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HCX5000i System
Release 9.0

SelecSet 900 Series User Guide



HCXTD850
Rev. A02

The SelecSet 900 phones have been certified according to FCC part 68
Registration number: 2N3CHN-44658-PX-T

This equipment complies with Part 68 of the FCC Rules. A label on the phone contains, among other information, the FCC registration number for this equipment. If requested, provide this information to your telephone company.

SelecSet 900 phones are hearing aid compatible (HAC).

If your SelecSet 900 phone causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it is necessary.

If a SelecSet 900 phone is used with a leased PBX system, it is necessary to obtain permission from the owner of the PBX system before connecting the phone to the leased system.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.

If you experience trouble with your SelecSet 900 phone, please contact Hitachi Telecom USA Inc. or an authorized representative of Hitachi Telecom (USA), Inc.

Note that SelecSet 900 phones cannot be repaired in the field. Repairs to your SelecSet 900 phone should be performed by Hitachi Telecom (USA), Inc. or an authorized representative of Hitachi Telecom (USA), Inc. For information, contact:

Hitachi Telecom (USA), Inc.
3617 Parkway Lane
Norcross, GA 30092
Tel (770) 446-8820

The SelecSet 900 phones have been verified according to FCC Part 15 Class B

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio or TV technician for help.

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PREFACE

About this section

This preface includes a description of the following components of this document:

- Purpose
 - Intended audience
 - Organization
-

Purpose

This guide is intended to provide users of the SelecSet 900™ desktop telephone with a description of the telephone and its features and operation.

Your telephone system administrator has carefully selected the features assigned to your SelecSet 900 phone. As a result, you may or may not be able to perform all the operations described in this document.

Intended audience

The intended audience for this document is all users of SelecSet 900 telephones.

Organization

Chapters and topics included in this document are:

- | | |
|---------------------------------------|---|
| Section 1: About Your
SelecSet 900 | This section introduces and describes each of the 900 series models, including these models: <ul style="list-style-type: none">• 920• 930• 940 It also provides basic information essential to understanding how your telephone operates. |
| Section 2: Basic
Operations | Describes procedures for the most basic and frequently performed user operations. |
| Section 3: Additional
Operations | Describes procedures for performing additional, specialized user operations |
| Section 4: Soft Key
Functions | Describes specialized operations that are performed using the soft key menus on the SelecSet 930 and 940 phones. |
| Section 5: Reference | Provides summary tables where you can enter frequently used: <ul style="list-style-type: none">• Feature access codes• Account codes• Authorization codes |
-

1 ABOUT YOUR SELECSET 900

About the SelecSet series

The SelecSet 900 series of telephones consists of the following digital multifunction telephones¹:

- SelecSet 920
- SelecSet 930
- SelecSet 940

Depending on the functions selected by your telephone system administrator, your SelecSet may or may not support all of the functions described here.

1. The SelecSet 940A attendant console, which is also part of the SelecSet series, is described in a separate user guide.

Illustrations of SelecSets

See [Figure 1-1](#) for an example of the SelecSet series of phones:

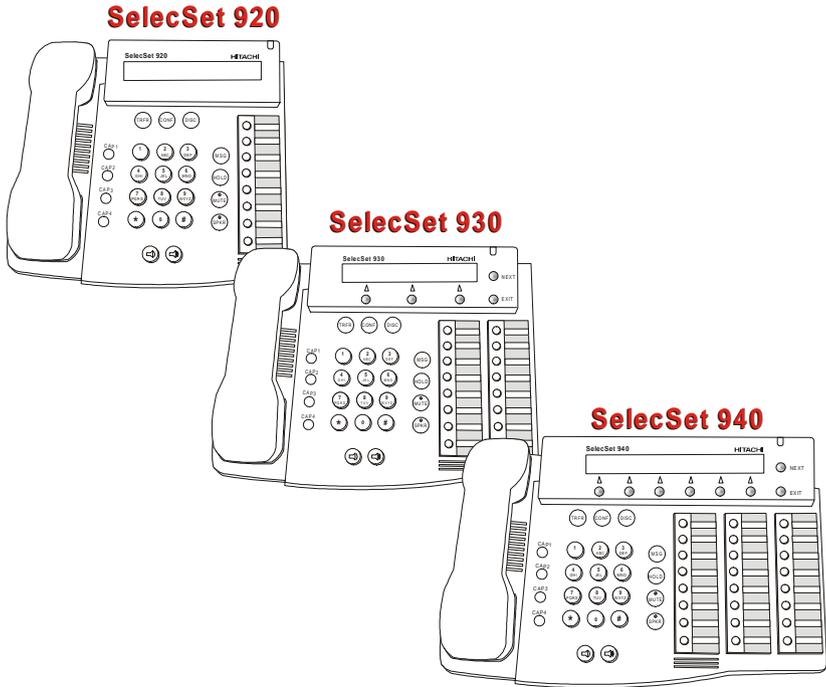


Figure 1-1 The SelecSet 900 Series of Phones

Features common to all models

All three models share the following features:

- A speakerphone with mute function
 - Four call appearance (CAP) keys
 - Seven fixed keys
 - Message waiting lamp
 - Microphone
 - Programmable autodial keys
-

The Displays

About the displays

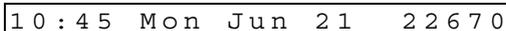
The SelecSet 900 phones are equipped with alphanumeric liquid crystal displays (LCDs). The displays change when calls are made or received or when keys are used.

This phone...	Has this size display...
SelecSet 920/930	2 x 24 (48-character)
SelecSet 940	2 x 40 (80-character)

The appearance of your display when your phone is idle varies depending on the type of phone that you have.

SelecSet 920 2 x 24 display

For example, if you have a SelecSet 920, your idle display includes time, date, and active CAP and header information.



```
1 0 : 4 5   M o n   J u n   2 1   2 2 6 7 0
```

Figure 1-2 SelecSet 920 Idle Display

SelecSet 930 2x24 display

If you have a SelecSet 930, your LCD displays information as follows:

This display line...	Show this...
Line 1	Active CAP and header information
Line 2	Soft key definition for the active idle display (1–3). The SelecSet 930 has three soft keys and three soft key displays, which are used to invoke various features and functions.

10:45	Mon	Jun	21	22670
MSG	SEARCH	R	DIAL	

Figure 1-3 SelecSet 930 Main Menu Display

SelecSet 940 2 x 40 display

If you have a SelecSet 940, your LCD displays information as follows:

This display line...	Show this...
Line 1	<ul style="list-style-type: none"> • Time • Date • Active CAP and header information
Line 2	Soft key definition for the active idle display (1–2). The SelecSet 940 has six soft keys and two idle displays, which are used to invoke various soft key functions.

HH:MM	DAY	MMM	DD	1	2	3	4	5	CALLS	WAITING:	0
MSG	SEARCH	REDIAL	REMIN	D	COVER	DND					

Figure 1-4 SelecSet 940 Main Menu Display

Displaying Programmable Key Information

The DISPLAY key

If your SelecSet has a display, it should also be equipped with a <DISPLAY> key, pre-programmed for you by your system administrator.

When you press this key and then press a programmable autodial key, the feature or speed dial number assigned to that key is displayed.

Procedure

To display autodial key programming:

- 1 Press <DISPLAY>
 - 2 Press the autodial key you want to display.
 - 3 Lift your handset to return to the main menu display(see [Figure 1-3](#) on page 1-4 or [Figure 1-4](#) on page 1-5).
-

Displaying Caller ID Information

About caller ID display

Depending on how your telephone system is set up, your SelecSet may display caller ID information for incoming calls. This information may include the:

- caller's name (up to 15 characters, last name first)
 - caller's number (up to 10 digits including the area code and office code)
-

When caller ID information is displayed

Caller ID information is displayed between the first and second ring for both new and waiting calls. If the caller has privacy set for his or her phone, your SelecSet displays privacy text. See [“Blocking and Sending Caller ID”](#) on page 3-4.

Calls from a business

If you receive a call from a business that uses a PBX that is not networked with your facility's telephone system, the business name and number is displayed, but not the caller's name or extension.

Keys

About your keys

Your SelecSet 900 series phone is equipped with a mixture of the following types of keys:

- Fixed keys
- Programmable keys
- Soft keys

Key layout by phone

This table describes the key layout on each of the SelecSet 900 phones:

SelecSet Model	Fixed	Programmable	CAPs	MW Lamp	Soft Key Control Keys	Soft Keys
920	7	8	4	1	N/A	N/A
930	7	16	4	1	2	3
940	7	24	4	1	2	6

SelecSet 920 key layout

See [Figure 1-5](#) for an example of the SelecSet 920 key layout, detailing fixed, soft and programmable keys.

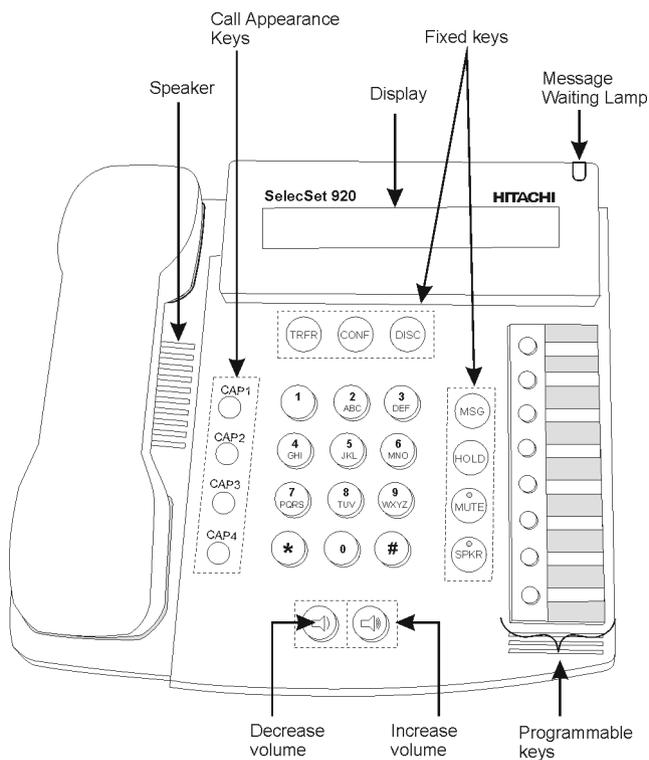


Figure 1-5 SelecSet 920 Key Layout

**SelecSet 930
key layout**

See [Figure 1-6](#) for an example of the SelecSet 930 key layout, detailing fixed, soft and programmable keys.

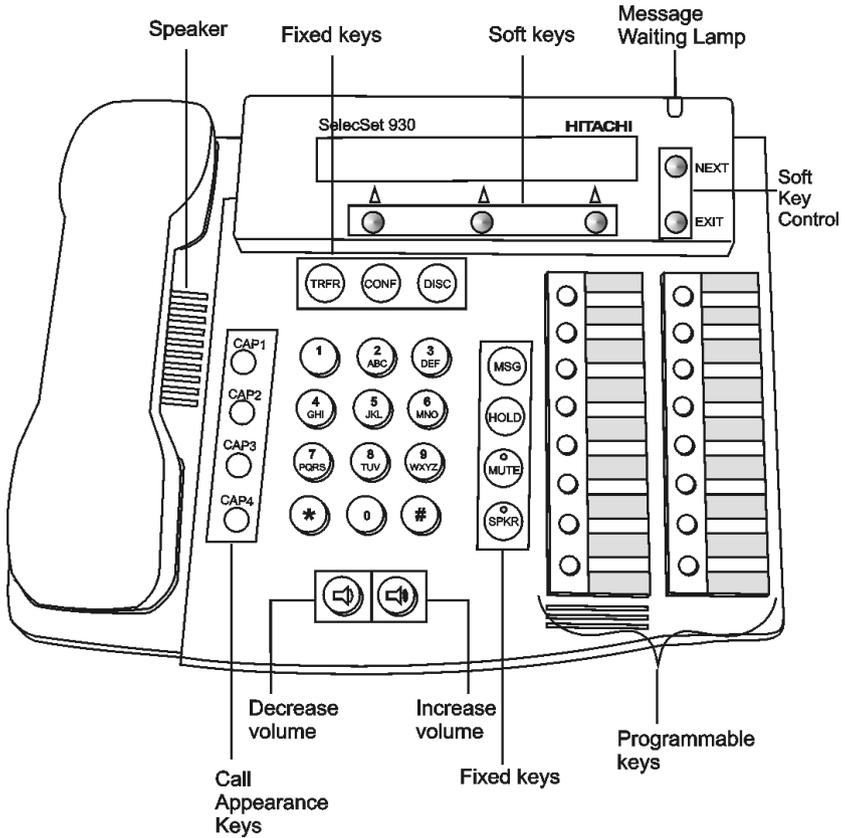


Figure 1-6 SelecSet 930 Key Layout

SelecSet 940 key layout

See [Figure 1-7](#) for an example of the SelecSet 940 key layout, detailing fixed, soft and programmable keys.

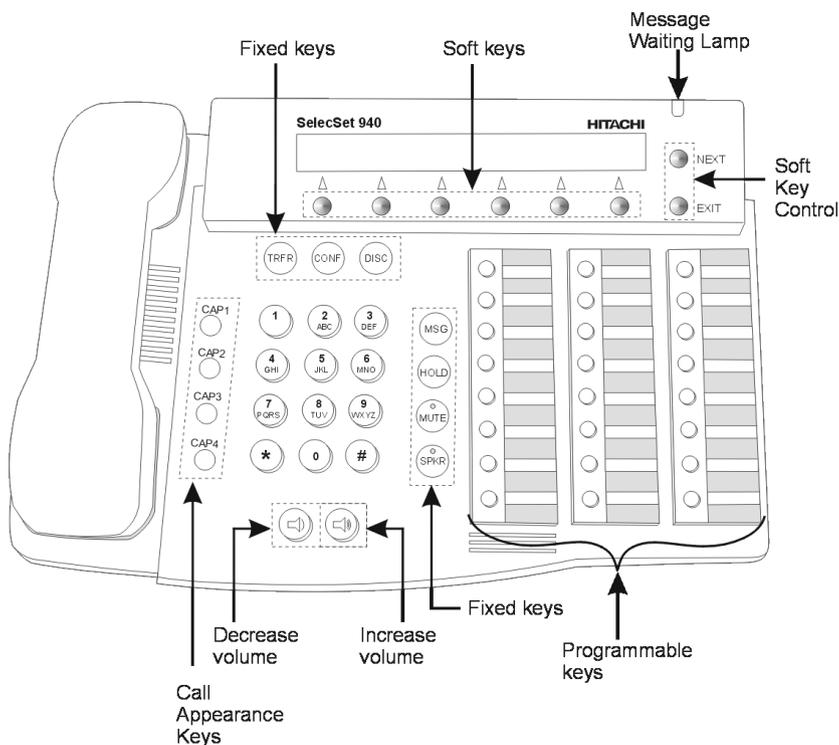


Figure 1-7 SelecSet 940 Key Layout

Feature Keys

Three key types

Depending on your SelecSet model, your phone may have up to three different types of feature keys. These feature keys include:

- 11 fixed keys, consisting of:
 - Seven feature keys
 - Four CAPs (call appearance keys)
- Soft keys (only on 930 and 940 phones):
 - 3 soft feature keys for the 930
 - 6 soft feature keys for the 940
 - 2 soft key controls (<NEXT> and <EXIT>)
- Programmable autodial keys:

This SelecSet...	Has this many programmable keys...
920	8
930	16
940	24

Fixed Keys

About fixed keys

A fixed key is one whose function and location cannot be changed. Fixed keys include call appearance keys and fixed feature keys.

