVING...Using Message Pick-Up (Cont'd)

If you do not have a message pick-up button or do not need to call the extension where you want to leave a message:

1. Lift the handset.
   - *You hear dial tone.*
2. Dial * 1.
3. Dial the number of the extension where you wish to leave a message.
   - *The dialed extension does not ring.*
4. Dial the Silent Message ID (if system has this feature).
   - *Listen for success tone.*
   - *The message pick-up lamp or message waiting lamp lights steadily at the dialed extension.*
5. Hang up.

NOTE

If you leave a message at another extension that has any Call Forwarding feature or Do Not Disturb in effect, the **message pick-up** lamp or **message waiting** lamp lights at the extension that you dial, not at the forwarded-to extension.

To cancel a message previously left at another extension:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial # 1.
3. Dial the extension number where the message was left.
   - *Listen for success tone.*
   - *The message pick-up lamp or message waiting lamp lights steadily at the dialed extension.*
4. Hang up.

To cancel all messages at your own extension:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Dial 1 # 1.
3. Dial 0.
   - *Listen for success tone.*
   - *The message pick-up lamp on your telephone goes dark when the messages are cancelled.*
4. Hang up.

If you have a CT-20 or CT-30 telephone, you can display the extension numbers of the people who left messages before you return the calls.

To display the numbers of extensions which left messages:

1. DO NOT lift the handset.
2. Press the **message pick-up** button.
   - *The message pick-up lamp lights steadily.*
   - *The message displays on the telephone LCD.*

To clear any numbers being displayed and return to the time and date:

- Press the **message pick-up** button.
  - *The message pick-up lamp lights steadily.*

You can cancel the messages from any extensions currently displayed on your telephone by dialing a **1, 2, 3,** and/or **4.** The dialed number corresponds to the position the extension number appears in on the display. Canceled messages are removed from the display.

- Dial **1, 2, 3** and/or **4.**

To clear any number remaining on the display and return to the time and date:

- Press **message pick-up** button.
  - *The message pick-up lamp lights steadily.*

NOTE

If the extension to which you send a message is a CT-10, your display shows DONE signifying that a **message waiting** lamp is turned on at that extension.

MONITOR

The Monitor feature lets you do one of the following without lifting the handset:

- Place a call.
- Listen to a call.

NOTE

You must lift the handset to have a two-way conversation unless your CT provides hands-free capability.

To place an internal call without lifting the handset:

1. Press the **SPEAKER** button.
   - *The SPEAKER lamp lights in the steady pattern.*
2. Press the idle **line** button.
   - *Listen for dial tone.*
3. Dial the extension number.
4. Lift the handset to speak to the answering party.

To place an external call without lifting the handset:

1. Press the **SPEAKER** button.
   - *The SPEAKER lamp lights in the steady pattern.*
2. Press the idle **line** button.
3. Dial the extension number.
   -or-
   Dial the code for an outside line and the outside number.
   - *Listen for dial tone.*
4. Lift the handset to speak to the answering party.

If you are placed on hold by another party and you want to monitor the call handsfree while waiting for the other party to return to the line:

1. Press the **SPEAKER** button.
   - *The SPEAKER lamp lights in a steady pattern.*
2. Hang up.
   - *Lift the handset when you are ready to continue the two-way conversation.*

To disconnect from a call you are monitoring:

- Press the **SPEAKER** button.
   - *The SPEAKER lamp goes dark.*

OFF-HOOK CALL ANNOUNCE

This feature lets you receive an intercom voice call on the speaker of a busy CT-30 telephone. Your telephone must be equipped with the additional port. See your Communication Manager for details.

The Off-Hook Call Announce feature works when the called extension is engaged in any of the following situations:

- Conversation using the handset or headset.
- Data call using the analog modem port.
- Call Forward All Calls display.
- Message Waiting.
- Wake-Up/time reminder.
- Post-Selection state using a handset.

This feature does not work when the speaker is already in use.

To respond to an Off-Hook Call Announcement:

- Talk in the direction of the built-in microphone.

To make an Off-Hook Call Announcement when the destination party is using the handset:

1. Lift the handset.
   - *Listen for dial tone.*
2. Press the **ICM group** button.
3. Dial the destination **ICM group** extension number.
   - *Listen for ringback tone.*
4. Press the **call announce** button.
   - *You can now talk to the called extension. (The called party will receive your call through the speakerphone.)*

NOTE

To answer an Off-Hook Call Announcement by the handset, hang up and lift the handset to engage in a normal voice call. This feature does not work if the called extension registers Off-Hook signaling mode. In this case, cancel the Off-Hook signaling mode by dialing **570** after receiving internal dial tone in order to use the Off-Hook Call Announce feature.

The Park feature lets you place a call on hold and retrieve it from any extension in the system. The call can be one you receive or place on your extension number or a **line** button.

To Park a call:

1. Ask the party to wait.
2 Press the **park** button.
   - *The **park** and **TRANSFER** lamps light in the steady pattern.*
3. Dial a parking position number.
   - *Listen for success tone.*
   - *The **park** and **TRANSFER** lamps go dark.*
4. Hang up.

To retrieve the parked call from your own or any other extension:

1. Lift the handset.
2. Press the **park** button.
   - *The **park** lamp lights in the steady pattern.*
3. Dial the same parking position number that you used to park the call.
   - *You are now connected to the call.*

NOTES

1. You get an automatic callback if the parked call is not retrieved within the predetermined time.
2. You can park only one call at a time on a single number.

To retrieve a call that was parked from a DSS:

1. Lift the handset.
2. Dial **1 8.**
3. Dial the parked call's park answer number provided by the attendant.
   - *You connect with the call.*

SILENT MESSAGE

The Silent Message feature lets you do the following:

- Send Silent Messages to a CT-20 and CT-30 telephone.
- Respond to incoming calls with a Silent Message.

You can send and receive silent messages without interrupting the telephone conversation. You can send up to fifty programmed messages no longer than fifteen characters each.

A called party can use the **DND silent MSG** button to respond to a caller with a display such as OUT OF TOWN. A calling party can use the **message pick-up** button to leave a silent message on the display of the called party. This message is signaled by the following:

- Lighted **message waiting** lamp.
- Burst of tone.

The called extension may receive up to four messages. If the called extension does not have a **message pick-up** button or has already received four messages:

- An error tone sounds.
- RETRY displays at the calling extension.

To send a Silent Message to another extension by using a feature code:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial * 1.

NOTE

If the extension to which you send a message is a CT-10, your display shows DONE signifying that a **message waiting** lamp is turned on at that extension.

3. Dial the desired extension number.
4. Dial the Silent Message ID.
   - *Listen for success tone.*
   - *The called extension receives a silent message tone.*
   - *A **message pick-up** or **message waiting** lamp lights steadily at the called extension.*

To send a Silent Message using the message pick-up button when the called party is busy or does not answer:

1. Press the **message pick-up** button.
2. Dial the Silent Message ID.
   - *Listen for success tone.*
   - *The called extension receives a silent message tone.*
   - *A **message pick-up** or **message waiting** lamp lights steadily at the called extension.*

NOTE

A silent message ID is a two-digit number programmed into your system. See the list of programmed messages and IDs at the end of this section.

To send a Silent Message by using the message pick-up button while you are engaged in conversation:

1. Press the **message pick-up** button.
2. Dial the desired extension number.
3. Dial the Silent Message ID.
   - *A message pick-up or message waiting lamp lights steadily at the called extension.*
   - *Your extension number and Silent Message are displayed at the called extension.*
   - *The called extension receives silent message tone.*
   - *Your conversation is not interrupted during this procedure.*

NOTE

A silent message ID is a two-digit number programmed into your system. See the list of programmed messages and IDs at the end of this section.

To cancel a Silent Message that you have sent before the call is returned:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Dial **# 1.**
3. Dial the extension number where you left the message.
   - *Listen for success tone.*
   - *The message pick-up or message waiting lamp goes dark at the other extension.*

To display and pick up a Silent Message sent to you while your extension is idle:

1. DO NOT lift the handset.
2. Press the lit **message pick-up** button.
3. Press **#** to display a second message.
    - *The first message reorders and displays last in the sequence of message displays.*

NOTE

A total of four messages can be left at your extension. Press **3** to display each message.

4. Lift the handset while extension number and message are displayed.
    - *Listen for ringback tone.*
    - *Your call automatically directs to the extension displayed.*

To cancel a Silent Message while it is being displayed:

•   Dial **1.**

NOTE

If more than one message is left, the next message displays.

When you are sent a silent message while you are speaking with another party, the following occurs:

1. You receive a silent message tone and the message overrides the current display.
    - *A message pick-up or message waiting lamp lights at your extension.*
2. Press the **TRANSFER** button *twice* to restore previous display.

NOTE

This operation briefly interrupts your call.

SILENT MESSAGE . . . Using DND Silent MSG

To leave a Silent Message response for incoming calls if you have a DND Silent MSG button:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the **DND silent MSG** button.
   - *The DND silent MSG lamp lights steadily.*
3. Dial the Silent Message ID.
   - *Listen for success tone.*
4. Hang up.

NOTE

When using the DND silent MSG, Silent Message is in effect. You hear key tone whenever you lift the handset. Key tone reminds you that your extension cannot receive any calls.

To leave a Silent Message response for incoming calls if you do not have a DND silent MSG button:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Dial *** 6.**
3. Dial the Silent Message ID.
   - *Listen for the success tone.*
4. Hang up.
   - When your extension receives an incoming call, the message and its accompanying extension number appears on the display of the calling extension and busy tone sounds.

NOTE

A Silent Message ID is a two-digit number programmed into your system. See the list of programmed messages and IDs at the end of this section.

To cancel a Silent Message response:

1. Lift the handset.
   - *Listen for internal dial tone.*

If you have a DND silent MSG button:

2. Press the **DND silent MSG** button.
   - *The **DND silent MSG** lamp goes dark.*
   - *Listen for success tone.*

If you do not have a DND silent MSG button:

2. Dial **# 6.**
   - *Listen for success tone.*

3. Hang up.

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SILENT MESSAGE . . . Using DND Silent MSG (Cont'd)

Silent Message IDs

ID	SILENT MESSAGE	ID	SILENT MESSAGE
00	CALL ME BACK	26	
01	WILL CALL BACK	27	
02	RETURNED CALL	28	
03	URGENT	29	
04	TO MY OFFICE	30	
05	IN A MEETING	31	
06	OUT TO LUNCH	32	
07	IN TOMORROW	33	
08	OUT OF TOWN	34	
09	ON VACATION	35	
10		36	
11		37	
12		38	
13		39	
14		40	
15		41	
16		42	
17		43	
18		44	
19		45	
20		46	
21		47	
22		48	
23		49	
24		50	YOU HAVE MAIL
25			

NOTE: The first ten silent messages have been programmed into your system. When you implement silent message using the DND Silent Message feature and ID 00, the calling party receives a busy tone and a BUSY display. There is no message on the display of the telephone that registered this feature. If you do not enter an ID code with this feature within a predetermined time period, Silent Message ID 00 is entered automatically.

This feature allows an extension to be monitored during any state of activity; i.e., idle, in conversation, in conference, etc. The Silent Monitor feature also allows the option to break-in on a conversation.

To silently monitor another extension:

1. Lift the handset.
   - *Listen for dial tone.*

If you have a Silent Monitor button:

2. Press the **silent monitor** button.
   - *Listen for key tone.*
   - *The silent monitor lamp lights steadily.*
3. Dial the number of the extension which you wish to monitor.

If you do not have a Silent Monitor button:

2. Dial the code _____ for Silent Monitor.
   - *Listen for key tone.*
3. Dial the number of the extension which you wish to monitor.

NOTE

If the monitored extension is idle, the monitoring extension will receive either silence, hold tone, or a hold message. Monitoring will begin when the extension user starts talking to another extension.

To break-in to the monitored conversation:

- Press the **silent monitor** button.
  - *The silent monitor lamp flashes.*

To return to the monitoring status:

- Press the **silent monitor** button again.
  - *The silent monitor lamp lights steadily.*

To exit from monitoring the extension:

- Hang up.

SPEAKERPHONE

You can talk without lifting the handset. Use the **UP** and **DOWN** buttons to adjust volume.

To use the Speakerphone to place an internal call if you have a SPEAKER button:

1. Press the **SPEAKER** button.
    - *Listen for internal dial tone.*
    - *The SPEAKER lamp lights in a steady pattern.*
2. Press the idle line button.
    - *Listen for dial tone.*
3. Dial the extension number.
    - *You can speak when the called party answers.*

During a conversation you may need to mute the Speakerphone so the party on the telephone cannot hear any background conversation taking place in your office.

To mute the Speakerphone:

•   Press the **MUTE** button.
    - *The MUTE lamp lights in a steady pattern.*
    - *Your microphone turns off but you can still hear the other party.*

To return to a two-way conversation:

•   Press the **MUTE** button.
    - *The MUTE lamp goes dark.*
    - *You now can be heard by the other party.*

To answer an incoming call from another extension using the Speakerphone:

1. Look at your display to identify the incoming call.
2. Press the **SPEAKER** button.
    - *The SPEAKER lamp lights in a steady pattern.*
3. Press the flashing line button.
    - *The line lamp displays the interrupted pattern.*

To answer an incoming call to a line button on a CT-20 or CT-30 telephone using the Speakerphone:

1. Observe the flashing red **line** lamp.
2. Press the **SPEAKER** button.
   - *The SPEAKER lamp lights in a steady pattern.*
3. Press the appropriate flashing **line** button.
   - *The line lamp lights in the interrupted pattern.*

If you are talking through the handset and want to change to the Speakerphone:

1. Press the **SPEAKER** button.
   - *The SPEAKER lamp lights in a steady pattern.*
2. Hang up the handset.
   - *You are talking through the Speakerphone.*

If you are talking through the Speakerphone and want to change to the handset:

- Lift the handset.
  - *The SPEAKER lamp goes dark.*
  - *You can talk through the handset.*

To disconnect from a call on which you are using the Speakerphone:

- Press the **SPEAKER** button.
  - *The SPEAKER lamp goes dark.*
  - *The call disconnects.*

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THREE-PARTY CONFERENCE

While engaged in a two-way conversation, you can add one additional internal or external party to your conversation.

To set up a Three-Party Conference with another extension or an outside party:

1. Ask the party to wait.
2. Press the **TRANSFER** button.
   - *The TRANSFER lamp lights in a steady pattern.*
   - *Listen for key tone.*
3. Dial the desired number.
   - *Privately announce the conference call when the called party answers.*
4. Press the **TRANSFER** button.
   - *The TRANSFER lamp remains in the steady light pattern.*
   - *A three-party conference is established.*

To reconnect to the original party in the case of a dialing error or if the extension you are calling is busy or does not answer:

- Press the **TRANSFER** button.
  - *The TRANSFER lamp goes dark.*
  - *You reconnect with the original party.*

NOTES

1. Should one party disconnect, a two-way conversation can continue if one of the parties is an internal extension.
2. If an inside party does not want to be included in the conference, wait for the party to hang up. You automatically reconnect to the original party.
3. If an outside party does not want to be included in the conference, wait for the party to hang up. If you do not automatically reconnect with the original party, press the **TRANSFER** button twice.
4. DTMF tones may be sent during a conference call by the extension that originated the call only. The key pads of the other extensions involved in the conference will be disabled, even if the conference originator hangs up.

To transfer a call to another extension:

1. Ask the party on the line to wait.
2. Press the **TRANSFER** button.
    - *The TRANSFER lamp lights in a steady pattern.*
    - *Listen for key tone.*

NOTE

If you accidentally hang up at this point, your display reads COTXXXX LOST CALL (XXXX = Trunk Directory number.) The **TRANSFER** light goes dark and your telephone rings. When you lift your handset, you reconnect to your call.

3. Dial the extension number.
4. You may announce the call privately when the called party answers.
5. Hang up.

To return to the original caller if you make a dialing error, or if the extension to which you are transferring the call is busy or does not answer:

- Press the **TRANSFER** button.
    - *The TRANSFER lamp goes dark.*
    - *You reconnect to your original party.*

To return to the original caller if the party prefers not to take the call:

- Let the called party hang up.
    - *You automatically reconnect to your original party.*
    - *The TRANSFER lamp goes dark.*

TRANSFER TO BUSY EXTENSION

This feature allows a transferring party to camp-on to a busy third party extension.