Call appearance keys

The most important fixed keys on your SelecSet are the four call appearance (CAP) keys. These keys, labeled 1, 2, 3, and 4, are equipped on all SelecSets.

When a call is placed or received, a CAP is used as a virtual line for that call. While performing call control operations such as transferring or holding calls, you can use CAPs (virtual lines) to perform the following operations:

- Receive calls
 - Place calls
 - Hold calls
-

CAP lamps

The lamps next to the CAPs indicate the ringing, active, and holding status of each call. Lamp states include:

- Flashing
- Steadily lit
- Slowly winking
- Dark

See “[Key Lamps](#)” on page 1-20 for definitions of these lamp states.

Displaying the active CAP

The active CAP number is displayed on the top line of your display along with other displayed information. Additional ringing calls and CAPs on hold do not display on the second line.

Using CAP keys

Use the following guidelines when using your CAPs:

CAP	Description
1	If you make or receive only one call, use CAP 1.
2	If a second call rings at your station, or you want to make a second call, press <HOLD>, then press CAP2 to answer or dial the next call.
3	Repeat the procedure for CAP 2 to answer or dial the next call.
4	Use this CAP for outgoing calls when CAPs 1, 2, and 3 are busy and for priority calls. Incoming calls do not terminate to this CAP.

Other fixed keys

Other fixed feature keys on your SelecSet include:

Table 1-1 Fixed keys

Fixed key	Description
CONF	Use the <CONF> key to set up a three-party conference.
DISC	Press the <DISC> key to disconnect a call
HOLD	Press the <HOLD> key to place an active call on hold.
MSG	Press the <MSG> key to call the source of a message when the message waiting lamp is lit.
MUTE	Press the <MUTE> key to silence (mute) the speaker microphone. Although the other party cannot hear you, you can still hear the other party(s).
SPKR	Press the <SPKR> key for handsfree calling.
TRFR	Press the <TRFR> key to transfer calls.

Soft Keys

About soft keys

The soft keys are the unlabeled keys located just under the LCD display on SelecSet 930 and 940 phones.

These soft keys interact with the LCD display. The keys are not labeled because their functions change as you use them. The bottom line of the display identifies the current function of each soft key.

Number of soft keys

The number of soft keys you have depends on your SelecSet model:

This SelecSet...	Has this many soft keys...
SelecSet 930	3
SelecSet 940	6

Using a soft key

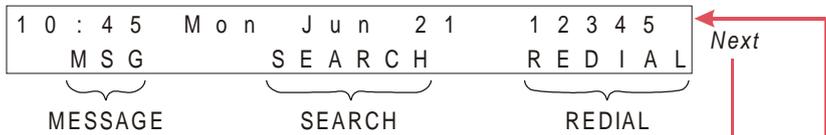
To use a soft key, press the key below the LCD designation. For example, on the Selecset 930, from the main menu display you can press <MSG>, <SEARCH> or <REDIAL>.

When you press a soft key, additional soft key options are displayed on your LCD. See [“Soft Key Operations”](#) on page 4-1.

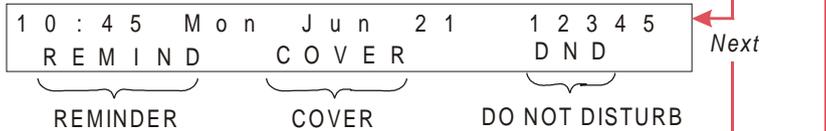
SelecSet 930 soft key menu

The SelecSet 930 phone has four idle displays. To advance from one idle display to the next or to return to idle display 1, press the fixed <NEXT> soft key.

Main Menu Display



Second Display



Third Display

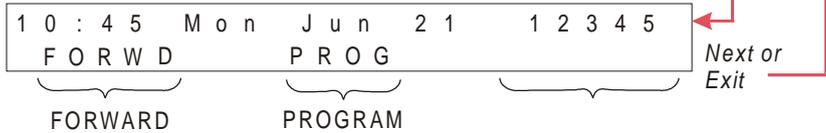


Figure 1-8 SelecSet 930 Soft Key Menu

Note:

Depending on how your communication system is configured, you may or may not see all of these soft key selections on your display.

**SelecSet 940
soft key menu**

The SelecSet 940 has two idle soft key displays. Idle display 2 is accessed by pressing the fixed <NEXT> soft key while in idle display 1.

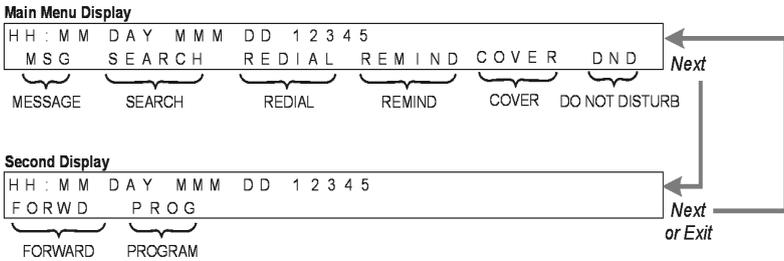


Figure 1-9 SelecSet 940 Soft Key Menu

**Using soft key
functions**

See the Soft Key section of this guide, “[Soft Key Operations](#)” on page 4-1, for instructions on using these functions.

Programmable Autodial Keys

About programmable keys

Every SelecSet is equipped with programmable keys. These keys can be programmed to provide one-touch access to:

- Features
 - Extension numbers
 - Frequently called numbers
-

Feature availability and basic class

Some features are only available for programming at your SelecSet if they are allowed in your station basic class or if feature access codes are programmed for them at the Customer Administration Terminal (CMAT). Ask your administrator which features are available.

Key programming

Before using your SelecSet, you should know how your autodial keys are programmed. The phone may or may not be completely labeled when you receive it depending on how many features have been preprogrammed by your system administrator. Your administrator may have you customize all or some of the programmable keys yourself. See “[Programming Feature Keys](#)” on page 1-24.

Displaying programmed feature keys

- 1 Locate and press your <DISPLAY> key.
 - 2 Press a programmable key to determine what feature is activated for that key. The feature name or speed dial number is shown in your LCD display.
 - 3 Repeat the procedure for each programmable key.
-

Key Lamps

About key lamps

Key lamps (LEDs) are provided for the following keys on your SelecSet phone:

- CAPs
- Programmable keys
- Fixed keys (except DISC)

These key lamps indicate the status of the key, informing you as to whether the line or feature is in use. [Table 1](#) describes the meanings of the lamp indications. Not all features invoke all indications, and your programmed keys may not exhibit all of the indications described here.

Table 1 Lamp status indications for autodial keys

This status...	Indicates this...
Dark	Key is not in use
Steadily lit	Key is in use. Either an active call is in progress at the key or a feature has been activated by the key
Slow flashing	A call is on hold at this key
Fast flashing	A call is waiting at this key.
Very fast flashing	A call has terminated at this key with priority ringing.

In some cases, you may see a steady green LED lamp indication. This is only used for F-lines and private lines. It indicates that you are successfully connected to an F-line or a private line. See “[Key Group 1A2 Emulation Functions](#)” on page 3-21.

Controls

Adjusting volume

Separate volume controls are provided to control the volume of the:

- Ringer
 - Speaker
 - Handset
 - Headset
-

Volume control location

The volume control is located on the lower front of your phone beneath the keypad. It features two keys, each with an illustration of a microphone on it. Pressing the left button lowers the volume. Pressing the right button raises the volume.

Adjusting ringer volume

To raise or lower the ringing volume, adjust the volume control as follows:

- When your phone is ringing, press the up or down volume control key to adjust the volume.
 - When your phone is idle, listen for burst ringing, which indicates that the ringing volume is selected. Press the up or down volume control key.
-

Adjusting the speaker volume

To raise or lower the loudness of the speaker, adjust the volume control as follows.

- 1** Press <SPKR>.
 - 2** Press the up or down volume control key to incrementally adjust the volume to the desired level.
-

Adjusting headset and handset volume

Handset and headset volume are controlled simultaneously. To raise or lower the loudness of your handset (receiver) and headset, adjust the volume control as follows:

- 1** Lift the handset or turn your headset on
 - 2** Adjust the volume control by pressing the up or down key until the volume is at the desired level.
 - 3** Both your handset and headset volumes are adjusted accordingly.
-

LCD contrast

To control LCD visibility or contrast, adjust the tilt of your display.

Feature Access Codes Used In This Guide

Feature access code

Your system administrator has selected certain feature access codes that you can use with your SelecSet to perform the following functions:

- Register features
- Access features
- Cancel features

Feature access codes are also used to assign features to autodial keys, as described in “[Programming feature keys](#)” on page 1-24.

Boxes to record feature access codes

Throughout this user guide, boxes like the following are provided for you to record the feature access code assigned to each specific feature.



About feature access codes

These feature access codes consist of numbers in combination with the symbols * and # on your telephone keypad. You can also complete the Feature Access Code Summary table in the reference section in the back of this guide with frequently used feature access codes.

Contact your system administrator for a list of these codes or if you have any questions about them.

Programming Feature Keys

Programming feature keys

You can program your autodial keys for one-touch feature access in two ways:

- Using a feature access code
- Using your soft key menu (SelecSet 930/940 only)

The procedure used to set your autodial keys as feature keys using feature access codes is described here. If you have a SelecSet 930 or 940 with a soft key menu, see “Programming an Autodial Key” on page 4-24.

Setting your autodial keys as feature keys

To set your autodial keys as feature keys:

- 1 Decide which keys you want to program and which features you want to assign to them.
- 2 Lift your handset or press <SPKR>.
- 3 Dial the station speed calling-register access code.
- 4 Press the autodial key you want to program.
- 5 Dial the feature access code for the feature you want stored at this key. 
- 6 Wait for confirmation tone (three short beeps).

Note: To re-program the key, repeat steps 1-5. The new programming overwrites the old programming.

**Canceling
feature key
programming**

To cancel feature key programming:

- 1 Lift your handset or press <SPKR>.
- 2 Dial the station speed calling cancellation code.
- 3 Press the appropriate autodial key.
- 4 Wait for confirmation tone (three short beeps).



**Feature access
code list**

For a list of feature access codes used in your system, contact your system administrator. Then, fill in the feature access codes next to the appropriate features in the Feature Access Code Summary located in the reference section in the back of this guide.

Programming Speed Dialing Keys

About programmable speed dial keys

Programmable autodial keys that are not programmed with features default to autodial speed calling keys. Pressing a programmed autodial key automatically dials the station or outside phone number.

Personal speed calling setup

Follow these steps to set up personal speed calling numbers:

- 1 Lift your handset or press <SPKR>. Dial the station speed calling-register access code. 
- 2 Press the autodial key you want to program.
- 3 Dial the phone number you want stored at this key for speed calling (including the outside access code if it is an external call).
- 4 Wait for confirmation tone (three short beeps, about five seconds).

Note: To re-program the key, repeat steps 1-5. The new programming overwrites the old programming.

Canceling speed calling programming

To cancel speed calling programming, follow these steps:

- 1 Lift your handset or press <SPKR>. 
 - 2 Dial the station speed calling cancellation code.
 - 3 Press the appropriate autodial key.
 - 4 Wait for confirmation tone (three short beeps).
-

2 BASIC OPERATIONS

About this chapter

This chapter provides descriptions and instructions for the operations you perform most frequently using your SelecSet 900 telephone. These operations can be performed using either a handset or a headset.

If you have a SelecSet 930 or 940 phone with soft key menus, you can perform some of these operations using soft keys instead of feature access codes. See “[Soft Key Operations](#)” on page 4-1 for more information.

List of operations

The following basic operations are described in this chapter:

- Calling
 - Answering
 - Holding
 - Transferring
 - Conferencing
 - Covering
 - Messaging
-

Additional operations

Other operations such as blocking calls, key group functions, paging, parking and recording are described in Chapter 3, “[Additional Operations](#)” on page 3-1.

Calling

Overview

This section describes different types of calling operations that you can perform using your SelecSet phone. You can place a call using:

- Standard dialing
 - Speed calling
 - Saved and last number redial
 - Autodial keys
-

Standard Calling

Procedure

To place a call, follow these steps:

- 1** Lift your handset or press <SPKR> to receive dial tone.
 - 2** Perform one of the following operations:
 - Dial the desired number
 - Dial a system or station speed dial code
 - Press an autodial key
 - 3** You hear ringback tone and are connected as the called party answers.
-

Internal calls

To place an internal call, lift your handset or press <SPKR>, and dial the 3 to 5-digit number of the party you're calling. The 1 in your display indicates that you are using the first call appearance, CAP 1.

External calls

To call an external party (a party outside your telephone system), first dial the appropriate outside access code in order to obtain an external line, then dial the number of the party you want to call. For example, to call 234-5678, in most systems, you first dial a 9.

See your system administrator for the outside trunk access code assigned to your system.

Speed Calling

About speed calling

Speed calling provides abbreviated access to frequently called internal and external numbers. Two types of speed calling are available:

- System speed calling
 - Station (personal) speed calling
-

System speed calling

System speed calling provides up to 1000 (depending on your system) phone numbers that can be speed dialed from anywhere in your facility. System speed calling codes are set by your system administrator for frequently called business numbers on one central speed calling list.

Contact your system administrator for a list of system speed calling numbers. Copy the ones you want to use into the System Speed Calling Summary located at the back of this guide.

Using a system speed calling code

Follow these steps to place a call using a system speed calling code:

- 1 Lift your handset or press <SPKR>
 - 2 Listen for dial tone. 
 - 3 Dial the system speed calling access code.
 - 4 Dial the 2 or 3-digit identification number that stands for the number you want to call. The telephone system automatically dials the telephone number.
-

Station Speed Calling

About station speed calling

Station speed calling codes are frequently called extensions or external numbers that you choose to store and access for your own personal use. Depending on your SelecSet model, you have between eight and twenty-four autodial keys, to which you can assign speed calling codes and numbers.

Soft key menu

Note that if you have a SelecSet 930 or 940, you also can program speed dial numbers from your soft key menu. See “Programming an Autodial Key” on page 4-24.

Storing a speed calling number at an autodial key

To store a speed calling number at an autodial key:

- 1 Lift your handset or press <SPKR>.
- 2 Dial the station speed calling-register feature access code.
- 3 Press the key you want to program. 
- 4 Dial the phone number you want to store at this key (including the outside access code for external calls).
- 5 Wait for confirmation tone (three short beeps).
- 6 To re-program the key, repeat steps 1-5. The new programming overwrites the old programming.

You can register up to 24 personal speed calling codes.

Placing a call using an autodial key

Follow these steps to place a call using an autodial key:

- 1 Press the appropriate autodial key.

The off-hook or handsfree state is automatically initiated, and your number is automatically dialed.

- 2 Lift the handset if you don't want to use the speakerphone.
-

Canceling a speed calling number at an autodial key

Follow these steps to cancel speed calling programming:

- 1 Lift your handset or press <SPKR>.

- 2 Dial the station speed calling-cancel code

- 3 Press the appropriate autodial key.

- 4 Wait for confirmation tone (three short beeps).
-

Speed calling using manual speed calling codes

If you use all of your autodial keys for feature access codes and stored speed calling numbers, you can program up to twenty more personal speed calling numbers for manual access.

Storing a manual speed calling code

To store a manual speed calling code:

- 1 Lift your handset or press <SPKR>.
 - 2 Listen for dial tone.
 - 3 Dial the station speed calling-register code. 
 - 4 Enter the 2 or 3-digit identification code for the number you want to call (any 2-digit number up to 99, depending on what is allowed in your system).
 - 5 Enter the telephone number to be saved exactly as it would be dialed. Include the outside trunk access code and area code, if necessary.
 - 6 Wait for confirmation tone (three short beeps).
-

Example

Example: To store your home phone number, 212-123-4567, using the speed calling identification code 11, dial: #7 11 9 1 212-123-4567 (#7 is the station speed calling register access code).

Using a manual speed calling code

To use a manual speed calling code:

- 1 Lift your handset or press <SPKR>.
 - 2 Listen for dial tone.
 - 3 Dial the station speed calling feature access code. 
 - 4 Dial the 2 or 3-digit identification number for the number you want to call. The telephone system automatically dials the full number.
-

Canceling a manual speed calling code

To cancel a manual speed calling code:

- 1 Lift your handset or press <SPKR>.
 - 2 Listen for dial tone.
 - 3 Dial the station speed calling-cancel access code. 
 - 4 Dial the 2 or 3-digit identification code for the number you want to cancel.
 - 5 Listen for confirmation tone (three short beeps).
-

Account Codes

About account codes

An account code is a 2- to 12-digit password that associates a call with a specific account for billing/accounting purposes. You can also use account codes to apply your class of service if you are using a phone other than your own. Several types of account codes are provided. These include:

- Fixed account codes
 - Variable account codes
 - Forced account codes
-

Fixed account codes

A fixed account code conforms to a predetermined length. To place a call using a fixed account code:

- 1 Lift your handset or press <SPKR>.
 - 2 Listen for dial tone.
 - 3 Dial the fixed account code access code. 
 - 4 Enter your account number.
 - 5 Dial the trunk access code (usually 9)
 - 6 Listen for dial tone.
 - 7 Dial the desired outside number.
-

**Placing a call
using variable
account codes**

A variable account code can be any length up to 12 digits.
To place a call using a variable account code:

- 1 Lift your handset or press <SPKR>.
 - 2 Listen for dial tone.
 - 3 Dial the variable account code
access code. 
 - 4 Enter your variable account number.
 - 5 Press the <#> sign and then dial your outside number.
-

**Registering an
account code
during a call**

To register an account code during a call:

- 1 Press the <ACCODE> key or <TRFR>
to place your party on hold.
 - 2 Dial the account code
feature access code. 
 - 3 Dial the account code.
 - 4 Wait for confirmation tone (three short beeps) and
press the flashing CAP to resume your call.
-

Using forced account codes

Depending on your class of service, you may have to enter a forced account code before dialing a call to access an outgoing trunk. If you do not enter the forced account code, you hear reorder tone.

To use a forced account code:

- 1 Lift your handset and listen for dial tone.
- 2 Enter the feature access code for forced account code which tells the system you're entering a forced account code. 
- 3 Enter your personal forced account code. 
- 4 Dial your number.

Placing calls using forced account codes and system speed calling

If you are restricted from making certain types of calls by your class of service, you can place these calls by entering a forced account code with a system speed calling number.

To do this:

- 1 Lift your handset and listen for dial tone.
- 2 Enter the forced account code feature access code. 
- 3 Enter the forced account code.
- 4 Enter the system speed calling feature access code. 
- 5 Enter the system speed calling number.

Note: Contact your system administrator for a list of the account codes used at your company.

Announce (ANNO)

Using the announce feature

You can use the announce feature to call another idle station and have your voice heard through the station's speaker. To use announce:

- 1 Lift your handset or press <SPKR>.
 - 2 Press the <ANNO> key.
 - 3 Dial another station.
 - 4 The call terminates with a beep.
 - 5 You can speak and your voice is heard through the other phone's speaker.
-

The manual answer (MANS) key

If you program an <ANNO> key at your SelecSet, you should also program a manual answer <MANS> key.

The <MANS> key lets you restrict voice announced calls to your SelecSet. When manual answer is activated, if a voice announce call attempts to terminate at your SelecSet, your phone rings normally and can only be answered manually.

This feature is useful when you want to prevent other users from calling you using the announce feature.

Authorization Codes

About authorization codes

Some stations may not be equipped with the same features that are assigned to yours. For example, you may be able to call numbers outside the system, but other stations may only be able to make internal calls. You can access your features at other stations by using an authorization code.

Using authorization codes

To use authorization codes, follow these steps:

- 1 Lift the handset or press <SPKR> at another station.
 - 2 Dial the authorization code registration feature access code. 
 - 3 Dial your own station number.
 - 4 Enter your authorization code.
 - 5 You can now access all of the features permitted at your own station.
-

Canceling an authorization code

To cancel an authorization code, follow these steps:

- 1** Lift the handset of the other station or press <SPKR>.
 - 2** Dial the authorization code cancellation feature access code.
 - 3** If you forget to cancel the authorization code, the system automatically cancels it for you after a predefined time-out. See your system administrator for that time-out value.
-

Automatic Callback (ACB)

About automatic callback

If an internal analog phone is busy, you can use automatic callback (ACB) to have the system monitor the line and call you back when the line is free.

Activating automatic callback

Follow these steps to activate automatic callback:

- 1 When you call an analog phone and receive busy tone, remain off-hook for five seconds.

Your SelecSet displays the text *Queued*.

- 2 Listen for confirmation tone (three short beeps).

- 3 Hang up and wait for callback.

The system calls you with a triple ring when the line is free.

- 4 Lift your handset and the extension you called rings.

This feature works only for internal calls to analog phones. It does not apply to outside calls. See [“Outgoing Trunk Queuing \(OTQ or QUEUE\)”](#) on page 2-20 for callbacks for outside trunks.

Breakin (BRKN)

About breakin

This feature overrides the busy condition of a station. When you make a call and receive busy tone, you can break in to the call as follows:

- 1 When you hear busy tone, press the <BRKN> key or...
 - 2 Enter the override/breakin feature access code. 
 - 3 All parties hear a breakin tone.
 - 4 A three-way conference is automatically established.
-

Buzzer (BUZZ)

About the buzz feature

The buzz feature is typically used for secretaries, in situations where one or more people need a way to buzz the secretary's station without interrupting or placing an active call on hold.

Procedure

To use the buzz key, follow these steps:

- 1 Press the <BUZZ> key to let the secretary know that you need something.
 - 2 The secretary's phone buzzes, and the <BUZZ> key lights on your phone.
-

Programming an autodial key for BUZZ

To program an autodial key, follow these steps:

- 1 Lift your handset or press <SPKR>.
 - 2 Enter the speed dial register feature access code. 
 - 3 Press the desired autodial key.
 - 4 Enter the BUZZ feature access code.
 - 5 Dial the station number you want to buzz.
 - 6 Wait for confirmation tone (three short beeps).
-

Buzz Display (BUZDSP)

About the buzz display key

The buzz display key is useful if a secretary is routinely buzzed by several different people. Using the <BUZDSP> key, a secretary can display the number of the buzzing station.

Procedure

To display the number of a buzzing station:

- Press <BUZDSP>.

To program an autodial key for BUZDSP, use the same procedure you would use to program any other autodial feature key (see “[Programming Feature Keys](#)” on page 1-24).

Intercom/Priority (ICOM)

About ICOM

The intercom feature is typically used in executive/secretary arrangements. For example, if you are a secretary answering calls for another user (e.g. your boss), and you answer an important call for the boss, you can press <ICOM> to send priority ringing (four quick rings) to your boss's phone. After your boss answers, you can connect the calling party to the boss's station by hanging up.

Activating ICOM

To activate the intercom:

- 1** You receive or make a call that you want to announce to another user.
- 2** Press the <ICOM> key.

The calling or called party is automatically placed on hold.

- 3** Dial the desired station number (for example, your boss).

You are connected to the station you dialed at his CAP 4.

- 4** If the party wants to take the call, hang up to transfer the call.
 - 5** If the party does not want to take the call, press the winking CAP to retrieve the call.
-

Outgoing Trunk Queuing (OTQ or QUEUE)

About outgoing trunk queuing

The outgoing trunk queuing feature is used when you try to make an outside call and the outside trunk is busy. You can have the system call you when the trunk is free.

Activating outgoing trunk queuing

Depending on how your system is set up, when you attempt to dial an outgoing call and hear busy tone...

- 1 Lift your handset or press <SPKR>.
- 2 Press the <OTQ> key or remain off-hook for five seconds.
- 3 Your display shows the active CAP and the text *Queued*
- 4 Listen for confirmation tone (three short beeps).
- 5 Press the <OTQ> key to cancel the feature or wait for callback.
- 6 Hang up.
- 7 The system calls you with a triple ring when the line is free.
- 8 Lift your handset. The number you called rings.

You see this display when the system calls you back. The top line shows the active CAP, your 5-digit station number, and identifies the call as a callback. The second line displays your name.

Last Number Redial (LNR)

About last number redial

Last number redial (LNR) automatically stores and redials your most recently dialed phone number.

Soft key menu

Note that if you have a SelecSet 930 or 940, you also can access the simplified redial feature using your soft key menu.

See “Redialing a Number” on page 4-9.

Using LNR

To use LNR, follow these steps:

- 1 Press the <LNR> key or...
- 2 Lift the handset or press <SPKR> and dial the last number redial feature access code. 
- 3 Your most recently dialed number is automatically redialed.

Note: You can lift the handset at any time to exit from handsfree mode.

Displaying the last dialed number

To display the stored number:

- 1 Press the <DISPLAY> key.
 - 2 Press the <LNR> key.
-

Saved Number Redial

About SNR

Saved number redial (SNR) controls last number redial. It can be used to disable the LNR feature, preventing subsequent dialed numbers from updating the LNR registration.

Using SNR

To use SNR, follow these steps:

- 1 Press the <SNR> key during or after placing a call.
Your SNR lamp lights. No new numbers are stored in LNR once you press <SNR>.
 - 2 While SNR is activated, press the <LNR> key or lift the handset and dial the LNR feature access code to call the stored number.
-

About SNR and LNR

Once you save a number using saved number redial, last number redial discontinues storing numbers and does not resume until you cancel the saved number redial number.

Cancelling SNR

To erase the saved number (and resume normal LNR operation), press the <SNR> key.

Answering

Answering calls

There are many ways to answer calls that terminate at your SelecSet. This section describes some of the options available to you.

Answering a Call From Another Extension

Example incoming call display

As your phone rings, your display shows, for example, that an incoming station call from extension 23715 is ringing at CAP 1.

Answering the call

To answer the call:

- Lift your handset or...
 - Press <SPKR>
-

Answering an Outside Call

Example display: call from external party

When you receive a call from an external party (outside your telephone system), your display indicates which type of trunk is being used. This allows you to identify specialized trunk calls, which you may want to answer differently than standard calls.

Answering the call

- Lift your handset or...
 - Press <SPKR>
-

Answering a Call While On the Phone

Answering a second incoming call

If you are already talking on a call using CAP 1, and a second incoming station call rings at CAP 2, you can display information for the second call as follows:

- 1** While on an active call, press the <DISPLAY> key.
 - 2** Press the blinking CAP.
 - 3** The information about the second call displays, in the same format as the first call, without interrupting your first call.
-

Answering Attendant Calls Using TAFAS

About TAFAS

You can use the TAFAS (trunk answer from any station) feature to pick up attendant calls during periods of heavy calling traffic. If your phone is designated as a TAFAS station, it is equipped with a TAFAS key. Your station rings and the TAFAS key flashes when calls ring at the attendant position.

Types of calls that can be picked up using TAFAS

You can use this key to pick up the following types of attendant calls:

- Code calls
 - Incoming calls
 - Recalls
 - Information calls (dial 0)
-

Picking up a TAFAS call

To pick up attendant calls while she is on another call:

- 1** Lift your handset or press <SPKR>.
 - 2** Press the <TAFAS> key.
-

Automatic Call Return (ACR)

About automatic call return

If an internal or external party calls while you are on an active call or can't answer your phone, you can use the automatic call return feature to return a call to the last incoming caller—whether or not the call was answered.

Using automatic call return

- 1 Lift your handset and listen for dial tone.
 - 2 Enter the automatic call return feature access code or... 
 - 3 Press the <ACR> autodial key.
 - 4 If the line is not busy, listen for normal ringing.
 - 5 If the line is busy, you hear busy tone. Hang up and try again later.
-

Intercept tone

If the telephone system could not store the ID of the last incoming caller or that caller's ID is invalid, you hear intercept tone.

Answering a Ringing Night Bell

About the night bell

If your attendant activates night service, you may hear a ringing night bell.

Answering an incoming call when the night bell rings

To answer an attendant call when the night bell rings, follow these steps:

- 1 Lift your handset or press <SPKR>.
- 2 Enter the universal night answer feature access code  or...
- 3 Press the universal night answer <UNA> key.
- 4 You are now connected to and can answer the incoming call.

Your display shows the number of the active CAP, the number of the incoming trunk, and trunk text describing the type of incoming trunk.

Answering a Call at Another Phone

Answering a call ringing at another phone

You can answer a call ringing at another phone using the call pickup feature. The way you answer the call depends on how your system is set up.

Group call pickup

If you are in the same pickup group as the ringing phone, you can use group call pickup to retrieve the call.

Procedure

To use group call pickup:

- 1 Lift your handset or press <SPKR>.
 - 2 Press the <PICK> key or...
 - 3 Enter the group call pickup feature access code 
 - 4 Answer the call. When you use group call pickup, the phone number, and the name of the calling party are displayed.
-

Directed group call pickup

If the phone is in another pickup group, you can use the directed group call pickup feature to retrieve the call.

To use directed group call pickup:

- 1 Lift your handset or press <SPKR>.
- 2 Dial the group call pickup code or press the key assigned to that pickup group. For example, you may have keys assigned for GP1, GP2, or GP3. If the phone is in pickup group 2, press the GP2 key.
- 3 Answer the call.

The same information is displayed for directed group call pickup as for other pickup features—the CAP used, the number of the calling party, text indicating that the call is a pickup, and the name of the calling party or type of trunk depending on whether it is an internal or outside call.

Directed call pickup

If the phone is not in any of your pickup groups, use the directed call pickup feature to answer calls ringing at any other station within the system.

To answer a call using directed call pickup:

- 1 Lift your handset or press <SPKR>.
- 2 Dial the directed call pickup feature access code.
- 3 Dial the ringing extension number.
- 4 Answer the call.



If the phone is in your key group...

To pick up a call ringing a member of your key group:

- 1** Lift your handset or press <SPKR>.
 - 2** Press the flashing autodial key programmed for that key group member.
 - 3** Answer the call.
-

Conferencing

Setting up different types of conferences

You can set up two different types of conferences using your SelecSet telephone. These include:

- Three-party conferences
 - standard three-party conference
 - three-party conference using bridged CAPs
 - Multiparty conferences of up to six parties
-

Creating a three-party conference

To create a standard three-party conference, follow these steps:

- 1** When you are talking to someone and want to include a third person, press <TRFR> to place your active call on hold.
 - 2** Your second CAP key lights. Dial the second party.
 - 3** When the second party answers and is ready to join the conference, press <CONF> to connect all parties.
-

Using Bridged CAPs

Procedure

To create a three-party conference using bridged CAPs:

- 1** You receive an incoming call or make an outgoing call on your first available CAP (in this case, CAP1).
- 2** When a second call comes in, place the first caller on hold by pressing either a hold loop or the <HOLD> key. Answer the second call on CAP 2 or make another outgoing call on CAP2.
- 3** Press the <CONF> key to place the second caller on consultation hold.
- 4** To conference CAP 1 with CAP 2, press the CAP 1 key. This keeps the caller on CAP 2 on consultation hold and lets you talk with the caller on CAP 1. Notify the caller on CAP 1 that he or she is about to be conferenced, and with whom.
- 5** Press the <CONF> key a second time to make a three-way conference. When you press the <CONF> key again, only one CAP is in use (CAP2)—which is where the conference resides.