To camp-on to a busy extension after Transfer has been used:

1. When the busy tone is heard, press the **camp-on** button.
   - *If in conversation, the called party hears a short tone burst.*
2. Hang up.
   - *When the called party's extension becomes idle, the call will ring through.*

NOTES

1. You get an automatic callback ringing if the transferred call is not retrieved within the predetermined time.
2. A transferred call cannot be retrieved after camp-on is activated until automatic callback is received.

AUTOMATIC DIALING FEATURES

Automatic Intercom lets you place internal calls to a frequently called extension number by pressing only <u>one</u> feature button.

To program or change the extension number for Automatic Intercom:

1. Lift the handset.
    - *Listen for dial tone.*
2. Dial **# 4.**
3. Press the programmable **automatic intercom** button.
    - *The **automatic intercom** lamp lights steadily.*
4. Dial the desired extension number.
    - *Listen for success tone.*
    - *The **automatic intercom** lamp goes dark and the extension number is now programmed to that button.*

To place a call using Automatic Intercom:

•   Press the **automatic intercom** button.
    - *The monitor or speakerphone is activated and the number automatically dials.*
    - *Begin speaking when the called party answers.*

NOTES

1.	If your system is programmed, you may be required to lift the handset before pressing the **automatic intercom** button.
2.	You can transfer a call to an extension programmed on an **automatic intercom** button by simply pressing the button while you are connected to the call.

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LAST NUMBER REDIAL

Last Number Redial automatically stores each outside number that is manually dialed so that you can immediately redial that number as needed. A stored number is indicated by a steadily lit **SAVE/REPEAT** button.

1. Lift the handset.
   - *Listen for dial tone.*

If you have a SAVE/REPEAT button:

2. Press the **SAVE/REPEAT** button.

If you do not have a SAVE/REPEAT button:

2. Dial * **8**.
   - *The number is automatically dialed.*

This feature lets you use a single button to make a call. The phone must have a programmable **repertory dialing** button(s). You can assign any number (up to 20 digits, 0-9, *, or #) to the **repertory dialing** button and the system dials it automatically.

To program a number for Repertory Dialing:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial **6 2**.
3. Press a **repertory dialing** button.
   - *The* **repertory dialing** *lamp lights.*
4. Dial the number to be programmed (twenty digits maximum).
5. Press the **repertory dialing** button.
   - *Listen for success tone.*
     The **repertory dialing** *lamp goes dark.*

To place a call via Repertory Dialing:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the **repertory dialing** button.
   - *The system dials the number automatically.*

NOTE

When programming Repertory Dialing, the following buttons can also be used:

SAVE/REPEAT: This button creates a pause when pressed during Repertory Dialing programming.

FLASH: This button creates a hookswitch flash during programming for use over outside telephone networks.

SAVE NUMBER

You can use the Save Number feature to save a number after manually dialing an outside call. Because the Save Number and Repeat Last Number features occupy the same button, you cannot use Repeat Last Number when Save Number is implemented.

A number can be saved at any time during or after a call as long as you have not hung up.

To save a number for later use after manually dialing the number:

1. While you are on a call, press the **SAVE/REPEAT** button.
   - *The SAVE/REPEAT lamp lights steadily.*
   - *The number you are connected to is now saved and can be redialed at any time until you save another number.*
   - *The lamp remains lit and the number is stored until it is deleted.*
2. Hang up.

To place a call to the number you have saved:

1. Lift the handset.
   - *Listen for dial tone.*
2. Press the **SAVE/REPEAT** button.
   - *The SAVE/REPEAT lamp remains lit.*
   - *The number is automatically dialed for you.*

You can delete the number you have saved while conversing with the party.

To delete a Saved Number:

- Press the **SAVE/REPEAT** button while in conversation.
  - *The lamp goes dark.*

SPECIALIZED COMMON CARRIER (SCC) ACCESS

SCC Access lets you use an abbreviated dialing sequence to connect to an SCC to place a long distance call. The dialing sequence that accesses the SCC is preprogrammed in the system.

To place an outside call using SCC Access:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial the code for the desired common carrier.
3. Dial the desired outside number.
   - *The SCC telephone number and authorization code are automatically dialed.*

Table 3. Specialized Common Carriers

Carrier	Access Code	Carrier	Access Code

SPEED CALLING - EXTENSION

Speed Calling - Extension lets you establish a personal directory of up to ten frequently called outside numbers consisting of up to fifteen to twenty digits each. A single-digit code (0-9) is assigned to each entry in the ten-member list. The assigned number is your entry code.

To program or change a number in your Extension Speed Call Directory:

1. Refer to your directory for the desired entry code.
2. Lift the handset.
   - *Listen for dial tone.*
3. Dial **# 0.**
4. Dial the entry code (0-9).
5. Dial the code for an outside line and the outside number.
   - *Listen for the success tone.*

NOTE

If a pause is required anywhere within the number for return dial tone, enter a # for each pause needed.

6. Hang up.
   - *Repeat the above steps for each of the remaining entry codes until all numbers are programmed.*

To place a call using Speed Call - Extension:

1. Refer to your directory for the needed entry code.
2. Lift the handset.
   - *Listen for dial tone.*
3. Dial *** 0**.
4. Dial the entry code (0-9).
   - *Your call is now being processed.*

NOTE

You can use a speed call number to do the following:

- Transfer a call.
- Consult.
- Set up a three-party conference by pressing **TRANSFER** and then dialing the feature code and entry codes.

To place a Speed call using one button:

To dial a single speed call entry that you have preprogrammed:

- Press the programmable **speed call** button.
  - *The number assigned to this button is automatically dialed.*

Extension Speed Call Directory

Entry Code	Destination	Entry Code	Destination
0		5	
1		6	
2		7	
3		8	
.4		9	

SPEED CALLING - SYSTEM

Up to 100 or 1000 frequently called business numbers can be stored in the System Speed Call Directory. A two- or three-digit entry code (00-99, 000-999) is assigned to each entry in the System Speed Call Directory. These codes may be shared by all extensions in the system which have proper system authorization.

To place a call using Speed Call - System:

1. Refer to the system Speed Call Directory for the desired entry code.
2. Lift the handset.
   - *Listen for dial tone.*
3. Dial **# #.**
4. Dial the entry code (00-99 or 000-999).
   - *Your call is now being processed.*

NOTE

You can use a speed call - system number to do the following:

- Transfer a call.
- Consult.
- Set up a three-party conference by pressing **TRANSFER** and then dialing the feature code and entry codes.

To dial a single Speed Call - System entry that has been preprogrammed in the system:

- Press the programmable **system speed call** button.
   - *The number assigned to this button is dialed automatically.*

System Speed Call Directory

Entry Code	Destination	Entry Code	Destination

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AUTOMATIC CALL DISTRIBUTION

The Automatic Call Distribution (ACD) option enables an organization to pool groups of customer service agents for special call handling applications, such as airline reservations, catalog sales, newspaper want ads, etc. Calls to a specific telephone number (referred to as the pilot extension number) bypass the attendant and ring directly to an available agent within the group of agents designated to handle a particular type of call. Calls are distributed among the agents within an agent group and are processed on a first-in, first-out basis.

ACD begins operation when a call arrives at an ACD pilot extension or is transferred by an attendant or extension. If all agents in the ACD group are busy, the call is placed in an ACD queue to wait for the next available agent. When an agent becomes available, the call that has been waiting the longest is routed to that agent.

ACD AGENT INSTRUMENT

Your CT telephone can be used as an agent instrument for receiving ACD calls. Each agent instrument is assigned an extension number in the same way as are other extensions.

ANSWERING AN ACD CALL

Answering an ACD call is the same operation as answering a non-ACD call. However, with ACD programmed:

• Incoming calls are identified on your display by ACD instead of CALL.

• When all the members of your agent group are busy with calls, a calling party receives one of the following:

   - Ringback tone.
   - An ACD answering voice announcement.
   - A period of silence or music for holding.
   - An ACD waiting voice announcement, depending on the length of time the caller must wait and the type of line on which the call arrives.

• You can use the speakerphone/monitor operation.