You must remain in the conference unless at least one of the conferenced members is an internal party to prevent trunk-to-trunk lockup. You can remove yourself from the conference if an internal party is connected with an outside party.

- 6** If your system administrator has set up your phone system with the multiparty conference capability, you can place a conference on hold after connecting the two parties on CAP 1 and CAP 2. You can then take another call by pressing the <HOLD> key.

- 7** To transfer the call to the caller on CAP1 and connect the two CAPs, press <TRFR>. You are then removed from the conversation.

Both the CAP key with the conference and the <CONF> key flash slowly.

If three CAPs are busy, you cannot use CAP 4 to initiate a conference or to join or bridge two parties.

- 8** To disconnect the last party from the conference, press the <DISC> key.
-

Creating a Multiparty Conference

Procedure

To create a multiparty conference, follow these steps:

- 1** While connected to one party, press <CONF> to place the party on consultation hold.
- 2** Listen for dial tone.
- 3** Dial a second party.
- 4** When the called party answers and is ready to join the conference, press <CONF> to bring the parties together.
- 5** To add another party, press <CONF> again. The two other parties are automatically placed on hold.
- 6** To announce the conference to the new party, wait until the called party answers and announce the conference before pressing <CONF> to connect all parties. Or, connect all parties immediately by pressing <CONF> as soon as the called party picks up.
- 7** Repeat these steps to add additional conferees. You can have a total of six people in a multiparty conference.

Busy tone while adding a party

If you hear busy tone while adding a party, press <DISC> to disconnect the busy party, and dial the next party. To rejoin the other parties, press the blinking CAP key. To remove yourself from the conference, hang up. The other parties can continue to speak.

Covering Calls

Using call coverage

You can use call coverage to send your calls to:

- Another station
- A voice message system
- The attendant
- A message center
- An outside number

Several call coverage options are available. These options are described in the following sections.

Soft key menu

Note that if you have a SelecSet 930 or 940, you can register coverage from your soft key menu. See “[Covering Calls](#)” on page 4-12.

Cover busy/no answer

You can use cover busy/no answer to cover your calls to another station number (internal or external) or the voice messaging system when your phone is busy or you cannot answer your calls.

You can use the same coverage point for internal and external calls or you can set one coverage point for calls from other stations in your facility and another for outside calls.

Setting up cover busy/no answer

To set up cover busy/no answer:

- 1 Lift your handset or press <SPKR>. 
- 2 Dial the internal or external cover busy/no answer feature access code or 
- 3 Dial the station number to which your calls will be directed.
- 4 Listen for confirmation tone.
- 5 Calls that are made to your station while you are on a call or don't answer ring at the specified station number.

Note: Two different feature access codes are used to invoke cover busy/no answer for internal and outside calls. Contact your system administrator for a list of feature access codes.

Canceling a cover busy/no answer

To cancel cover busy/no answer, follow these steps:

- 1 Lift your handset or press <SPKR>.
 - 2 Dial the internal or external cover busy/no answer cancellation code. 
-

Receiving a covered call

The information that is shown on your SelecSet 930 or 940 LCD display varies depending on whether the call you receive is a cover busy or cover no answer call, and how your telephone system is set up. Following are examples of cover busy and cover no answer displays.

Cover all calls

Occasionally you may want to send all of your calls to another extension number or to the voice messaging system. You can use the cover all calls feature to send all of your calls to the designated coverage point. Calls are sent to the coverage point that you specify for cover busy/no answer immediately, so that your station does not ring.

Note that you must perform the setup for cover busy/no answer prior to invoking cover all calls. See “Cover busy/no answer” on page 2-36.

Setting up cover all calls

To activate cover all calls, follow these steps:

- 1 Press the <COVR> key or...
 - 2 Lift the handset or press <SPKR> and enter the cover all calls-register feature access code. 
 - 3 Listen for confirmation tone.
 - 4 All calls go directly to the station you specify for cover busy/no answer. No calls ring at your phone.
-

Displaying your coverage settings

You can display the coverage settings you have registered in two ways:

- By pressing the <DISPLAY> key and then the <COVER> key (if cover all is assigned to an autodial key)
 - By using the soft key menu to display coverage points (see “Displaying coverage settings from the soft key menu” on page 4-12)
-

**Canceling
cover all calls**

- 1 Press the <COVR> key again or...
- 2 Lift the handset or press <SPKR> and enter the cover-all-calls-cancel feature access code.



**Forward all
calls**

Forward all calls is useful if you're going to another location temporarily because it allows you to forward all of your calls to that location, without ringing your phone. When you use this feature, cover busy/no answer and cover all calls are immediately suspended.

When forward all calls is canceled, the previously programmed coverage (cover busy no answer or cover all calls) is reactivated automatically. The coverage point specified through forward all calls can be an internal or external number.

You can use forward all calls even if cover busy/no answer or cover all calls is not activated.

Soft key menu

Note that if you have a SelecSet 930 or 940, you can register and activate call forwarding from your soft key menu. See [“Forwarding Calls”](#) on page 4-19.

**Setting up
forward all
calls**

To activate forward all calls, follow these steps:

- 1 Lift your handset or press <SPKR>.
 - 2 Press the <FAC> (forward all calls) key or...
 - 3 Dial the forward all calls register feature access code. 
 - 4 Dial the number to which you want to forward your calls.
 - 5 Listen for confirmation tone. All calls go straight to the FAC point and your display confirms that you have successfully forwarded your calls to another coverage point.
-

**Canceling
forward all
calls**

To cancel forward all calls, follow these steps:

- 1 Lift your handset or press <SPKR>.
- 2 Enter the forward all calls-cancel feature access code. 

Different feature access codes are used to forward calls to internal numbers and outside numbers. Consult your system administrator for the appropriate feature access codes.

Holding a Call

About holding

While you are connected to another party, you can use the hold function to place the party on hold. You do not have to press <HOLD> before conferencing or transferring because these functions have an automatic hold.

Procedure

To place another party on hold:

- 1 While on a call, press the <HOLD> key.
- 2 Press another CAP to answer or place a new call.
- 3 You can toggle between the two parties by pressing <HOLD> for the active call and pressing the blinking CAP to connect to the held call.

The top line of your display indicates the hold loop or active CAP where the call is held, the 5-digit station number of the holding party and hold text. The second line displays the name of the held party or the holding trunk.

Messaging

About messaging

Your SelecSet telephone provides you with access to several integrated messaging capabilities. Every SelecSet is equipped with a message waiting lamp, which lights immediately upon receiving a message.

This lamp can be turned on by any of the following:

- Another caller (callme)
- The attendant
- A voice message system

Soft key menu

Note that if you have a SelecSet 930 or 940, you also can access messages from your soft key menu. See [“Accessing and Returning Messages”](#) on page 4-4.

Callme Messages

About callme messages

You can send callme messages to other stations in your facility. When you leave a callme message, a message waiting lamp lights at the called party's phone. The user can return or delete the message, or exit the display without affecting the message.

Leaving a callme using the CLME key

While the called party's phone is ringing...

- 1 Press the <CLME> autodial key.
 - 2 Listen for confirmation tone (three short beeps).
 - 3 The message waiting lamp on the called party's phone lights.
-

Canceling a callme message

To cancel a callme message you have registered for another user, follow these steps:

- 1 Lift your handset or press <SPKR>.
 - 2 Dial the callme cancel feature access code.
 - 3 Listen for confirmation tone.
-



Using Do-Not-Disturb

Using do-not-disturb

When you do not want to be interrupted or if you do not want to answer calls for a while, you can set your phone to *do-not-disturb* to prevent calls from ringing at your phone.

When do-not-disturb is active on your phone, callers trying to reach you hear reorder (special busy) tone. However, you can still make calls from your phone in the normal manner.

Soft key menu

Note that if you have a SelecSet 930 or 940, you also can set and cancel do-not-disturb from your soft key menu. See “Using Do Not Disturb” on page 4-17.

Activating do-not-disturb

To activate do-not-disturb, follow these steps:

- 1 Press the <DND> (do-not-disturb) key or...
- 2 Lift your handset or press <SPKR> and enter the do-not-disturb feature access code.



Your SelecSet display indicates that DND is activated.

Canceling do-not-disturb

To cancel do-not-disturb, follow these steps:

- Press <DND> or...
- Lift the handset or press <SPKR> and dial the do-not-disturb cancellation code.



**Invoking
do-not-disturb**

You can invoke do-not-disturb for:

- Yourself
- A group

Do-not-disturb can be invoked by:

- a station
- the attendant console
- the system administrator

If you are in a group with do-not-disturb activated for the group, you can remove yourself on an individual basis so that you can continue to receive calls.

Receiving a Forwarded Call from a Station in Do-not disturb

About do-not-disturb forwarding

Although no operations are involved, when a station with do-not-disturb activated forwards calls to you, you see the displays that follow.

Display for incoming call (while ringing)

This is an example of a SelecSet 930 display for an incoming call to a station in do-not-disturb that is forwarded to you while it is ringing your station:

1 = 1 8 5 2	N O - D S T R B
J o h n B l a c k	

Display for incoming station call (after answer)

This is an example of a SelecSet 930 display for an incoming station call to a station in do-not-disturb that is forwarded to you—after you answer it:

1 = 1 8 5 2	I n c S t a
M a r y S m i t h	

Display for incoming trunk call (after answer)

This is an example of a SelecSet 930 display for an incoming trunk call to a station in do-not-disturb that is forwarded to you—after you answer it:

1 I n c T r u n k 6 2 0 0 P R I
I N C 1

Using a Headset

Answering calls using a headset

You can also answer calls using a headset. A headset jack located on the left side of your phone supports two modes of headset operation.

In This Mode	To Answer...	To Disconnect...
Headset mode	Press <SPKR> when your phone rings. Speak and listen through your headset.	Press <SPKR>. Your handset remains in the cradle at all times.
Forced answer mode	You're automatically connected to incoming calls, which are preceded by a beep (breakin tone). When forced answer is active, you can only answer calls via your headset.	Press <SPKR>. Your handset remains in the cradle at all times.

Flexible Headset Operation

Overview

With flexible headset operation, you can activate headset mode by pressing a programmable <HSET> key to toggle between headset and handset mode.

Headset jack

Your headset plugs into a dedicated headset port.

Placing a call

To place a call using the <HSET> key:

- 1 Press your <HSET> key to turn on headset mode (if it is not already on).
 - 2 Press the <SPKR> key. Your handset remains in the cradle.
 - 3 Dial the desired number.
-

Answering a call

To answer a call:

- 1 Press your <HSET> key to turn on headset mode (if it is not already on).
 - 2 Press the <SPKR> key. Your handset remains in the cradle.
-

Disconnecting a call

To disconnect a call, press the <SPKR> key.

Transferring Calls

About call transfer

You can transfer a call to either an internal or external party using the <TRFR> key on your SelecSet phone.

Transferring a call

To transfer a call, follow these steps:

- 1 While connected to another party, press <TRFR>.
 - 2 The party is automatically placed on consultation hold.
 - 3 When CAP 2 lights, dial the number to which you want to transfer the call.
 - 4 Remain on the line after dialing the number to introduce the caller or press <TRFR> and hang up.
-

Unanswered transfers

If you transfer a party to a number and the call is unanswered, or if the call is sent to coverage and the coverage point doesn't answer, the call is returned (recalls) to you.

3 ADDITIONAL OPERATIONS

About this chapter

This chapter describes additional feature operations that you can perform using your SelecSet 900 telephone.

Additional functions

The following operations are described for these phones:

- Blocking calls
 - Blocking and sending caller ID
 - Disconnecting
 - Key group functions and features
 - Paging
 - Parking calls
 - Tracing calls
-

Blocking a Call

Rejecting calls from internal or external callers

You can reject (block) calls to your station from internal or external callers using the call block feature. You can block a specific caller ahead of time, or block the phone number of the last calling party. In either case, the caller is denied access to your phone number and is routed to a recorded message. Your phone does not ring when the blocked user attempts to call you.

Activating call block for a specific number

- 1 Lift your handset or press <SPKR>.
- 2 Listen for dial tone.
- 3 Enter the call block registration feature access code or 
- 4 Press the call block key if one is programmed.
- 5 Dial the specific number you want to block.
- 6 Listen for confirmation tone (three short beeps).

Note: You hear confirmation tone even if you register an invalid number.

**Activating call
block for the
last calling
party**

To activate call block for the last calling party:

- 1 Lift your handset or press <SPKR>.
- 2 Listen for dial tone.
- 3 Enter the call block registration feature access code or... 
- 4 Press the call block key if one is programmed at your phone.
- 5 Press the <#> key to block the most recent caller's number.
- 6 Listen for confirmation tone (three short beeps).

Although you can activate call block using either of these methods, it is recommended that you press <#> to block the last calling party. This eliminates confusion regarding the number of digits that must be dialed to block a number (for example area code plus office code plus number or office code plus number or just number) depending on your telephone system setup and your local dialing area.

Note: You can only block one number at a time. Registering a new call block number automatically overwrites the previous one.

Blocking and Sending Caller ID

ANI publicity and privacy

You can allow or prevent your caller ID from being sent and displayed on a per-call basis as follows:

This feature...	does this...
ANI publicity	allows your caller ID to be sent
ANI block (privacy)	prevents or blocks your caller ID from being sent

When users who call you either send or block their caller IDs, your SelecSet display reflects the user's specification.

ANI publicity and privacy when you're making a call

Depending on how your system administrator has set up your system, either ANI publicity or privacy is set for all calls that you make. Consult your system administrator for more information on how your system is set up.

Activating ANI privacy (block) on a per-call basis

If your phone is set up for ANI publicity, you can override this setting and block your caller ID from being sent and displayed on a per-call basis. To activate ANI block on a per-call basis:

- 1 Lift your handset or press <SPKR>.
 - 2 Dial the ANI privacy feature access code. 
 - 3 Dial your desired number. Your caller ID is not sent for this call only. For all subsequent calls, your caller ID is sent.
-

**Activating ANI
publicity on a
per-call basis**

If your phone is set up for ANI privacy, you can override this setting and allow your caller ID to be sent and displayed.

To activate ANI publicity on a per-call basis:

- 1 Lift your handset or press <SPKR>.
 - 2 Dial the ANI publicity feature access code. 
 - 3 Dial your desired number. Your caller ID *is* sent for this call only. For all subsequent calls, your caller ID is made private.
-

Disconnecting

About disconnect

Disconnect allows you to hang up and get dial tone by pressing the <DISC> fixed key without replacing your handset.

When to press the <DISC> key

You can press <DISC> when...

- You misdial while setting up a conference or transfer
- If one of the parties you want to add to a conference is busy
- If you want to disconnect the newest party in a conference

Disconnect does not delete any additional parties.

Key Group Functions and Features

About key group functions and features

If you are assigned to a key group, you have access to special functions and features that are shared among the members of your group. These functions facilitate call handling within your group and allow you to monitor and control other key group members' calls.

Your administrator can tell you whether or not you are in a key group and give you additional information about key group features. The following key group functions and features are described on the next few pages.

Basic key group functions

The basic key group *functions* include:

- Busy lamp field (BLF)
 - Ring monitor (RM)
 - Bridge (BRG)
 - Pickup (PCK)
-

Basic key group features

The basic key group *features* include:

- Programmable key group autodial keys
 - Group hold
 - Group ICOM
 - Privacy
 - Private lines, trunk group select lines
 - 1A2 emulation functions
-

Using Basic Key Group Functions

Basic key group functions

Four basic key group functions can be activated for autodial keys programmed with other members' extension numbers. See [Table 3-1](#) for a description of basic key group functions.

Table 3-1 Key group functions

Function	Description
Busy lamp field	If busy lamp field is activated for the group, the lamps (LEDs) next to autodial keys indicate the on/off-hook and ringing status of other key group members' extensions.
Ring monitor	If ring monitor is activated for the group, your phone rings when the other phone(s) ring(s).
Bridging	If bridging is activated for the group, press the <BRG> autodial key to bridge onto (break into) the call
Pickup (PCK):	If pickup is activated, you can press the autodial key to pick up the member's call while it is ringing.

Key lamps

Each autodial key has an associated lamp that flashes, lights steadily, or is dark, indicating if a group member's phone is ringing, offhook, connected to a call, or idle.

**Checking
before pressing
lamps**

Always check the lamp of a programmed autodial key before pressing it to call another key group member. If bridging or pickup are set for that key, and you press your fellow group member's autodial key while the lamp is lit or flashing, you will interrupt or answer his or her call.

**Autodial lamp
status**

The following table shows the association between the:

- LED indication for a programmed autodial key
- Another key group member's extension
- Action that results from pressing the key.

<i>If the autodial lamp is...</i>	<i>the extension is...</i>	<i>press the autodial key to...</i>
dark	idle	call that extension
flashing	ringing	pick up call to that extension
steadily lit	offhook or talking	break in to that extension's call

Basic Key Group Features

Assigning key group features to autodial keys

If you are in a key group, you can program key group members' numbers and key group functions on your SelecSet autodial keys at the same time to facilitate call handling within your group.

Procedure

To assign a key group feature to an autodial key, follow these steps:

- 1 Lift your handset or press <SPKR>.
- 2 Press the <PROG> soft key or dial the station speed calling-register feature access code. 
- 3 Press the desired autodial key.
- 4 Dial the station number of a fellow key group member.
- 5 Dial a 1 to activate a key group function or a 0 to keep it deactivated. (1=ON, 0=OFF).

Your telephone system accepts the programming for key group functions in the following order:

Function	Programming
Busy lamp field (BLF)	Enter 1 to turn on, 0 to turn off
Ring monitor (RM)	Enter 1 to turn on, 0 to turn off
Bridging (BRG)	Enter 1 to turn on, 0 to turn off
Pickup (PCK)	Enter 1 to turn on, 0 to turn off

**Example
Procedure**

To activate BLF and PCK for key group member 1154 (assume that the station speed dial access code is #7):

- 1** Press the <PROG> soft key or dial #7.
- 2** Press the autodial key you want to program for the key group member.
- 3** Dial 1-1-5-4—1-0-0-1 where...
 - 1-1-5-4 = the key group member's station number
 - 1 = activation of the busy lamp field
 - 0 = deactivation of ring monitor
 - 0 = deactivation of bridge
 - 1 = activation of PCK
- 4** Wait for confirmation tone (three short beeps).

Now the LED associated with the key programmed for station number 1154 indicates its call status, and you can pick up a call while it is ringing at station 1154.

**Group hold
(GH 1-8)**

If you are assigned to a key group, you have access to the group hold feature. Group hold enables any member of your key group to put a call on group hold, and allows any member to retrieve the call using the lit group hold key at his or her phone.

A maximum of eight group hold keys can be programmed for each key group. (Group hold must be assigned for you by your system administrator.)

Procedure

To use group hold, follow these steps:

- 1** After answering a call, press a group hold key to hold the call.
- 2** You see this display:
- 3** Announce (using the <ANNO> key) to the party for whom the call is holding that the call is being held, on line 1, for example.
- 4** Either you or another key group member should press <SPKR> or lift your handset.
- 5** Press the <GH> (group hold) key.
- 6** You or the other key group member is connected to the holding party.

If you do not have an autodial key programmed for group hold, contact your system administrator, who can assign it to your phone. See [“Programming Feature Keys”](#) on page 1-24 for instructions on programming an autodial key for a feature.

Group Intercom (GICOM)

About group intercom

You can use the group intercom feature, with a <GICOM> autodial key, to initiate an intercom call to another key group member's SelecSet.

A group intercom call causes the same special priority ringing as the <ICOM> key. GICOM, however, limits the number of people who can cause priority ringing at your phone. Only the members of your key group can use GICOM to call you.

GICOM calls do not cover, forward, or hunt, and cannot be picked up using any type of call pickup.

Using group intercom

To use group intercom, follow these steps:

- 1 Lift your handset.
- 2 Press the <GICOM> key or...
- 3 Enter the group intercom feature access code. 
- 4 Dial the extension number or press the autodial key that is programmed to call the key group member.
- 5 The key group member's phone rings at CAP 4 with priority ringing. When he or she answers, you can begin speaking.

If an autodial key is not programmed for GICOM, you may want to assign one. See [“Programming Feature Keys”](#) on page 1-24.

Privacy

Preventing other members from breaking into your calls

You can prevent other key group members from bridging onto your call (breaking in) using the privacy feature.

Procedure

To invoke privacy:

- 1** Lift your handset or press <SPKR>.
 - 2** Press the <PRIV> key or...
 - 3** You have privacy until you press the <PRIV> key again or hang up.
-

Private and Trunk Group Select Lines

Exclusive access to outside lines

If you are a member of a key group, you may have exclusive access to an outside line or a group of outside lines that only you and your fellow key group members can use. These include two types of exclusive lines:

- Private lines
 - Trunk group select access/answer lines
-

Programming autodial keys for direct access

You can program autodial keys for direct access to private lines and trunk group select access/answer lines. Contact your system administrator to find out if your key group has access to these special lines.

Private line calls

A private line is a single trunk that is dedicated for the exclusive use of your key group. If a SelecSet key has not already been programmed on your phone for this feature and you are permitted access to a private line, you can assign a PRV LN autodial key at your SelecSet.

Programming an autodial key for a private line

To program an autodial key for a private line:

- 1 Lift your handset or press <SPKR>.
- 2 Dial the private line-register feature access code. 
- 3 Press the desired autodial key.
- 4 Enter the private line trunk number (see your system administrator).

Note: Do not use the station speed calling registration code to program the autodial key for a private line.

Placing a call using a private line

To place a call using a private line:

- 1 Press the <PRV LN> key. The speakerphone is automatically enabled.

(You do not have to lift your handset or press <SPKR>, but you can do either if you want, before pressing <PRV LN>.)
- 2 The private line LED lights green, indicating that you are connected.
- 3 Dial an outside phone number.

Note that you don't have to include the outside access code, usually 9.

When you place a call using a private line, the display shows the active CAP, the number dialed, and the time before the called party answers.

Answering a private line call

To answer a private line call:

- 1** Press the <PRV LN> key.
(Although you don't have to lift the handset or activate the speaker, you can, before pressing the <PRV LN> key.
- 2** The blinking red <PRV LN> lamp turns to a steady green and your speakerphone is automatically activated.
- 3** You are connected to the calling party.

Trunk group select calls

The trunk group select access and answer features provide your key group with shared access to a dedicated group of select trunks that can be used to make and receive outside calls.

With *trunk group select access*, your key group can use these lines to place outgoing calls. With *trunk group select answer*, your key group receives calls on these trunks.

Programmable keys

Therefore, if these features are activated, you can program two autodial keys:

Program this key...	To do this...
TGS	place calls
TGS ANS	answer calls

**Programming
your SelecSet
for trunk
group select**

To program a <TGS> key...

- 1 Lift your handset or press <SPKR>.
 - 2 Dial the trunk group select access-register feature access code. 
 - 3 Press the autodial key you want to be the <TGS> key.
 - 4 Dial the trunk group number (see your system administrator).
-

**Programming
a <TGS ANS>
key**

To program a <TGS ANS> key...

- 1 Lift your handset or press <SPKR>.
- 2 Dial the trunk group select answer-register feature access code. 
- 3 Press the autodial key you want to be the <TGS ANS> key.
- 4 Dial the trunk group number (see your system administrator).

Do *not* use the station speed calling registration code to program the autodial key for trunk group select access/answer.

Placing a trunk group select call

To place a trunk group select call, follow these steps:

- 1 When the <TGS> key lamp is dark, lift your handset or press <SPKR>.
- 2 Press the <TGS> key or enter the TGS feature access code.
- 3 Dial an outside phone number. You do *not* have to dial the outside access code (typically 9) for this feature—the telephone system automatically prefixes it to your dialed number. If you dial the outside access code, you hear reorder tone.

Answering a trunk-group select call

To answer a trunk group select call, follow these steps:

- 1 Lift your handset or press <SPKR>.
- 2 Press the <TGS ANS> key or enter the TGS ANS feature access code. The LED indicating an incoming TGS call lights at every user's phone in your key group, and can be answered by anyone in your key group.

LED lamps light only if all trunks are busy.

- 3 You are connected with the calling party.
-

Key Group Function Control

Controlling key group functions

You can prevent other key group members from registering busy lamp field, ring monitor, bridging or pickup for your phone, using the key group function control feature access code:

- 1 Lift your handset or press <SPKR>.
- 2 Enter the key group function control feature access code. 
- 3 Enter either a 1 to allow, or 0 to disallow the respective key group functions. Use the same order for the four key group functions that you use to assign functions for another member to an autodial key at your phone.

Example

You want to restrict other users from registering any features for your phone except busy lamp field. You enter the key group function control feature access code, followed by 1-0-0-0.

Key Group 1A2 Emulation Functions

About key group emulation and F-lines

Key group 1A2 emulation provides a keyset-like setting by employing fictitious lines (F-lines) that are shared among key group members. These lines simulate the multiple lines used in a keyset environment. In some cases, F-lines can be restricted to single lines for private line emulation.

If you are a member of a key group, and your telephone system supports 1A2 emulation, you may want to set up your SelecSet for traditional keyset operations by programming autodial keys as F-lines.

F-line functions

F-line functions (busy lamp field, ring monitor, bridging, and pickup) are programmed in the same way as SelecSet key group functions. However, because F-lines are shared within your key group, several stations have access to each line, and each member can answer, originate, and monitor calls on any F-line key.

**Basic key
group
functions and
1A2 emulation**

The following table compares basic key group functions with those offered by 1A2 emulation using F-lines.

Basic key group functions	1A2 key set emulation
Use autodial keys that are programmed to dial, monitor, and control calls to other key group members.	Use autodial keys that are programmed as shared F-line keys to access, monitor, and control calls to extra lines that are assigned to the key group.
Use autodial keys to make internal calls to programmed group members.	Use F-lines to answer internal or external calls.

The basic key group functions are performed for F-lines in the same way that they are in a basic key group setup.

Basic key group functions	1A2 key set emulation
Busy lamp field (BLF)	the lamp next to the F-line key monitors the status of that line
Ring monitor (RM)	your phone rings as the F-line does
Bridging (BRG)	press F-line key to bridge onto a call
Pickup (PCK)	press F-line key to pick up a call to that line

F-line LED indications

The table that follows shows the association between the F-line LED indication for a programmed autodial key, the status of the F-line, and the F-line operation that is performed by pressing that key.

If the F-line lamp is...	then the F-line is....	press the F-line key to...
dark	idle	get dial tone to make calls
flashing (120 ipm)	ringing	pick up call to that line
steadily lit	offhook or talking	break in to that call
slowly winking	on hold at another SelecSet	pick up that held call
winking rapidly	line hold at your SelecSet	pick up your held call

Programming an F-line

To program an F-line:

- 1 Lift your handset or press <SPKR>.
- 2 Press the <PROG> soft key or dial the station speed calling-register feature access code. 
- 3 Press the desired autodial key.
- 4 Dial the F-line number (obtain from your system administrator).

- 5** Dial 1 to activate or a 0 to deactivate F-line key group functions. F-line functions are activated or deactivated in the following order:

Function	Description
Busy lamp field (BLF)	Enter 1 to turn on, 0 to turn off
Ring monitor (RM)	Enter 1 to turn on, 0 to turn off
Bridging (BRG)	Enter 1 to turn on, 0 to turn off
Pickup (PCK)	Enter 1 to turn on, 0 to turn off

The first number (0 or 1) that you enter after the F-line number activates/deactivates the BLF, the second number activates or deactivates the ring monitor feature and so on.

- 6** Listen for confirmation tone.
-

Example

To activate busy lamp field and pickup for F-line 2345, use this procedure. You must obtain the number of the F-line from your system administrator. In this case, assume that the station speed calling access code is #7.

- 1** Dial #7.
 - 2** Press the autodial key you want to program for the F-line.
 - 3** Dial 2-3-4-5—1-0-0-1 where...
 - 2-3-4-5 = the F-line number
 - 1 = activation of the busy lamp field
 - 0 = deactivation of ring monitor
 - 0 = deactivation of bridge
 - 1 = activation of PCK
 - 4** Wait for confirmation tone (three short beeps)
-

Monitoring the status of an F-line

You can monitor the status of an F-line using your SelecSet display. The status is displayed for the telephone user who is off-hook at the F-line. To check the status of the F-line, press your <DISPLAY> key. The display shows the number of the party to which the other key group member is connected on the F-line.

Placing a call using an F-line

To place a call using an F-line, follow these steps:

- 1** Lift your handset OR press <SPKR> OR press the F-line autodial key. Your speakerphone is activated.
 - 2** LED lamps for an idle CAP and the F-line light. The F-line lamp is green, indicating that you are connected.
 - 3** Dial your call. Remember to include the outside access code if you are dialing an outside number.
-

Answering a call on an F-line

To answer a call on an F-line, follow these steps:

- 1** Lift your handset or press <SPKR> or...
 - 2** Press the F-line autodial key. The speakerphone is automatically activated.
 - 3** The call is automatically brought down to an idle CAP, and all stations show a steadily lit red F-line lamp. Your lamp, however, is green.
 - 4** You are connected with your caller.
-

**Placing an
F-line call on
hold**

To place an F-line call on hold:

- 1** Press the <HOLD> key.
 - 2** Your SelecSet distinguishes between your held F-line calls, and those F-line calls held by others. Any member of your key group can retrieve your held call by pressing the F-line key.
 - 3** If you place an F-line call on hold, your LED lamp blinks green, while the F-line LED lamps of other members of your key group blink red.
 - 4** If bridging is enabled, you can retrieve another key group member's held call by pressing the blinking F-line button.
-

Paging

About the paging feature

You can use the paging feature to make announcements to selected paging zones or to individual beepers.

Zone paging

Zone paging allows you to send pages to external amplifiers. Two types of zone paging are available:

- Zone paging with auto meet-me
 - Zone paging with park
-

Zone paging with auto meet-me

Use zone paging with auto meet-me when you want someone in your facility to call you.

To use zone paging with auto meet-me

To use zone paging with auto meet-me, follow these steps:

- 1 Lift your handset or press <SPKR>.
 - 2 Press the <ZPG> (zone paging) key or... 
 - 3 Dial the zone paging feature access code.
 - 4 Dial the proper zone number (see your system administrator for a list of zone numbers).
 - 5 Stay on the line to be automatically connected to your paged party.
-

To answer a zone page with auto meet-me

If someone uses zone page with auto meet-me to page you:

- 1 Lift your handset or press <SPKR>.
 - 2 Dial the zone paging answer feature access code. 
 - 3 You are automatically connected to the paging party.
-

Zone paging with park

You can use zone paging with park to page someone who has a call.

Using zone paging with park

To use zone paging with park, follow these steps:

- 1 Lift your handset or press <SPKR>.
- 2 Press the <ZPG/P> (zone paging with park) key or dial the zone paging with park feature access code.
- 3 Dial the proper zone number.
- 4 Dial a parked call identifier (PCI) (beeper identification number.)
- 5 Once the PCI is dialed, you can do one of two things.
 - Hang up to complete the park or...
 - Press <CONF> to establish a three-party conference when the paged party responds.

Note: A PCI is a number used to identify a parked call. Contact your system administrator for a list of the PCIs used with your system, or use your own station number or that of the paged party.