To answer an ACD call:

NOTE

All agents, except the pilot, can receive incoming non-ACD calls, directly, in addition to their ACD call (see Answering a Call).

1. Listen for the ringing at an agent instrument or at a pilot extension.
2. Lift the handset.
   - *You connect to the calling party.*

The Message from a Supervisor feature lets you receive a message from your supervisor without interrupting existing conversation if your telephone is a CT-20 or CT-30. Operation of this feature is the same as Silent Message . . . Using Message Pick-Up.

PLACING A CALL . . . with ACD Assigned

As an ACD agent, you can place outside calls as well as internal calls in the normal manner if your system allows it (see Placing a Call under the Multi-Station Appearance section). The degree to which each ACD agent can exercise normal dialing capabilities is programmed into your system. However, if you try to call a pilot extension and the pilot is busy or has not been idle for the longest time period, your call is placed in an ACD queue or routed to the agent idle for the longest time period.

AUTO ANSWER/DISCONNECT

The system can automatically answer an incoming ACD call if your telephone is equipped with a programmable **auto answer** button. If the system is programmed for auto disconnect, you automatically disconnect when the calling party hangs up.

To activate Auto Answer:

1. Press the **auto answer** button.
   - *The auto answer lamp lights steadily.*
2. Zip tone is heard.
   - *Incoming caller is automatically on the line.*

To cancel Auto Answer:

- Press the **auto answer** button.
  - *The auto answer lamp goes dark.*

AGENT CALL WAITING INDICATOR

It is possible for an agent to determine the size of the waiting ACD calls queue if the telephone has a programmable **queue size** button. The lamp associated with the button provides a visual indication of the queue based on two preprogrammed threshold levels. During normal operation, the **queue size** lamp:

- Remains dark if the number of waiting calls is less than threshold level 1.
- Lights steadily if the number of waiting calls is greater than or equal to level 1 but less than level 2.
- Flashes if the number of waiting calls is greater than or equal to level 2.

STAFFING AND UNSTAFFING YOUR AGENT INSTRUMENT

Once your CT telephone is programmed as an agent instrument, it is staffed for receiving ACD calls. If your extension is programmed for limited work time, your telephone is put into a work state for a predetermined time after completing an ACD call. During the work state you cannot receive ACD calls, but you can place calls. You can activate/deactivate this feature with the programmable **work** button.

If your extension is programmed for unlimited work time, you can use the **work** button to extend the work state indefinitely.

To unstaff the agent instrument:

1. Press the **work** button at any time.
   - *The **work** lamp lights steadily.*
2. Your extension cannot receive ACD calls (unlimited work time)
   -or-
   Your extension cannot receive ACD calls for a predetermined time after each ACD call (limited work time).

To staff the agent instrument:

1. Press the **work** button at any time.
   - *The **work** lamp goes dark.*
2. Your extension can now receive ACD calls (without going to work state between calls).

NOTE

When ACD Report Manager is installed, a different Sign-On/Sign-Off procedure is used. Refer to the ACD Report Manager User Guide for further instruction.

SUPERVISOR ASSISTANCE REQUEST

The *Supervisor Assistance Request* feature lets you notify your supervisor of the following without interrupting existing conversation:

- Assistance is needed.
- Emergency calls.

To request supervisory assistance while you are connected to an ACD call:

1. Press the **message pick-up** button.
2. Dial your supervisor's extension number.
3. Dial the desired Silent Message ID.
   - *Your conversation will not be interrupted.*

NOTE

Your supervisor may have the option of joining your conversation.

ACD CALL OVERFLOW
(CALL FORWARD ON NO ANSWER)

The ACD Call Overflow feature lets the pilot extension designate an overflow destination for calls that have been kept waiting in an ACD queue for longer than the predetermined time period. The overflow destination can be a extension, an attendant, or a pilot in another ACD group. If the overflow destination is a busy ACD group, the call waits in the queue of the second ACD group. Operation of this feature is the same as Call Forward on No Answer.

ACD CONSULTATION

The ACD Consultation feature lets you consult privately with an inside or an outside party in the normal manner while the third party is on hold (see Consultation). In order to split your call, i.e., to alternate between private conversation with the ACD call and a third party, your telephone must have a **call split** button.

ACD EXCLUSIVE HOLD

The ACD Exclusive Hold feature allows you to place an ACD call on Exclusive Hold and return to the call in the normal manner (see Exclusive Hold) prohibiting any other user with the same extension appearance.

ACD NIGHT ARRANGEMENT
(CALL FORWARD ALL CALLS)

The ACD Night Arrangement feature lets the pilot extension temporarily divert all ACD calls directed to your agent group to another destination. Operation of this feature is the same as Call Forward All Calls.

ACD SPEAKERPHONE

The ACD Speakerphone feature is available only on CT-20 and CT-30 models. It allows you to converse through a speakerphone without lifting the handset. In addition, this feature is automatically activated when a supervisor's voice call arrives at an agent instrument. Lifting the handset cancels this feature (see Speakerphone).

USE OF STANDARD FEATURES. . . with ACD Assigned (Cont'd)

ACD THREE-PARTY CONFERENCE

The ACD Three-Party Conference feature lets you add an inside or outside party to a two-party conversation in the normal manner (see Three-Party Conference).

ACD TRANSFER

The ACD Transfer feature lets you, as an ACD agent, to transfer a call to another extension or to an outside party in the normal manner (see Transfer). When your supervisor is monitoring your extension, you cannot transfer a call.

To enter wrap-up code information:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the programmable **wrap-up code** button.
   - *The **wrap-up code** lamp lights steadily.*
   -or-
   Dial **6 6.**
   - *Listen for success tone.*
3. Enter the specific wrap-up information (1-4 digits).
   - *Listen for success tone.*
4. Hang up.

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MISCELLANEOUS FEATURES

ACCESSING FEATURES IN A PBX

Your telephone system can operate with a larger telephone system known as a PBX. The PBX has many similar features. You can use the features in the PBX; however, any features that require a **FLASH** can only be activated by using the **FLASH** button on a CT instrument.

ACCOUNT CODE/CLIENT BILLING

The Account Code/Client Billing feature allows you to enter a client's account code information during an outgoing call or for incoming CO/tie line calls, if the system is equipped with Station Message Detail Recording (SMDR). This Account Code information is used to keep track of calls for billing purposes, especially by those individuals who provide professional services. The duration of the call, the number dialed and the account code information are collected and provided with the other SMDR information.

To enter an account code while you are engaged in conversation if you have a programmable account code feature button:

1. Press the **account code** button.
   - *The account code lamp lights steadily.*
   - *There is no interruption of the conversation.*
2. Dial the desired account code (up to 15 digits).
3. Press the **account code** button.
   - *The lamp goes dark.*

To cancel an account code:

1. Press the **account code** button.
   - *The account code lamp lights steadily.*
2. Press the **account code** button again before any account code digits have been entered.
   - *The account code lamp goes dark.*

NOTES

1.	If the account code entered is more than fifteen digits, only the first fifteen digits are stored.
2.	You can modify the account code by repeating the above steps before disconnecting from the call.
3.	If more than one account code is entered during a call, SMDR is output for each account code.

To enter an account code while you are engaged in a conversation if you do not have a programmable button:

1. Press **FLASH**.
2. Dial **5 6**.
3. Dial the desired account code (up to fifteen digits).
4. Press **FLASH**.
   - *Listen for success tone.*
   - *You are now reconnected.*

NOTE

Canceling this feature manually will interrupt the conversation.

To cancel an account code:

1. Press **FLASH**.
2. Dial **5 6**.
3. Press **FLASH** again before any account code digits have been entered.

The Analog Modem Port feature lets users with CT-20 and CT-30 model telephones originate a data call from a PC equipped with a modem. The analog modem port is located at the back of CT telephones equipped with this feature.

You can only use the analog modem port when the telephone is idle. This port does not accommodate simultaneous voice/data calls.

To activate the Analog Modem Port via a terminal:

NOTE

Activating the Analog Modem Port feature depends on the type of terminal and software you are using.

1. Enter the modem off-hook command; e.g., **ATDT** for the Hayes Command mode.
2. Enter the code for an outside line and the destination number, e.g., 95551212.
    - *The called extension answers.*
3   Hang up by entering the on-hook command; e.g., **ATH0** for the Hayes Command mode.