Answering a zone page with park

If someone uses zone page with park to alert you that you have a call:

- 1 Lift your handset or press <SPKR>. 
 - 2 Dial the call park retrieve access code. 
 - 3 Dial the parked call identifier (PCI) used to park the call.
 - 4 You are immediately connected to the parked call.
-

Radio paging

You can use radio paging to send a page to a beeper.

Note: Your system may be set up for voice or tone radio paging, both of which can be accessed using the radio paging key or access code.

Using radio paging

To use radio paging, follow these steps:

- 1 Lift your handset or press <SPKR>.
- 2 Press the <RPG> key or... 
- 3 Dial the radio paging feature access code. 
- 4 Dial a beeper identification code (BID).
- 5 Dial your number or numeric message.

Note: You must obtain radio paging BIDs from your system administrator since they are determined by the paging system.

Answering a radio page

If someone beeps you using the radio page:

- 1 Lift your handset or press <SPKR>.
 - 2 Dial the call park pickup feature access code. 
 - 3 Dial the beeper identification number (BID).
-

Priority radio paging

If it is urgent that you contact someone, you can preempt other radio pages with priority radio paging. To use priority radio paging:

- 1 Lift your handset or press <SPKR>.
 - 2 Press the <PRPG> key or...
 - 3 Dial the priority radio page feature access code. 
 - 4 Dial the desired beeper identification number.
-

Answering a priority radio page

To answer a priority radio page:

- 1 Lift your handset.
- 2 Dial the call park pickup feature access code.
- 3 Dial the priority radio page feature access code. 
- 4 Dial the beeper identification number (BID).

Note: You must obtain radio paging BIDs from your system administrator because they are determined by the paging system.

Parking a Call

About call park

You can use call park to park a call (place a call on hold) that can be retrieved from any other SelecSet phone.

Parking a call (without paging)

To park a call (without paging), follow these steps:

- 1 While on a call you want to park, press <TRFR>.
 - 2 Press the <PARK> key or... 
 - 3 Dial the call park feature access code.
 - 4 Dial a parked call identifier (PCI). Hang up to complete the park.
-

Parking a call (with paging)

To park a call (with paging), follow these steps:

- 1 While on a call you want to park, press <TRFR> or <CONF>.
 - 2 The <TRFR> lamp lights, the call is held and an idle CAP is selected.
 - 3 Press the <ZPG/P> key or dial the zone paging feature access code. 
 - 4 Dial a zone number for zone paging, plus a PCI (parked call identifier, which is the same as a beeper identification number)
 - 5 Listen for confirmation tone.
 - 6 Hang up or press <TRFR> to complete the park or press <CONF> to form a three-party conference.
-

Picking up a parked call

To pick up a parked call, follow these steps:

- 1 Lift your handset.
- 2 Press the <PARK> key or...
- 3 Dial the call park pickup access code. 
- 4 Enter the parked call identifier (or BID) used to park the call.
- 5 You are automatically connected with the parked party.

PCIs are used to identify parked calls. Contact your system administrator for a list of PCIs available in your system, or to find out if you can use your own station number or the station number of the paged party to identify a parked call.

Tracing Calls

About call trace

You can trace a malicious, obscene, or harassing call if the call trace feature is provided for your phone system.

Using call trace

To trace a call, follow these steps:

- 1 Hang up after receiving a malicious or harassing call.
- 2 Go off-hook and listen for dial tone.
- 3 Enter the call trace feature access code. 
- 4 Listen for confirmation tone or an announcement confirming that the caller ID of the harassing party has been stored.
- 5 Call your service center to report the date and time of the call.

Note: If, for some reason, the call cannot be traced, you hear either reorder tone (a tone interrupted 120 times per minute) or an announcement informing you that the call trace was not successful.

Using Switchhook-Flash-to-a-Trunk

Using switchhook flash to a trunk

You can use the switchhook-flash-to-a-trunk feature to access additional communication features offered by your local telephone company.

Transfer is one of the most commonly used and most beneficial features of this type, because it prevents tying up two communication trunks.

Conditions for usage

To transfer a call using switchhook flash to a trunk, the following conditions must be met:

- You must be talking on an incoming call from a central office phone
- The trunk over which this call is received must be set up to use the SHF-to-a-trunk feature.

Ask your system administrator if your system is set up for this feature.

Procedure

To transfer a call using the switchhook-flash-to-trunk feature:

- 1** While connected to a caller on a trunk set up for switchhook flash to a trunk, press <OVR> (the override key).

When you press this key, the HCX system sends a switchhook flash signal to the central office, placing the caller you want to transfer on hold.

- 2** You receive dial tone from the central office and can now transfer the call using standard Centrex transfer operations. See your system administrator for the Centrex transfer procedure.

Note: You cannot perform switchhook flash to a trunk if you are already connected in a multi-party conference using more than one trunk. In a three-party conference, you can use this feature if you first disconnect one of the parties to which you are connected.

4 SOFT KEY OPERATIONS

About this chapter

This chapter describes soft key operations that are performed using the soft key menus on the SelecSet 930 and 940 digital multifunction telephones.

SelecSet 930 Soft Key Operations

Functions that you can perform with soft keys

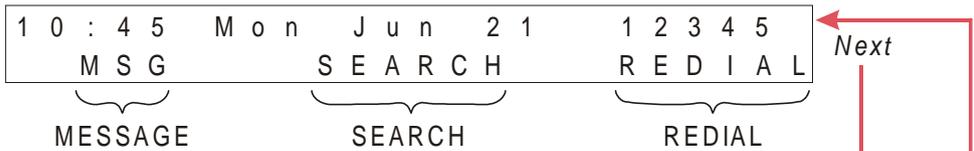
You can use your SelecSet 930 phone to perform various functions using the soft key menu. These include:

- Retrieving messages
 - Searching the name/number directory
 - Redialing a number
 - Setting a reminder
 - Covering calls
 - Using do-not-disturb
 - Forwarding calls
 - Programming autodial keys
-

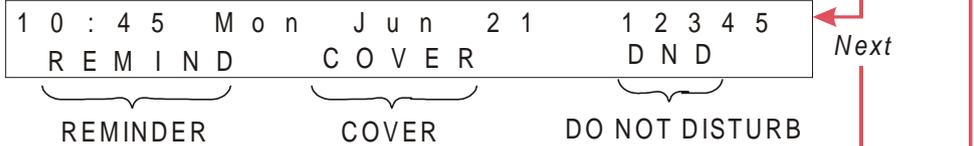
**SelecSet 930
soft key menus**

This illustration shows examples of the three SelecSet 930 soft key menus. Press <NEXT> to access each successive menu or to return to the main menu display. Press <EXIT> to return to the main menu from any display.

Main Menu Display



Second Display



Third Display

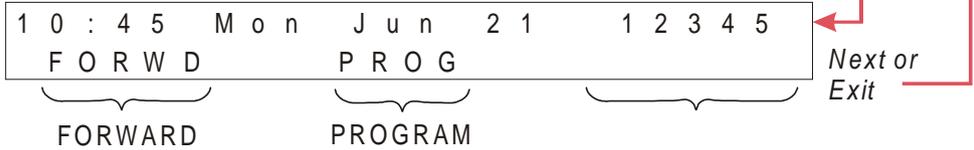


Figure 4-1: SelecSet 930 Soft Key Menu

Accessing and Returning Messages

Using soft keys to view and return messages

To access and retrieve messages using your soft keys:

- 1 From the main menu, press the <MSG> soft key. You see one of the following displays:

Callme Message:

1	1	2	4	5	SMITH	JON
RETURN	SCROLL	DELETE				

VMS Message:

1	1	2	4	5	VOICE	MAIL
RETURN	SCROLL	DELETE				

No Messages:

You	Have	No	Messages
-----	------	----	----------

- 2 Press soft keys to perform any of these functions:

Press...	To...
<RETURN>	call the station that left the message or call the voice mail system
<SCROLL>	view the date and time the message was left
<DELETE>	delete the message
<NEXT>	display other callme messages. If there are no more messages, you see You Have No Messages.
<EXIT>	return to the main menu display (see "SelecSet 930 Soft Key Menu" on page 4-3).

Searching the Name/Number Directory

Locating users

You can use your soft key menu to locate people in your facility by searching for them by name or number.

Searching by name

To search for a user by name, follow these steps:

- 1 From the main menu display, press <SEARCH>. Your LCD updates to allow you to choose whether to search by NAME or NUMBER.

```

Select Search Type :
                NAME                NUMBER
  
```

- 2 Press <NAME>. You see this display:

```

Search By Name :
< - -          - - >          SEND
  
```

To search by name (for example, for Deborah Sullivan), begin entering keypad numbers corresponding to letters. Two seconds after you enter a letter, the cursor advances to the next position. You can enter only one or up to three letters to search on.

- 3 To display the letter S, press the number 7 on your keypad three times. Pressing this key three times indicates that you want to enter the third character on the number 7 keypad. If you make an error, press the left arrow key to edit the previous letter. Any letters to the right are cleared.
- 4 The display updates with the letter S:

```

Search By Name : S
< - -          - - >          SEND
  
```

- 5 Press the number 8 on the key pad twice to display the letter U (the second character on the number 8 keypad). If you are entering a letter that resides on the same number key, press the right arrow key to advance to the next space. Your display updates with the letters SU:

```

Search By Name : SU
< - -           - - >           SEND
    
```

- 6 Press the number 5 keypad three times to display the letter L, the third character on the number 2 key pad. Your display updates to display the letters SUL.

```

Search By Name : SUL
< - -           - - >           SEND
    
```

- 7 Press <SEND> or the right arrow key to begin the search. Your display updates with the first name in the directory that corresponds to the letters SUL.

The LCD displays the name, SULHAM, HENRY and his station number 11233:

```

1 1 2 3 3  SULHAM HENRY
                CALL NAME
    
```

- 8 Press <NEXT> to display the next matching name. The LCD updates to display the name SULLIVAN, DEBORAH and station number 11246:

```

1 1 2 4 6  SULLIVAN DEBORAH
                CALL NAME
    
```

- 9 Perform one of the following actions:

Press...	To...
<CALL>	call Deborah Sullivan
<NAME>	return to the initial search display

Searching by number

You can use the search function to locate an internal user by station number instead of name. For example, to search for the user associated with station number 12345, follow these steps:

- 1 From the main menu display, press the <SEARCH> soft key. Your display updates to allow you to choose whether to search by NAME or NUMBER.

```
Select Search Type :
                NAME        NUMBER
```

- 2 Press <NUMBER>. You see this display:

```
Search By Sta # :
                CLEAR        NAME
```

- 3 To search for the name associated with a station, enter a station number. If you make a mistake while entering, press <CLEAR> to return to the initial search display.

```
Search By Sta # : 1 2 3 4 5
                CLEAR        NAME
```

Your display updates with the name associated with the dialed station number:

```
1 2 3 4 5  STRATTON    SAM
NUMBER        CALL        NAME
```

If you take too long to dial a number, you see this display:

```
Time Out
                RETRY
```

4 Press an option key to perform a desired function:

Press...	To...
<NUMBER>	Start a new search using another station number.
<CALL>	Call the displayed station number
<NAME>	Start a new search by name.

Redialing a Number

About last number redial

You can use the <REDIAL> soft key to automatically redial your most recently dialed phone number.

Using the <REDIAL> key

To use the <REDIAL> soft key, follow these steps:

- 1 From the main menu display, press <REDIAL>.
- 2 Your most recently dialed number is automatically redialed and your display updates as follows:

1 = 1 1 2 4 5 R i n g i n g N O R R I S , J E F F R E Y
--

Setting a Reminder

About reminder calls

You can set reminder calls to alert you at a certain time. When a reminder call is registered, the telephone system automatically calls you at the designated time. You can only set one reminder at a time and can only set a reminder while your phone is idle.

Registering a reminder call

To register a reminder call:

- 1 From the main menu display, press <NEXT> until you see <REMIND>:

10:45	Mon Jun 21	1 2 3 4 5
RE M I N D	C O V E R	D N D

- 2 Press <REMIND>. If you have not previously programmed a reminder, you see this display:

Time :	(* = AM # = PM)
C L E A R	

- 3 Enter a valid 4-digit time using the keypad. Reminder times are based on a 12-hour clock with * or # entered for AM and PM respectively. So for 3:25 pm you would enter 03:25 #.

If you enter a valid time, you see this display:

Ok Rem Reg	3 : 2 5 p m
C A N C E L	R E M I N D

- 4 If you enter an invalid reminder time, you see this display. Press <RETRY> to start again:

I n v a l i d T i m e
R E T R Y

- 5 Press <REMIND> to view your reminder time:

```
1 1 6 2 / R E M = 3 : 2 5 p m
C A N C E L
```

Reviewing/ canceling a reminder

- 1 To review and/or cancel the reminder time, from the main menu display, press <NEXT> until you see <REMIND>:

```
1 0 : 4 5 M o n J u n 2 1 1 2 3 4 5
R E M I N D C O V E R D N D
```

- 2 Press <REMIND>. If a reminder is set, you see this display:

```
1 2 3 4 5 / R e m = 3 : 2 5 p m
C A N C E L
```

- 3 Press <EXIT> to return to the main menu display or <CANCEL> to cancel the reminder. You see this display:

```
O K : C a n c e l l e d
R E M I N D
```

- 4 Press <REMIND> to return to the initial reminder display and you can set a new reminder time.
-

Covering Calls

About the <COVER> key

You can set up coverage for internal and external calls that terminate to your phone when it is busy or you don't answer using your soft key menu. You can set up:

- Different coverage points for internal and external calls
 - One coverage point for both internal and external calls
-

Displaying coverage settings from the soft key menu

To display coverage settings from the main soft key menu:

- 1 Press <NEXT>
 - 2 Press <COVER>.
-

Displaying coverage settings using an autodial key

To display coverage settings using autodial keys:

- 1 Press the <DSPL> autodial key.
 - 2 Press the <COVER> autodial key.
-

Registering an external coverage point

To register a coverage point for external calls:

- 1 From the main menu display, press <NEXT> until you see <COVER>.

9 : 4 2	F r i	M a r	2 3	1 1 0 6
R E M I N D		C O V E R		D N D

- 2 Press <COVER>. You see this display if no coverage points are set:

N O N E		N O N E
E X T	B O T H	I N T

- 3 Press <EXT> to program a new coverage point for external calls (from outside your facility). You see this display:

E x t	C o v e r :	
C L E A R		C O V E R

- 4 Dial a coverage point for your external calls. If you make a mistake before finishing, press <CLEAR> or press <COVER> to return to the initial coverage display and restart.

E x t	C o v e r :	1 2 3 4 5 7
E X T	B O T H	I N T

Your display confirms that coverage is registered:

1 2 3 4 5 7		N O N E
E X T	B O T H	I N T

About external coverage points

If you set up coverage to an outside number, you must also enter the appropriate trunk access code—usually 9.

Registering an internal coverage point

To register a coverage point for internal calls:

- 1 From the main menu display, press <NEXT> until you see <COVER>.

9 : 4 2	F r i	M a r	2 3	1 1 0 6
R E M I N D		C O V E R		D N D

- 2 Press <COVER>. You see this display if no coverage points are set:

N O N E			N O N E
E X T		B O T H	I N T

- 3 Press <INT> to program a coverage point for calls from within your facility. You see this display:

I n t C o v e r :		
C L E A R		C O V E R

- 4 Dial a coverage point for your internal calls. This can be an internal or external number.

I n t C o v e r : 1 1 3 4 5		
C L E A R		C O V E R

If you make a mistake before finishing, press <CLEAR> and re-enter digits. Your display confirms that a coverage point is registered:

N O N E			1 1 3 4 5
E X T		B O T H	I N T

Registering one coverage point for internal and external calls

To register the same coverage point for internal and external calls at the same time:

- 1 From the main menu display, press <NEXT> until you see <COVER>.

9 : 4 2	F r i	M a r	2 3
R E M I N D	C O V E R		D N D

- 2 Press <COVER>. Your display updates to show that coverage is not set. Press <BOTH> to program the same coverage point for internal and external calls.

N O N E		N O N E
E X T	B O T H	I N T

You see this display:

B o t h C o v e r :	
C L E A R	C O V E R

- 3 Dial a coverage point for both internal and external calls. (Press <CLEAR> to erase any dialed digits or press <COVER> to return to the previous coverage display.)

B o t h C o v e r : 1 1 3 4 5	
C L E A R	C O V E R

Your display confirms your entry for both internal and external calls:

1 1 3 4 5		1 1 3 4 5
E X T	B O T H	I N T

Cancelling coverage

To cancel coverage, follow these steps:

- 1 From the main menu display, press <NEXT> until you see <COVER>.

9 : 4 2	F r i	M a r	2 3
REMI	ND	CO	VER
		DND	

- 2 Press <COVER>. Your display updates to show that coverage is set for both internal and external calls.

1 1 3 4 5		9 7 7 0 4 4 6 8 8 2 0
EXT	BOTH	INT

- 3 Press a key to cancel programmed coverage points:

Press...	To access the display that lets you cancel programming for...
<EXT>	External calls
<BOTH>	External and internal calls
<INT>	Internal calls

- 4 In this example, to cancel coverage for external calls, press <EXT>. You see this display:

Ext . Cover : 1 1 3 4 5
CANCEL
COVER

Do one of the following:

Press...	To...
<CANCEL>	Cancel all coverage points
<COVER>	Return to the previous display
<EXIT>	Go offhook or return to the main menu display

Using Do Not Disturb

Registering do not disturb

When you do not want to be interrupted or if you do not want to answer calls for a while, you can activate *do-not-disturb* from your soft key menu to prevent calls from ringing at your phone.

Callers trying to reach you hear reorder (special busy) tone, but you can still make calls in the normal manner. Or, depending on how your system is set up, callers may be forwarded to an answering point.

Activating do-not-disturb

To activate do-not-disturb, follow these steps:

- 1 From the main menu display, press <NEXT> until you see <DND>.

09:47	Fri	Mar	23	1106
REMI	ND	CO	VER	DND

- 2 To activate do not disturb, press the <DND> soft key.

DND displays in the upper right corner of your display.

10:45	Mon	Jun	21	DND
REMI	ND	CO	VER	DND

**Deactivating
do-not-disturb**

To deactivate do-not-disturb, follow these steps:

- 1 While your phone is in do-not-disturb, from the main menu display, press <NEXT> to display <DND>.

10:45	Mon	Jun	21	DND
REMI	ND	CO	VER	DND

- 2 Press <DND>. Do not disturb is deactivated and you see this display:

10:45	Mon	Jun	21	1106
REMI	ND	CO	VER	DND

Forwarding Calls

Overview

Forward all calls is useful if you are going to another location temporarily because it allows you to forward all of your calls to that location without ringing your phone.

The forwarding point can be an internal or external number and can be activated or deactivated using the soft key menu. When you activate call forwarding, cover busy/no answer and cover all calls are immediately suspended.

Forward all calls and the soft key menu

This section describes how to:

- Program forwarding points (for permanent storage)
 - Cancel forwarding points (from permanent storage)
 - Activate call forwarding
 - Cancel call forwarding
-

Cover all calls autodial key

If *cover-all-calls* is assigned to an autodial key, and the key is lit, it remains lit. However, all calls are forwarded rather than covered when call forwarding is activated.

About external forwarding points

If you set up forwarding to an outside number, you must also enter the appropriate trunk access code—usually 9.

Programming stored forwarding points

To program the five forwarding options:

- 1 From the main menu display, press <NEXT> until you see <FORWD>:

```
10:45 Mon Jun 21 12345
FORWD  PROG
```

- 2 Press <FORWD> to display forwarding options:

```
Forward All Calls:
STA          VMS          HOME
```

- 3 Press <NEXT> to display the second menu of options:

```
Forward All Calls:
CELL        OTHER        PROG
```

- 4 Press <PROG>. You see this display. Press <NEXT> to display other locations:

```
Select Key To Program:
STA          VMS          HOME
```

- 5 To assign a forwarding point to a soft key:

Press ...	and enter...
<STA>	a station number
<VMS>	the voice mail extension number
<HOME>	your home phone number
<CELL>	your cell phone number
<OTHER>	any other phone number

If you make a mistake while dialing, press <CLEAR> and re-enter. Your display confirms your entry. To activate call forwarding to one of the five forwarding points, see [“Activating call forwarding”](#) on page 4-22.

Before canceling

If call forwarding is activated, you must deactivate it before forwarding points can be cancelled. See “Deactivating call forwarding” on page 4-23.

Canceling stored forwarding points

To cancel the forwarding points stored for any of the five forwarding options:

- 1 From the main menu display, press <NEXT> until you see <FORWD>:
- 2 Press <FORWD>. The first three forwarding options are displayed:

```
Forward All Calls :
STA           VMS           HOME
```

- 3 Press <NEXT> to display the second menu of forwarding options:

```
Forward All Calls :
CELL          OTHER          PROG
```

- 4 Press <PROG>. You see this display:

```
Select key to program :
STA           VMS           HOME
```

- 5 Press the option key for which you want to cancel a stored number (for example <STA>). You see this display:

```
Station # : 26752
CANCEL                               PROG
```

- 6 Press <CANCEL>.
- 7 Press <PROG> and then <STA> to verify that the number is no longer stored for that option key.

Activating call forwarding

To forward your calls to one of your pre-programmed forwarding points:

- 1 From the main menu display, press <NEXT> until you see <FORWD>:

```
10:45 Mon Jun 21 12345
FORWD  PROG
```

- 2 Press <FORWD>. You see this display:

```
Forward All Calls:
STA          VMS          HOME
```

- 3 Press <NEXT> to view the second menu of options.

```
Forward All Calls:
CELL        OTHER        PROG
```

- 4 Press the appropriate soft key to forward your calls to that destination:

Press ...	To ...
<STA>	forward calls to a station number
<VMS>	forward calls to the voice mail system
<HOME>	forward calls to your home number
<CELL>	forward your calls to your cell phone
<OTHER>	forward your calls to another number
<PROG>	program call forwarding points

Cover all autodial key

If *cover-all-calls* is assigned to an autodial key, the key lights when forwarding is activated.

Deactivating call forwarding

To deactivate call forwarding:

- 1 From the main menu display, press <NEXT> until you see <FORWD>.

```
10:45 Mon Jun 21 12345
FORWD  PROG
```

- 2 Press <FORWD> to display the first three forwarding options:

```
Forward All Calls: STA
STA          VMS      HOME
```

- 3 Press <NEXT> to display the second menu of forwarding options.

```
Forward All Calls: STA
CELL        OTHER    PROG
```

- 4 Press <NEXT> again to display the <UNFWD> option:

```
Forward All Calls: STA
UNFWD
```

- 5 Press <UNFWD>. Forwarding is deactivated, but the numbers stored for forwarding points remain.
- 6 Press <EXIT> to return to the main menu display.

Deactivating call forwarding by autodial key

If *cover-all-calls* is assigned to an autodial key, you can press that key to deactivate call forwarding.

Programming an Autodial Key

Overview

You can program an autodial key from your soft key menu by following these steps.

Assigning a number to an autodial key

- 1 From the main menu display, press <NEXT> until you see <PROG>.

```
10 : 45 Mon Jun 21 12345
FORWD  PROG
```

- 2 Press <PROG>. Your display prompts you to press an autodial key:

```
Press Auto Dial Key :
```

- 3 Press an autodial key. If it has not been programmed, the lamp for the key lights and you see this display, which shows the number of the autodial key you press:

```
22 :
CLEAR
```

- 4 Dial a station number, outside number, or feature access code. See [“Feature Access Code Summary”](#) on page 5-4 for feature access codes.

```
22 : 97704468820
CLEAR
```

If you make a mistake while entering digits, press <CLEAR> and re-enter. Your display updates to confirm registration.

Canceling autodial key programming

To cancel programming for an autodial key:

- 1 From the main menu display, press <NEXT> until you see <PROG>.

```
10:45 Mon Jun 21 12345
FORWD  PROG
```

- 2 Press <PROG>. You see this display, which prompts you to press an autodial key:

```
Press Auto Dial Key:
```

- 3 Press the autodial key that you want to cancel. If it is programmed, you see this display:

```
22:97704468820
CANCEL  CHANGE
```

- 4 Press <CANCEL>. The number stored in the key is canceled and confirmed in this display:

```
22:Cancelled
      PROG
```

About external numbers

If you assign an outside number to an autodial key, you must enter the appropriate trunk access code—usually 9.

Changing programming for an autodial key

To change the assignment of a programmed autodial key:

- 1 From the main menu display, press <NEXT> until you see <PROG>.

```
10 : 45 Mon Jun 21 12345
FORWD PROG
```

- 2 Press <PROG>. Your display prompts you to press an autodial key:

```
Press Auto Dial Key :
```

- 3 Press an autodial key. You see this display:

```
22 : 97704468820
CANCEL CHANGE
```

- 4 Press <CHANGE>. You see this display, which prompts you to enter a new number for the autodial key:

```
22 :
CLEAR
```

- 5 Follow the same procedure used to assign an autodial key for the first time.

SelecSet 940 Soft Key Operations

Functions that you can perform with soft keys

You can use your SelecSet 940 phone to perform various functions using the soft key menu. These include:

- Retrieving messages
- Searching the name/number directory
- Redialing a number
- Setting a reminder
- Covering calls
- Using do-not-disturb
- Forwarding calls
- Programming autodial keys

SelecSet 940 soft key menus

This illustration shows examples of the SelecSet 940 main menu display and second display. The second display is accessed by pressing the <NEXT> key from the main menu display.

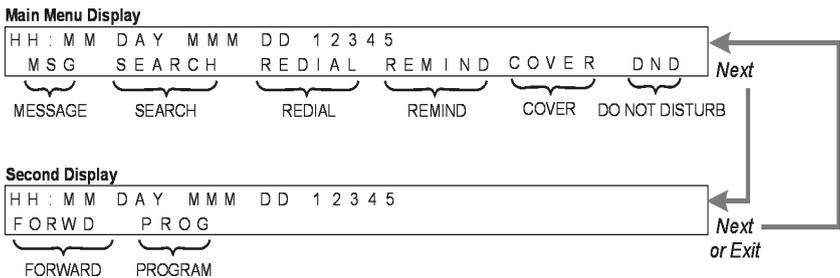


Figure 4-2: SelecSet 940 Soft Key Menu

Accessing and Returning Messages

Using soft keys to view and return messages

To access and retrieve messages using your soft keys:

- 1 From the main menu display, press <MSG>. You see one of the following displays:

Callme messages

01	Apr	5	10:05	am	13452	Jennifer	Moss	
						RETURN	DELETE	

VMS messages

01	Apr	5	10:05	am	13452	Voice	Mail	
						RETURN	DELETE	

No messages

You	Have	No	Messages
-----	------	----	----------

- 2 Press soft keys to perform these functions:

Press...	To...
<RETURN>	call the station that left the message or call the voice mail system
<DELETE>	delete the message
<NEXT>	display other callme messages. If there are no more messages, you see <i>You Have No Messages</i> .
<EXIT>	return to the main menu

Searching the Name/Number Directory

Locating users in the directory

You can use your soft key menu to locate people in your facility by searching for them by name or number.

Searching by name

To search for a user by name, follow these steps:

- 1 From the main menu display, press <SEARCH>. Your LCD updates to allow you to choose whether to search by NAME or NUMBER. You see this display:

SELECT SEARCH TYPE :	NAME	NUMBER
----------------------	------	--------

- 2 Press <NAME>. You see this display:

SEARCH BY NAME :	< - - - - - >	SEND
------------------	---------------	------

To search for Deborah Sullivan, enter keypad numbers corresponding to letters. Two seconds after you enter a letter, the cursor advances to the next position. You can enter between one and three letters.

- 3 To display the letter S, press the number 7 on your keypad three times to indicate that you want to enter the third character on the keypad. If you make an error, press the left arrow key to edit the previous letter. Any letters to the right are cleared.

- 4 The display updates with the letter S.

```
SEARCH BY NAME : S
                < - -      - - >                                SEND
```

- 5 Press the number 8 key twice to display the letter U. If you enter a letter that resides on the same number key, press the right arrow key to advance to the next space. Your display updates with the letters SU:

```
SEARCH BY NAME : SU
                < - -      - - >                                SEND
```

- 6 Press the number 5 key three times to display the letter L. Your LCD displays the letters SUL:

```
SEARCH BY NAME : SUL
                < - -      - - >                                SEND
```

- 7 Press <SEND> or the right arrow key to begin the search. Your display updates with the first name in the directory that corresponds to the letters SUL (in this example, SULHAM, HENRY, station number 11233):

```
1 1 2 3 3  SULHAM HENRY
                CALL                NAME
```

- 8 Press <NEXT> to display the next matching name. The LCD displays SULLIVAN, DEBORAH and station number 11246:

```
1 1 2 4 6  SULLIVAN DEBORAH
                CALL                NAME
```

- 9 Perform one of the following functions:

Press...	To...
<CALL>	call the party
<NAME>	return to the initial search display

Searching by number

To search for the name of the internal user associated with station number 12345, follow these steps:

- 1 From the main menu display, press <SEARCH>. Your display prompts you to search by NAME or NUMBER:

```

SELECT SEARCH TYPE :
                NAME                NUMBER
    
```

- 2 Press <NUMBER>. You see this display:

```

SEARCH BY STA # :
                CLEAR                NAME
    
```

To search for the name associated with a station, enter a station number. If you make a mistake, press <CLEAR> to return to the initial search display and re-enter the correct digits. Your display updates with the name associated with the dialed station number:

```

11246 SULLIVAN DEBORAH
                NUMBER CALL                NAME
    
```

If you take too long to dial, you see this display:

```

Time Out
                RETRY
    
```

- 3 Press an option key to perform the desired function:

Press...	To...
<NUMBER>	Start a new search using another station number.
<CALL>	Call the displayed station number
<NAME>	Start a new search by name.

Redialing a Number

About redial

You can use the <REDIAL> soft key to automatically redial your most recently dialed phone number.

Using the <REDIAL> key

To redial a number:

- From the main menu display, press <REDIAL>. Your most recently dialed number is automatically redialed and your display updates as follows:

```
1 = Ringing 11244 NORRIS, JEFFREY
MSG SEARCH REDIAL REMIND COVER DND
```

Setting a Reminder

About reminder calls

You can set reminder calls to alert you at a certain time. When a reminder call is registered, the telephone system automatically calls you at the designated time. You can only set one reminder at a time and can only set a reminder when your phone is idle.

Registering a reminder call

To register a reminder call:

- 1 From the main menu display, press <REMIND>. If you have not previously programmed a reminder, you see this display:

```
1940 / Dial Time :                ( * = AM  # = PM )
      CLEAR
```

- 2 Enter a valid 4-digit time using the keypad. Reminder times are based on a 12-hour clock with * or # entered for AM and PM respectively. For example, for 3:25 PM, you would enter 03:25 # (if you make a mistake while dialing, press <CLEAR>).

If you enter a valid time, you see this display:

```
OK:Reminder Call Reg. For 3:25 pm
```

- 3** If you enter an invalid time, you see this display:

```
Error: Invalid Time
      RETRY
```

Press <RETRY> to start again.