NOTES

1. You must use an on-hook command from the terminal to reactivate voice call.
2. You must use DTMF signals when dialing from an analog modem. This means AT-DT should be used as the modem off-hook command.
3. You can only originate a call via analog modem port. You cannot terminate a call via the analog modem port.

AUTHORIZATION CODE - WALKING COS

This feature lets you change the Class of Service (COS) and Class of Restriction (COR) of a extension that you want to use to your primary extension's COS/COR. Your authorization code and terminal password must match the extension you are going to use. The feature code is the same as that used for the Terminal Password feature.

To activate Authorization Code - Walking COS:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial *** 3 #**.
3. Dial **2**.
4. Dial your extension number.
5. Dial your authorization code.
   - *Listen for a second dial tone (as confirmation).*
6. Dial the number you want to call.

To cancel Authorization Code - Walking COS:

Hang up your telephone after completing your call. The Walking COS feature is discontinued.

This feature lets you make a verbal announcement that is transmitted over a customer provided paging amplifier and speakers if your system is so equipped.

1. Lift the handset.
    - *Listen for dial tone.*
2. Dial **7 8.**
3. Dial zone digit (0-9).
4. Repeat your message twice, providing the external page answering number, **8 8** and the zone number.
5. Do not hang up. If you wish to hang up, the paged party may call you directly by dialing your extension number.

NOTES

1.	Paging zone 0 is All Zone and overrides all other paging zones. Attempting an individual zone page while an all zone page is in operation results in error tone and termination of individual zone page.
3.	You can park a call for a party you want to page. Refer to the Paging feature for further information.
4.	If the customer provided paging amplifier and speakers have talkback capability, the paged party can speak directly to the paging extension.
5.	When making an All Zone External Page, the All Zone Extension Paging is also activated. You must answer the page with the external page answer number **88**, NOT the extension page answer number.

EXTERNAL PAGING - ANSWERING

To answer an External Page:

1. Lift the handset.
   - *Listen for the dial tone.*
2. Dial **8 8.**
3. Dial the zone digit (0-9).
   - *If the paging party is still on the line, you connect automatically.*

NOTE

You hear error tone if the paging extension hangs up. Call the paging extensions. Refer to the Park feature for further information if the paging party announces in the page or in a subsequent conversation that you have a call parked.

If the system is programmed for Forced Account Code, you MUST enter an account code for all outside calls, except those placed using a **line** button. If the system verifies account codes, you must enter a valid account code.

To enter a Forced Account Code using a programmable feature button:

1. Lift the handset.
   - *Listen for dial tone.*
2. Originate a CO/tie line call.
   - *System generates key tone and displays ACCT.*
   - *The account code lamp lights.*
3. Dial the account code (up to fifteen digits).
4. Press the **account code** button.
   - *Listen for dial tone from CO or tie.*
   - *You can now dial the destination number.*

To enter a Forced Account Code if you do not have a programmable feature button:

1. Lift the handset.
   - *You hear dial tone.*
2. Dial the code for an outside line or tie line.
   - *The system generates rapid dial tone.*
3. Dial the account code (up to fifteen digits).
4. Listen for outside dial tone.
   - *You can now dial the destination number.*

NIGHT ANSWER

Night Answer lets you divert incoming calls to other designated extensions when the primary answering position is left unattended.

If there are multiple tenant groups in the system, you can place all tenant groups in the night answer mode simultaneously.

To place all groups in Night Answer at the same time:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial **8 # 1.**
   - *Listen for success tone.*
   - *All incoming calls are diverted to the alternate night answer destinations.*

To cancel Night Answer for all tenant groups and revert to the normal daytime operation:

1. Lift the handset.
2. Dial **8 # 0.**
   - *Listen for success tone.*

To place only your tenant group in Night Answer:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial *** # 1.**
   - *Listen for success tone.*
   - *Incoming calls are diverted to the alternate night answer destinations.*

NOTE

You must have the correct system authorization to divert incoming calls for your group to Night Answer.

To cancel Night Answer, for tenant group only, and revert to the normal daytime operation:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial *** # 0**.
   - *Listen for success tone.*

When the console is unattended the following extensions may still receive calls:

Name/Dept.	Extension	Name/Dept.	Extension

NIGHT ANSWER PICK-UP

Once the system is placed in the night answer mode, you may need to answer a call ringing on another telephone or on a night bell.

If there are multiple tenant groups in the system, you can answer calls for any and all tenant groups that are in the night answer mode.

To pick up incoming calls for *any* tenant group that is in the Night Answer mode:

1. Lift the handset.
    - *Listen for dial tone.*
2. Dial **# 3 1.**
    - *You connect with the calling party.*
    - *If error tone is heard, the call has already been answered.*

To pick up incoming calls for your own group only:

1. Lift the handset.
    - *Listen for dial tone.*
2. Dial **# 3 0.**
    - *You connect with the calling party.*
    - *If error tone is heard, the call has already been answered.*

The Paging feature lets you make a verbal announcement that is transmitted over the speakers of the CT telephones. Busy extensions do not receive the page.

1. Lift the handset.
    - *Listen for dial tone.*
2. Dial **7 7.**
3. Dial the zone digit (0-9).
    - *Repeat your message twice, giving the page answer number, **8 7** and the zone number.*
4. Do **not** hang up.
    - *You are in a two-way conversation when the paged party answers by dialing the page answer number **8 7**.*

NOTES

1. Paging zone 0 is All Page.
2. If you want to hang up, the paged party can call you directly by dialing your extension number.
3. Some systems may not allow extension page answering. In this case, you must hang up and wait for the paged party to call you directly.

You can park the call if you want to place the call on hold for the party you are paging.

PAGING (Cont'd)

To park a call before paging:

1. Ask the party to wait.

If you have a park button:

2. Press the **park** button.
   - *The park lamp flashes.*

If you do not have a park button:

2. Press the **TRANSFER** button.
   - *Listen for key tone.*
   - *Dial* *** 9.**
3. Dial your extension number.
   - *Listen for success tone.*
4. Hang up.

NOTE

Parking the call on your extension lets you exercise control over the call. If no one responds to your page, your telephone rings and you reconnect to the calling party.

Responding to a page if your extension allows Page - Answering:

1. Lift the handset.
    - *Listen for dial tone.*
2. Dial **8 7.**
3. Dial the zone digit (0-9).
    - *If the paging party is still on the line, you are automatically connected.*

NOTE

> You hear error tone if the paging extension hangs up. Call the paging extension. Refer to the Park feature for further information if the paging party announces in the page or in a subsequent conversation that you have a call parked.

RECORDED VOICE ANNOUNCEMENT

The Recorded Voice Announcement feature provides recorded voice announcements to incoming callers. These voice announcements can be programmed into your system. To assign a particular voice announcement, you must be authorized to use this feature. Consult with your Communications Manager for additional information.
If errors occur during the recording, confirmation or canceling of a voice announcement playing, error tone is heard by the calling party.

To record a voice announcement to play for incoming calls at your extension if you have a programmable recorded voice button:

NOTE

You must cancel the old recorded message before you can record a new message.

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the **recorded voice** button.
   - *The **recorded voice** lamp lights steadily.*
3. Dial **1**.
4. Dial the Voice Announcement ID. Consult your Communications Manager to obtain this two-digit code. Only one announcement can be recorded on the same ID.
   - *Listen for the recording tone indicating that the system is ready to accept a message assignment.*
5. Record the announcement.
   - *Listen for success tone.*
   - *Your announcement now replays if you do **not** hang up.*
   - *Listen for success tone.*
6. Hang up.
   - *The **recorded voice** lamp goes dark.*

To record a voice announcement to play for incoming calls at your extension if you do not have a programmable recorded voice button:

NOTE

You must cancel the old recorded message before you can record a new message.

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Dial **8 9**.
3. Dial **1**.
4. Dial the Voice Announcement ID. Consult your Communications Manager to obtain this two-digit code. No more than one announcement can be recorded per ID.
   - *Listen for recording tone indicating that the system is ready to accept a message assignment.*
5. Record the announcement.
   - *Listen for success tone.*
   - *Your announcement now replays if you do **not** hang up.*
   - *Listen for success tone.*
6. Hang up.

To correct an announcement recording error or to rerecord an announcement after confirmation:

- Dial * before hanging up.
   - *Listen for recording tone indicating that the system is ready to accept an announcement assignment.*

NOTE

After completion of the recorded voice announcement procedure, the protect mode for the Voice Announcement ID must be released and the designated announcement must be canceled. See your Communications Manager for details.

RECORDED VOICE ANNOUNCEMENT (Cont'd)

To confirm that the desired Voice Announcement has been recorded if you have a recorded voice button:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the **recorded voice** button.
   - *The **recorded voice** lamp lights steadily.*
3. Dial **9.**
4. Dial the Voice Announcement ID.
   - *Listen for the recorded voice announcement to play twice.*
   - *Listen for success tone.*
5. Hang up.
   - *The **recorded voice** lamp goes dark.*

To confirm that the desired Voice Announcement has been recorded if you do not have a recorded voice button:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Dial **8 9.**
3. Dial **9.**
4. Dial the Voice Announcement ID.
   - *Listen for the recorded voice announcement to play twice.*
   - *Listen for success tone.*
5. Hang up.

To cancel a Recorded Voice Announcement if you have a programmable recorded voice button:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the **recorded voice** button.
   - *The **recorded voice** lamp lights steadily.*
3. Dial **0**.
4. Dial the Voice Announcement ID.
   - *Listen for success tone.*
   - *The **recorded voice** lamp goes dark.*
5. Hang up.

To cancel a Recorded Voice Announcement if you do not have a recorded voice button:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Dial **8 9**.
3. Dial **0**.
4. Dial the Voice Announcement ID.
   - *Listen for success tone.*
5. Hang up.

NOTE

The message will play for the caller automatically under the following situations: • ACD message. • Message on hold. • Automated Attendant. No user operation is required.

SELF EXTENSION RINGING

This feature is used to adjust the ringer volume, and also to display the extension number and name.

To have your extension programmed to ring:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Dial **6 1 #.**
   - *Listen for success tone.*
3. Hang up.
4. Adjust the ringer as desired.
   - *After a preprogrammed period of time, the extension will stop ringing.*

This feature provides the ability to restrict the origination of CO line calls from a extension. Extensions registered as belonging to a password group with each member of the group having the same password. When password control is activated for a given extension, the extension is restricted by the COS/COR of the password group to which it belongs.

To activate password control for your extension:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial * 3 # 1.
   - *System displays PSW.*
3. Dial the password (four digits).
   - *Listen for success tone.*
   - *System displays DONE.*

To cancel password control for your extension:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial * 3 # 0.
   - *System displays PSW.*
3. Dial the password (four digits).
   - *Listen for success tone.*
   - *System displays CNCL.*

To change a password:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial * 3 # 8.
   - *System displays PSW.*
3. Dial the current password (four digits).
   - *Listen for dial tone.*
4. Dial the new password (four digits).
   - *Listen for success tone.*

TIME REMINDER

This feature lets you designate a specific time for a reminder signal that automatically rings at your telephone. The reminder call rings for twenty seconds. If you do not answer the call, it rings again in 2.5 minutes. If you do not answer on the second attempt, the time reminder call automatically cancels.

To enter a Time Reminder call from your extension:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the programmable **time reminder** button.
   - *The **time reminder** lamp lights steadily.*
3. Dial the desired time.
   - *Listen for the success tone.*

NOTE

Time must be entered in a 24-hour format. This format requires four digits. For example, a time reminder call for 6:30 AM must be entered as **0630**; a time reminder call for 6:30 PM must be entered as **1830**.

4. Hang up.

To respond to your Time Reminder call when it rings:

1. Listen for the extension ringing.
   - *The **time reminder** lamp flashes rapidly.*
2. Lift the handset.
   - *The **time reminder** lamp goes dark.*
   - *Listen for the continuous success tone, music, or a recorded voice announcement.*
3. Hang up.

To display the Time Reminder time:

- Press the **time reminder** button.
  - *The registered time is displayed on the LCD.*

## To return to time and date display:

- Press the **time reminder** button.

NOTES

1. If your extension is busy when a time reminder call is attempted, the system checks the extension every 25 seconds for the next 2.5 minutes. If your extension becomes idle, the time reminder call rings. If you do not answer on the second attempt or if the telephone remains busy, the time reminder call automatically cancels.
2. Because there is a limit on the number of extensions that can enter time reminder calls during a particular five-minute time frame, you receive error tone if your time reminder attempt exceeds the limit. If you get error tone, you must cancel the invalid time reminder time. You can enter a new time immediately preceding or following the five-minute time frame.
3. A time reminder call cannot be answered using either the Pick-Up or Group Pick-Up features.
4. A time reminder call rings at an extension where a Do Not Disturb feature is implemented.

To cancel a Time Reminder call:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the **time reminder** button.
   - *Listen for success tone.*
   - *The **time reminder** lamp goes dark.*
3. Hang up.

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DSS FEATURES

The following section describes the features used with an add-on module. The add-on module can be equipped with 30, 40, or 80 Direct Station Selection (DSS) buttons. This provides single-button access to each of the extensions appearing on the module. Refer to the following pages for illustrations of the add-on module available.

Figure 4. 30-Button DSS
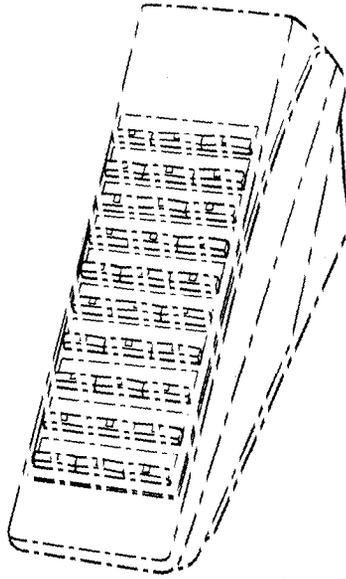
Figure 5. 40-Button DSS
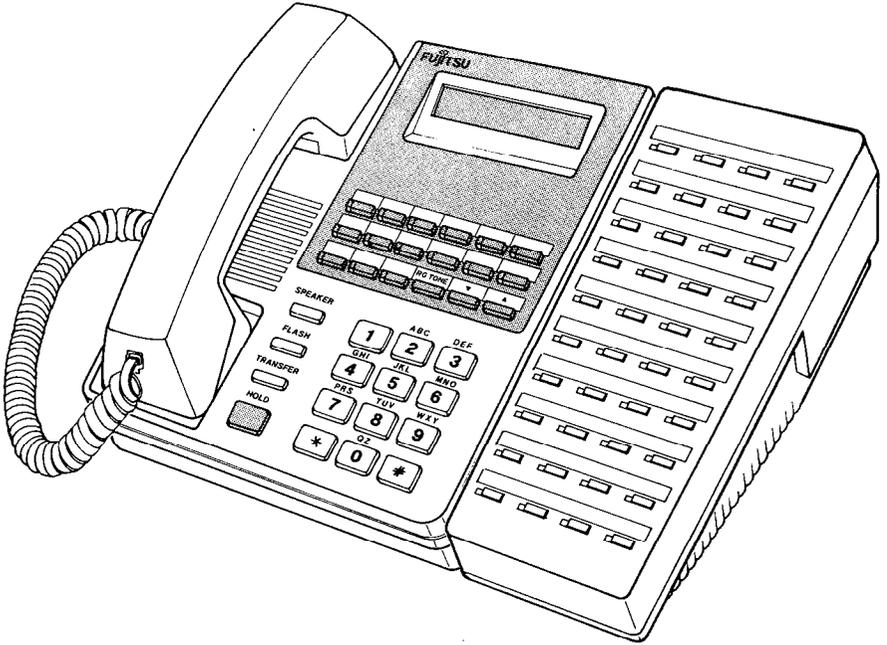
Figure 6. 80-Button DSS
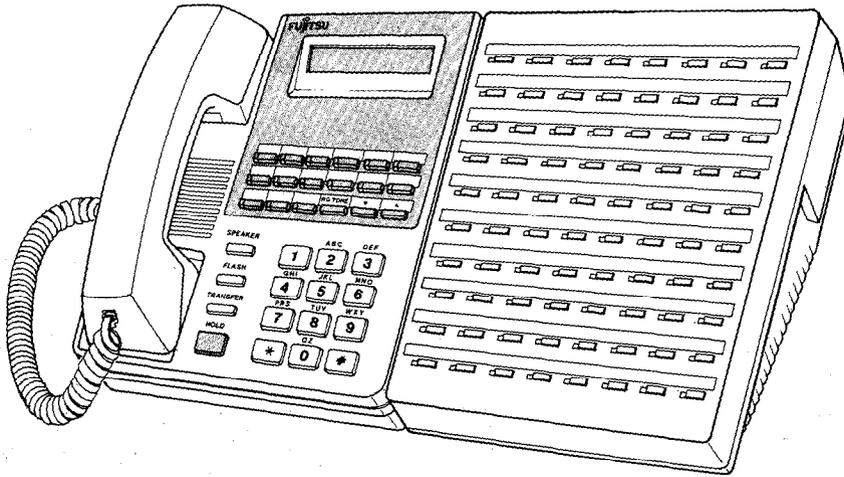
Alternate DSS lets you divert all calls that normally ring on your telephone to a preassigned alternate DSS position.