**Reviewing/
canceling a
reminder**

- 1** To review and/or cancel a reminder time, from the main menu display, press <REMIND>. If a reminder is set, you see this display:

```
1940 / Reminder Time: 1:23 a.m.
                        CANCEL
```

- 2** Press <EXIT> to return to the main menu display or <CANCEL> to cancel the reminder. You see this display:

```
OK: Reminder Call Cancelled
```

Covering Calls

About the <COVER> key

You can set up coverage for internal and external calls that terminate to your phone when it is busy or you don't answer using your soft key menu.

Displaying coverage settings by soft key

To display coverage settings, from the main menu display, press <COVER>.

Displaying coverage settings using an autodial key

To display coverage settings using autodial keys:

- 1 Press the <DSPL> autodial key.
 - 2 Press the <COVER> autodial key.
-

About external coverage points

If you set up coverage to an outside number, you must also enter the appropriate trunk access code—usually 9.

Registering an external coverage point

To register a coverage point for external calls:

- 1 From the main menu display, press <COVER>. If no coverage points are set, you see this display:

EXT : None	INT : None
EXT	BOTH INT

- 2 Press <EXT> to program a coverage point for external calls (calls that come from outside your facility). You see this display:

Ext Cover :	Int . 9 7 7 0 4 4 6 8 8 2 0
CLEAR	

- 3 Dial a coverage point for your external calls. This can be an internal or external number. If you make a mistake before finishing, press <CLEAR> or press <COVER> to return to the initial coverage display and restart. Your display updates to confirm that coverage is set:

EXT . Cover : 1 2 4 5 7	INT : None
EXT	INT

Registering an internal coverage point

To register a coverage point for internal calls:

- 1 From the main menu display, press <COVER>.

You see this display if no coverage points are set:

EXT : None		INT : None
EXT	BOTH	INT

- 2 Press <INT> to program a coverage point for calls from within your facility. You see this display:

Int. Cover :		
	CLEAR	COVER

- 3 Dial a coverage point for your internal calls. This can be an internal or external number. If you make a mistake before finishing, press <CLEAR> and re-enter valid digits.
- 4 Your display confirms that a coverage point is registered:

EXT : None		INT : 2300
EXT	BOTH	INT

**Registering
one coverage
point for
internal and
external calls**

To register the same coverage point for internal and external calls at the same time:

- 1 From the main menu display, press <COVER>. You see this display if coverage is not set:

EXT : None			INT : None
EXT	BOTH	INT	

- 2 Press <BOTH>. You see this display, which prompts you to enter one coverage point for internal and external calls.

Both Cover :			
CLEAR			COVER

- 3 Dial a coverage point for internal and external calls. Your display updates to confirm your entry for both internal and external calls:

EXT : 2300			INT : 2300
EXT	BOTH	INT	

Canceling coverage settings

To cancel coverage settings, follow these steps:

- 1 From the main menu display, press <COVER>.

You see this display, which shows that coverage has been programmed for both internal and external calls:

Ext : 1 2 3 4 7	Int : 9 7 7 0 4 4 6 8 8 2 0
EXT	BOTH INT

- 2 Press a key to cancel programmed coverage points:

Press...	To access the display that lets you cancel programming for...
<EXT>	external calls
<BOTH>	external and internal calls
<INT>	internal calls

- 3 In this example, to cancel coverage for external calls, press <EXT>. You see this display:

Ext Cover : 2 3 0 0	CANCEL	COVER
---------------------	--------	-------

- 4 Do one of the following:

Press...	To...
<CANCEL>	cancel all coverage points
<COVER>	return to the previous coverage display
<EXIT>	go offhook or return to the main menu display

Using Do Not Disturb

Registering do-not-disturb

When you do not want to be interrupted or if you do not want to answer calls for a while, you can set your phone to *do-not-disturb* to prevent calls from ringing at your phone.

When do-not-disturb is active on your phone, callers trying to reach you hear reorder (special busy) tone. However, you can still make calls from your phone in the normal manner.

You can activate and deactivate do-not-disturb using your soft key menu.

Activating do-not-disturb

To activate do-not-disturb, from the main menu display, press <DND>. "DON'T DISTURB" displays in the upper right corner.

```
10:45 am Mon Jun 14 12345 DON'T DISTURB
MSG SEARCH REDIAL REMIND COVER DND
```

**Deactivating
do-not-disturb**

To deactivate do-not-disturb, follow these steps:

- 1 While your phone is in the do-not-disturb state, press <DND>.

10:45	am	Mon	Jun	14	12345	DON'T	DISTURB
MSG	SEARCH	REDIAL	REMIND	COVER	DND		

- 2 Your display confirms that DND is deactivated.

10:45	am	Mon	Jun	14	12345		
MSG	SEARCH	REDIAL	REMIND	COVER	DND		

Forwarding Calls

Overview

Forward all calls is useful if you are going to another location temporarily because it allows you to forward all of your calls to that location without ringing your phone.

The forwarding point can be an internal or external number and can be activated or deactivated using the soft key menu. When you activate call forwarding, cover busy/no answer and cover all calls are immediately suspended.

About this section

This section describes how to:

- Program forwarding points (for permanent storage)
 - Cancel forwarding points (from permanent storage)
 - Activate call forwarding
 - Cancel call forwarding
-

Cover all calls autodial key

If *cover-all-calls* is assigned to an autodial key, and the autodial key is lit, it remains lit but all calls are forwarded rather than covered when call forwarding is activated.

About external forwarding points

If you set up forwarding to an outside number, you must also enter the appropriate trunk access code—usually 9.

**Programming
stored
forwarding
points**

To program the five forwarding options:

- 1 From the main menu display, press <NEXT> until you see <FORWD>.
- 2 Press <FORWD>. You see this display:

Forward All Calls :					
STA	VMS	HOME	CELL	OTHER	PROG

- 3 Press <PROG>. If a forwarding point has *not* been programmed, you see this display:

Select Key To Program :					
STA	VMS	HOME	CELL	OTHER	PROG

- 4 To assign a forwarding point to a soft key:

Press...	and enter...
<STA>	a station number
<VMS>	the voice mail extension number
<HOME>	your home phone number
<CELL>	your cell phone number
<OTHER>	any other phone number

- 5 If you make a mistake while dialing, press <CLEAR> and re-enter. Your display confirms a valid entry.
- 6 Press <PROG> to return to the original call forwarding programming display.

To activate call forwarding to one of your forwarding points, see “[Activating call forwarding](#)” on page 4-22.

**Before
canceling
forward points**

If call forwarding is activated, you must deactivate it before forwarding points can be cancelled. See “Deactivating call forwarding” on page 4-47.

**Canceling
stored
forwarding
points**

To cancel the forwarding points stored for any of the five forwarding options, follow these steps:

- 1 From the main menu display, press <NEXT> until you see <FORWD>.

```
10:45 Mon Jun 14 1 2 3 4 5
FORWD          PROG
```

You see this display:

```
Forward All Calls :
STA      VMS      HOME      CELL      OTHER      PROG
```

- 2 Press <PROG>. You see this display:

```
Select Key to Program
STA      VMS      HOME      CELL      OTHER      PROG
```

- 3 Press the option key that you want to cancel (for example <STA>). You see this display:

```
Current STA Number: 1114
                   CANCEL          PROG
```

- 4 Press <CANCEL>. Your display confirms that forwarding is cancelled.

C a n c e l l e d

P R O G

- 5 Press <PROG>and then <STA> to verify that the number is no longer stored for that option key.
-

Activating call forwarding

To forward your calls to one of your pre-programmed forwarding points:

- 1 From the main menu display, press <NEXT> until you see <FORWD>.

```
10:45 am Mon Jun 14 12345
FORWD     PROG
```

- 2 Press <FORWD>. You see this display:

```
Forward All Calls: STA
STA     VMS     HOME     CELL     OTHER     PROG
```

- 3 Press the appropriate soft key to forward your calls to that destination:

Press this key...	to forward calls to...
STA	a station
VMS	voice mail
HOME	your home phone
CELL	your cell phone
OTHER	another location
PROG	to program destinations for all of these keys

Cover all calls autodial key

If *cover-all-calls* is assigned to an autodial key, the key lights when forwarding is activated.

Deactivating call forwarding

To deactivate call forwarding:

- 1 From the main menu display, press <NEXT> until you see <FORWD>:

```
10:45 am Mon Jun 14 12345 FORWARD (STA)
FORWD     PROG
```

- 2 Press <FORWD>. The display updates to display forwarding options.

```
Forward All Calls: STA
STA     VMS     HOME     CELL     OTHER     PROG
```

- 3 Press <PROG>. Your display updates to show forwarding programming options:

```
Select Key To Program:
STA     VMS     HOME     CELL     OTHER     UNFWD
```

- 4 Press <UNFWD>. Forwarding is deactivated, but the numbers stored for forwarding points remain.
- 5 Press <EXIT> to return to the main menu display.

Cover all calls autodial key

If *cover-all-calls* is assigned to an autodial key, you can press that key to deactivate call forwarding.

Programming an Autodial Key

Overview

You can program an autodial key from your soft key menu by following the steps in this section.

Assigning a number to an autodial key

- 1 From the main menu display, press <NEXT> until you see <PROG>.

```
10:45 am Mon Jun 14 12345
FORWD    PROG
```

- 2 Press <PROG>. Your display prompts you to press an autodial key:

```
Press Auto Dial Key:
```

- 3 Press an autodial key. If it has not been programmed, the lamp for the key lights and you see the following display: (The number of the autodial key you press displays).

```
22 :
                CLEAR
```

- 4 Dial a station number, outside number, or feature access code. (see “[Feature Access Code Summary](#)” on page 5-4) for feature access codes.

2 2 : 9 7 7 0 4 4 6 8 8 2 0

C L E A R

If you make a mistake while entering digits, press the <CLEAR> key to erase the dialed digits. Your display updates to confirm registration.

About external numbers

If you assign an outside number to an autodial key, you must enter the appropriate trunk access code—usually 9.

Canceling autodial key programming

To cancel programming for an autodial key:

- 1 From the main menu display, press <NEXT> until you see <PROG>.

1 0 : 4 5 a m M o n J u n 1 4 1 2 3 4 5

F O R W D P R O G

- 2 Press <PROG>. You see this display, which prompts you to press an autodial key.

P r e s s A u t o D i a l K e y :

- 3 Press an autodial key that you want to cancel. If it is programmed, you see this display:

2 2 : 9 7 7 0 4 4 6 8 8 2 0

C A N C E L

C H A N G E

- 4 Press <CANCEL>. The stored number is cancelled and confirmed in this display:

```
Auto. Dial 22 Cancelled
                PROG
```

- 5 Press <PROG> to reprogram the soft key.
-

Changing programming for an autodial key

To change the assignment of a programmed autodial key:

- 1 From the main menu display, press <NEXT> until you see <PROG>.

```
10:45 Mon Jun 14 12345
FORWD      PROG
```

- 2 Press <PROG>. You see this display, which prompts you to press an autodial key:

```
Press Auto Dial Key :
```

- 3 Press an autodial key that you want to change. You see this display:

```
22:97704468820
CANCEL      CHANGE
```

- 4 Press <CHANGE>. Your display prompts you to enter a new number for the autodial key:

```
22 :
                CLEAR
```

- 5 Follow the same procedure used to assign an autodial key for the first time.
-

5 REFERENCE

About this section

This reference section provides additional information you may need while placing and receiving calls, along with tables.

Basic Tones

About tones

Your telephone system has a number of tones that inform you of the progress or status of your call. These are some of the tones you may hear:

Table 5-1 Tone descriptions

Tone	Definition
Dial tone	a continuous tone that indicates that you can begin dialing
Ringback tone	a ring consisting of one second on and three seconds off, indicating that the telephone of the called party is ringing.
Busy tone	a tone interrupted 60 times per minute indicating that the party you've called is busy (beep-beep-beep)
Call waiting tone	a muted tone of two to four seconds that you hear during a conversation. This tone indicates that you have another incoming call waiting to be answered

Table 5-1 Tone descriptions

Tone	Definition
Confirmation tone	a series of three quick beeps indicating that a feature operation has been successfully completed.
Intercept tone	a continuous tone that rises and falls in pitch. It indicates that you have performed an invalid operation.
Reorder tone	a tone, interrupted 120 times per minute, indicating that all circuits are busy or that a system resource is unavailable to you just now.
Recall dial tone	a combination of confirmation tone and dial tone. When you flash your switchhook to transfer a call or set up a conference, recall dial tone indicates that you have been successful and can continue your operation.
Special ringback tone	similar to normal ringback tone, except the sound level drops at the end of each ring. You hear this tone when the party you are calling is busy, but has call waiting and you are "camped on" waiting to speak.

Ringling Patterns

About ringing patterns

Your telephone may have several types of rings to help you identify the origin of a call or to distinguish your phone's ring from that of other station users in your immediate area.

Discriminating ringing

Discriminating ringing consists of different ringing patterns that identify the origin or type of call as follows:

Call type	Ringling pattern
Internal calls	single ringling
External calls	double ringling
Callbacks	triple ringling
Priority calls	quadruple ringling

Distinctive connection ringling

Distinctive connection ringling consists of assigning a phone one of four ringling frequencies that use different pitches to help you distinguish the ringling of your own phone as opposed to that of other station users in your immediate area. See your system administrator to have a distinctive frequency assigned to your phone.

Residential distinctive ringling

Residential distinctive ringling is used in residential applications when a single phone has more than one phone line. Calls terminating to the individual lines are distinguished by distinctive ringling patterns.

Feature Access Code Summary

Using this summary table

Use this summary table to record the feature access codes assigned in your system next to the appropriate feature. You may or may not have access to all of the features listed here, depending on your system setup. Contact your system administrator for a list of features and feature access codes that you can use.

Table 5-2 Feature access code list

<i>Feature</i>	<i>Access Code</i>
Account code—fixed	
Account code—variable	
ANI privacy (caller ID blocked)	
ANI publicity (caller ID sent)	
Authorization code—register	
Authorization code—cancel	
Automatic callback—register	
Automatic callback—cancel	
Automatic call return—register	
Breakin—register	
Buzzer	
Buzzer display	
Callme—register	
Callme—cancel	
Call block—register	
Call block—cancel	
Call forwarding—register	
Call forwarding—cancel	
Call park—register	

Table 5-2 Feature access code list (continued)

Call park—pickup	
Call pickup—directed	
Call pickup—directed group	
Call pickup—group	
Call trace—register	
Cover all calls—register	
Cover all calls—cancel	
Cover busy/no answer—register	
Cover busy/no answer—cancel	
Dictation access	
Direct inward system access (DISA)	
Do not disturb—register	
Do not disturb—cancel	
Forced account codes	
Forward all calls—register	
Forward all calls—cancel	
Group ICOM	
Hold—register	
Hold—cancel	
Intercom call (ICOM)	
Key group function control (allow or deny key group functions)	
Last number redial (LNR)	
Outgoing trunk queuing—cancel	
Paging—pickup	
Paging—tone	
Paging—priority tone	
Paging—voice	
Paging—priority radio	
Paging—radio	
Point of sale	
Private line—register	

Table 5-2 Feature access code list (continued)

Return (callme messages)	
Speed calling station—access	
Speed calling station—cancel	
Speed calling station—register	
Speed calling, system—access	
Switchhook flash to trunk—register	
System speed calling—dial	
Trunk answer from any station (TAFAS)	
Trunk group select access—register	
Trunk group select answer—register	
Trunk group select pickup—register	
Universal night answer	
Variable account code	
Zone paging—register	
Zone paging—answer	
Zone paging—(park)	

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