Any time you want your calls to ring at an alternate DSS:

● Press the programmable **alternate** button.
  - *The **alternate** lamp flashes.*
  - *All calls ring on the alternate DSS.*
  - *The alternate DSS position receiving your calls is notified by a display indicating the diverted calls.*

To make calls ring on your telephone when you return:

● Press the **alternate** button.
  - *The **alternate** lamp goes dark.*
  - *Calls again ring on your instrument.*

CAMP-ON TO AN EXTENSION

If you attempt to reach another extension and encounter a distinctive busy tone, you can place an outside call on hold at the busy extension. A call waiting tone sounds at the called extension during the ongoing conversation. This alerts the called party that another call is waiting. The call returns to the primary answering position if it is unanswered for a specific period of time. A recall tone lets you know that the call is returning.

To camp-on an outside call to a busy extension that appears on your DSS module:

1. Press the DSS button assigned to the specific extension on which you want to camp the call.
2. Press the **DSS camp-on** button to camp-on a call.
    - *The **DSS camp-on** lamp lights in a steady pattern.*
    - *Listen for dial tone.*
3. Hang up.
    - *A brief burst of tone lets the called extension know that another call is waiting.*
    - *The **DSS camp-on** lamp goes dark when the called extension answers the waiting call.*

If the call is not answered within a specified period:

1. The **DSS camp-on** lamp displays the fast flashing pattern.
    - *You hear recall tone indicating that the camp-on is returning to you.*
2. Lift the handset.
    - *Listen for dial tone.*
3. Press the flashing **DSS camp-on** button.
    - *The lamp goes dark.*
    - *You reconnect with the caller.*

To cancel Camp-On to an extension before callback:

1. Lift the handset.
    - *Listen for dial tone.*
2. Press the **DSS camp-on** button that is lit.
    - ***DSS camp-on** lamp goes dark.*
    - *You reconnect to the caller.*

NOTES

1. Each DSS can have up to five **DSS camp-on** buttons.
2. Each **DSS camp-on** button can only accommodate one call at a time.

DIRECT TRUNK ACCESS

On occasion you may need to access a specific trunk to verify if it is operational.

To access a specific trunk:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial **6 1 ***.
3. Dial the trunk directory number.

NOTES

1.	Dial tone is heard if the trunk access is available; you can then place a call in the normal manner. Busy tone is heard if the accessed outside line is busy.
2.	See your Communications Manager for the trunk directory numbers for your system.

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In an emergency you may need to override Do Not Disturb at an extension. To override Do Not Disturb:

1. Observe the indicator to determine if the specific extension you need has initiated the Do Not Disturb feature.
2. Lift the handset.
   - *Listen for dial tone.*
3. Press the desired DSS button.
   - *The DSS lamp flashes.*
   - *The Do Not Disturb feature is overridden automatically and the telephone rings.*
   - *You can speak when the party answers.*
   - *Do Not Disturb remains in effect to all other extensions and the Do Not Disturb visual indicator returns to the DSS button as soon as the caller hangs up.*

NOTE

You can override Do Not Disturb only if the person at the extension called has allowed Do Not Disturb Override.

DSS ALARM

An **alarm** button can be programmed on your DSS to alert you to any problems which can occur in the system.

- If the **alarm** lamp lights, place:

  - A few test calls to extensions.
  - An outside call to determine the extent of the trouble.

- If all or most of the test calls are completed, there is a minor system failure. Call the repair service and report the condition as a MINOR ALARM.

- If all or most of the calls cannot be completed, there is a major system failure. Use an emergency telephone to call the repair service and report the condition as a MAJOR ALARM.

This feature lets you make a verbal announcement over a customer-provided paging amplifier and external speakers if your system is so equipped.

To page a party while an incoming call is holding for that party:

1. Press the **DSS external page** button.
   - *The DSS external page lamp lights in a steady pattern.*
   - *Listen for success tone.*
   - *The TRANSFER lamp lights in a steady pattern.*
2. Repeat your message twice.
3. Provide the external page answer number, **8 8.**
   - *You can announce the call privately when the page is answered by dialing the external page answer number.*
4. Hang up after the page has been answered.
   - *The DSS external page lamp goes dark.*
   - *The TRANSFER lamp goes dark.*
   - *The two parties are connected.*

NOTE

When this method is used, you _must_ stay on the line until the page is answered.

DSS EXTERNAL PAGING (Cont'd)

To park an incoming call while paging a party:

1. Ask the calling party to wait.
2. Press the **DSS park** button.
   - *The DSS park lamp lights in a steady pattern.*
   - *Listen for dial tone.*
3. Press the **DSS external page** button.
   - *The DSS external page lamp lights in a steady pattern.*
   - *Listen for success tone.*
4. Repeat your message twice.
5. Provide the **DSS park** code, **1 8,** and the park answer number.

NOTE

The park answer number is a three- or four-digit number determined by the attendant form the DSS number (1-16) and the location of the DSS park button on the DSS (01-80).

For example:
3 digit   Park Answer Number 135
   1 = DSS number
   35 = DSS button to which **DSS park** is assigned

4 digit   Park Answer Number 0135
   01 = DSS number
   35 = DSS button to which **DSS park** is assigned

6. Hang up.
   - *The answering party directly connects with the parked call when the page is answered by dialing the park answer number.*
   - *The parked call rings at the DSS automatically if the page is not answered in a predetermined time.*

NOTE

When this method is used, you do not have to wait for the paged party to answer.

To page a party with no waiting incoming call:

1. Lift the handset.
   - *Listen for dial tone.*
2. Press the **DSS external page** button.
   - *The **DSS external page** lamp lights in a steady pattern.*
   - *Listen for success tone.*
3. Repeat your message twice.
4. Provide the external page answer number, **8 8.**
   - *Do not hang up.*
   - *You can talk after the paged party has answered by dialing the external page answer number.*

NOTE

The paged party can answer the page by calling your extension directly if you want to hang up.

DSS NIGHT ANSWER

The programmable **DSS night answer** button lets you divert calls to designated destinations. This feature also lets you know immediately if the Night Answer feature is in effect.

To activate Night Answer:

- Press the **night answer** button.
  - *The night answer lamp lights in a steady pattern.*
  - *All incoming calls are diverted to the designated night answer destinations.*

To cancel Night Answer and revert to normal daytime operations:

- Press the **night answer** button.
  - *The night answer lamp goes dark.*

NOTES

1. Depending upon the designated system configuration, night answer can be controlled by any extension or by DSS.
2. Night answer can also be activated by dialing a feature code. Please refer to the Night Answer feature for further information.

After answering an incoming call, you can park the call on the DSS so the call can be answered by any extension. This eliminates the need to place a call on hold and then transfer it to the desired extension.

To park a call on the DSS:

1. Ask the party to wait.
2. Press the **DSS park** button.
    - *The DSS park lamp displays the steady pattern.*
    - *Listen for the dial tone.*
3. You can:
    - Answer another call.
    - Hang up.
    - Page the party for whom the call is parked. (Give the called party the park answer number of the parked call.)

NOTE

The park answer number is a three- or four-digit number determined by the attendant form the DSS number (1-16) and the location of the **DSS park** button on the DSS (01-80).

For example:
3 digit   Park Answer Number 135
   1 = DSS number
   35 = DSS button to which **DSS park** is assigned

4 digit   Park Answer Number 0135
   01 = DSS number
   35 = DSS button to which **DSS park** is assigned

DSS PARK (Cont'd)

To return to a parked call from the DSS:

1. Lift the handset.
    - *Listen for the dial tone.*
2. Press the **DSS park** button.
    - *The lamp goes dark.*
    - *You reconnect with the call.*

NOTES

1. If you do not return to the call within a specified period of time: • The **DSS park** lamp displays the fast flashing pattern.   • You hear a recall tone as a reminder that the call is parked; you need to return to the call.
2. Each **DSS park** button can accommodate one call at a time.
3. Each DSS can have up to five **DSS park** buttons.

DSS Speed Calling lets you place calls to frequently dialed outside numbers of up to twenty digits by pressing only one DSS button. Up to forty programmable DSS speed calling buttons can appear on a DSS add-on module. You can use this feature only if you have the correct system authorization.

To add or change an outside number for DSS Speed Calling:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Dial **5 2.**
3. Press the **DSS speed call** button.
   - *The DSS speed call lamp lights in a steady pattern.*
4. Dial the code for an outside line and the new telephone number (use # for pauses).
   - *Listen for success tone.*
   - *The DSS speed call lamp goes dark.*
5. Hang up.

To place a call using the DSS Speed Calling feature:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the desired **DSS speed call** button.

PLACING A CALL TO AN EXTENSION

To place a call using the DSS:

1. Lift the handset.
   - *Listen for internal dial tone.*
2. Press the desired DSS button.
   - *The DSS lamp flashes.*
   - *Begin talking when the called party answers.*
   - *The DSS lamp lights steadily.*

If your instrument is a Primary Answering Position, your CT-20 and CT-30 telephone can be equipped with an add-on module that provides visual indicators to let you know the status of the other extensions in the system. The add-on module can be equipped with 30, 40 or 80 Direct Station Selection (DSS) buttons. This provides single-button access to each of the extensions appearing on the module. In addition, your extension has some additional features that are accessible only through the use of the DSS.

The DSS or primary answering position features are illustrated in Figures 4-6.

TRANSFERRING AN INCOMING CALL TO ANOTHER EXTENSION

To transfer a call using a DSS button:

1. Ask the party on the line to wait.
2. Press the desired DSS button.
   - *The DSS lamp flashes in the slow pattern.*
   - *The TRANSFER lamp lights in the steady pattern.*
   - *Announce the call privately when the called party answers and hang up, or hang up before the party answers if you do not need to announce the page.*

When placing an unannounced transfer, if the called party does not answer within a specified period of time:

1. The DSS lamp for that extension displays the fast flashing pattern; recall ringing indicates the call is returning to you.
2. The call continues to ring at the transferred-to extension until you answer it.
3. Lift the handset.
   - *Listen for dial tone.*
4. Press the DSS button.
   - *The lamp goes dark.*
   - *You reconnect with the original party.*

**If the call is answered but the called party prefers not to take it:**

- Let the called party hang up. The DSS lamp goes dark.
  - *You automatically reconnect to your original party.*

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Transfer Release lets you disconnect from a call that you are transferring to another extension without hanging up the handset. This feature saves time if you need to answer another incoming call immediately or want to place an outgoing call.

To release a call after dialing the extension number or pressing the appropriate DSS button:

- Press the programmable **transfer release** button.
  - *The call transfers to the extension. You can answer or place another call.*

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FEATURE BUTTON PROGRAMMING

On each of the CT models and their associated DSS units, the horizontal rows of buttons can be customized with features to meet each extension user's particular needs (if allowed by class of service). Buttons that are registered for **line** or **ICM** use, however, cannot be assigned a different feature. Table 4 shows the features and their corresponding feature number.

To assign a feature to a button, perform the following operation:

1. Lift the handset.
   - *Listen for dial tone.*
2. Dial **5 3.**
3. Press the button to be programmed.
   - *Button lamp lights.*
   - *The feature number (FNO) and feature name are displayed for the button pressed.*
4. If the feature number to be assigned is known, dial the feature number (FNO) of the selected feature.
   - or -
   To look up the available FNOs, dial * * *.
   - *The display shows MXXX (XXX = FNO) #### (#### = additional digits to be dialed, if necessary) and the feature name.*
   - *Dial the selected feature number and additional digits if required.*
5. Listen for success tone.
   - *Button lamp goes off.*
6. Hang up.

FEATURE BUTTON PROGRAMMING (Cont'd)

NOTES

1. CO **line** buttons and **ICM** buttons cannot be replaced with another feature.
2. Reorder tone is heard if button programming is not successful.
3. Only Automatic Intercom, ICM Hold Answer, DSS Park, DSS Speed Call and DSS Camp-On can be assigned more than once on a CT or DSS.
4. When 000 is entered as FNO, no feature is assigned to that button.
5. The following assignment conditions are applied to Subordinate Data Call:
   - A **Subordinate Data Call** button cannot be assigned when the data terminal is set to Auto Originate mode.
6. During step **4**, pressing another button will allow you to jump back to step 3 without changing the button assignment.
7. The system will time out if no action is taken.
8. Pressing **#** will allow you to move forward to the next available feature, ***** will display the previous feature, **3** allows you to skip forward five features, and **1** will allow you to skip backward five features. Pressing **0** when a feature is displayed will assign that feature to the button.

Table 4. Programmable Feature Buttons

Programmable Feature Button	FNO	Supplementary Data
Not assigned	000	
Account Code Entry	154	
ACD Queue Size Display Button	191	ACD group number (1-20)
Alarm Button	179	
Alternative Voice/Data Button	196	
Attribute Change	117	
Auto Answer Button	197	
Automatic Intercom Access	001	Extension DN
Automatic Wake-Up (Self) Reg.	078	
Automatic Wake-Up (other) Reg./Cnl.	070	
Call Forward All Calls Reg./Cnl.	080	
Call Forward on Busy Reg.	056	
Call Forward on Busy Cnl.	057	
Call Forward Follow Me Reg./Cnl.	110	
Call Forward - Other Extension	112	
Call Splitting Button	181	
Camp-On Reg./Cnl.	150	
Controlled Restriction Reg./Cnl.	075	
Data Call Button	185	
DND Override Button	223	
DND with Silent Message Button	137	
Do Not Disturb (other) Reg./Cnl.	071	
Do Not Disturb Reg./Cnl.	085	
Executive Busy Override	152	
Extension Pick-Up	106	
External Paging Access	053	
External Speaker Paging Answer	054	
Flash Button	174	

Table 4. Programmable Feature Buttons (Cont'd)

Programmable Feature Button	FNO	Supplementary Data
FDC Program Button	188	
Group Pick-Up	092	
Handsfree Button	171	
Headset Button	182	
Hold Button	173	
ICM Hold Answer Button	180	RGM (0/1)
Message Registration Add/Clear	074	
Message Waiting Reg.	087	
Message Waiting Recall (Pick-Up)	089	
Microphone Button	172	
Paging Access	051	
Paging Answer	052	
Park Reg./Cnl.	153	
Privacy Release Button	184	
Program Button	187	
Recorded Voice Announcement	136	
Release Button	176	
Repertory Dialing Button	192	
Room Status Change	072	
Save/Last Number Redial	050	
Self Extension Ringing	066	
Sign-On/Off	143	
Speaker Button	170	
Speed Calling - Extension/Group	048	Speed Calling Code
Speed Calling - System	049	Speed Calling Code

Table 4. Programmable Feature Buttons (Cont'd)

Programmable Feature Button	FNO	Supplementary Data
Subordinate Data Call	160	
Transfer Button	175	
Trunk Queuing Reg./Cnl.	151	
Voice Call Button	177	
Voice/Data Change Mode Button	186	
Work Time Button	198	
DSS Programming Feature	**FNO**	**Supplementary Data**
Alarm	005	
Alternate	004	Extension No.
DSS Camp-On	003	
DSS Hold	002	
DSS Speed Calling	008	
DSS Speed Calling	001	Extension DN
External Paging	007	Zone No.
Night	006	