CONFERENCE CALLS



PLACE A CONFERENCE CALL:

Place a 3-party conference call with 2 other stations, 1 station and 1 outside number, or 2 outside numbers.

- While on the first call, press
 Party is on hold; CNF key flutters.
- * If you hear busy signals, the system circuits are busy:

EITHER, Return to party by hanging up to disconnect, lifting handset, and pressing CNF

OR, Wait off-hook until you hear intercom dial tone. (You camp on and hear music.)

- Place second call (OR access a call on hold).
- * If party not available, return to first party as described above.
- Press | Line | . All 3 parties are connected. [CONFERENCE WITH XXX XXX] CNF key flashes slowly; line key(s) solidly lit.

END THE CONFERENCE:

• Simply hang up. (If one of the other parties is a station, the two parties can remain connected.)

PLACE TWO PARTIES ON HOLD:

- During conference call, press (OR press spect and enter 336). LINE and IC keys flutter: CNF key off.
- To return to parties one at a time, press fluttering Line or Line
- To reconnect conference, refer to PLACE A CONFERENCE CALL.

EXIT THE CONFERENCE AND LEAVE THE TWO PARTIES CONNECTED:

- During conference, press CNF key flutters; LINE key(s) solidly
- To return to conference, press again, CNF key flashes slowly.

If 2 outside parties are connected, they recall your station if the timer expires. You hear 4 tones and pause repeatedly and for medium flashes [CONFERENCE HOLD RECALL]:

- Press . All 3 parties are connected, ICONFERENCE WITH LINE XX LINE XXI
- EITHER, Hang up to terminate calls.
- OR, Press fine and hand up to exit conference and leave 2 parties connected again.

HOW TO USE YOUR GX KEYSET

Your GX Keyset has 18 keys for easy use of the many features. You can customize five programmable keys with any of the features listed on the back panel. Eight feature keys have status lights to show their activity.

Features are accessed by pressing a feature key or entering a feature code. The procedures show the correct key to press or code to enter. For the programmable keys, both methods are given.

An outside line is accessed by pressing one of the 24 LINE keys, the POOL key, the AUTO key, or the LCR key. The procedures for placing and receiving calls explain the use of each key. In other procedures, it says "select an outgoing line," and you choose the method. When it says "press the LINE key," it will be one of the 24 LINE keys or the POOL key.

The 24 LINE keys and POOL key also have status lights. If unlit, the line is available; if lit, the line is busy at another station. There are also different flashing rates to indicate when you are using a line, if a call is on hold, etc.

Your keyset is equipped with an internal speaker and microphone to receive handsfree intercom calls and pages.

If you have a display screen at the top of your keyset, it shows you numbers dialed, messages, time and date, cost and elapsed time of calls, and many more items. In the procedures, displayed messages are shown in [brackets].

There are 10 SPD/BLF keys to the right of the keypad, numbered 1-0. They are used to speed dial 10 frequently-used intercom numbers and telephone numbers for you. These keys also serve as a busy lamp field for the 10 intercom numbers, showing the status of each station. Any time a procedure says "dial an intercom number," you can press a SPD/BLF key instead,

Intercom numbers are assigned to every station and to "special stations." Pilot intercom numbers are used to place and transfer calls to a group of stations; the system hunts for an available station. Transfer-to-park numbers allow you to transfer calls to a central location where someone then reverse transfers it to any station. Attendants can be called by dialing their intercom number or zero.

There are two dial tones. When you lift the handset, you hear intercom dial tone. If you then press an available LINE key, you hear outside dial tone.

Learn to recognize other signals. If you call a busy station or access a busy line, you hear slow "busy signals." You hear "reorder tones" if you make a mistake (faster than busy signals). And if you hear a single "progress tone." you correctly performed an action or you need to enter something.

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PLACE AN INTERCOM CALL

- Lift handset.
- If you want the call to ring until answered when calling a handsfree keyset (private call), press #
- Dial intercom number. If calling a handsfree keyset, speak after the double tone. If you hear repeating double tones, wait for an answer. [Number displays.]

IF BUSY, CAMP ON:

• Do not hang up. You camp on and hear music. When station is available, you hear repeating double tones until answered.

IF BUSY OR IN DO-NOT-DISTURB, REQUEST A CALLBACK (QUEUE):

(Request a callback even if camped-on. Request one at a time.)

- Press QUE (OR press SPCL) and enter 6) and hang up.
- Lift handset when you hear 3 tones and a long pause repeatedly. [XXX IS NOW AVAILABLE] A private call is automatically placed to the queued station.

TO CANCEL A QUEUE: While on-hook, press OUE (OR press spc. and enter 376).

IF BUSY, NO ANSWER, OR IN DO-NOT-DISTURB, LEAVE A MESSAGE (if calling keyset):

- Press Msg
- EITHER, Hang up if you want party to call you. (Do not use another key to disconnect.) Called station's MSG key flashes.

OR, To have party call attendant to pick up your message, do not hang up. After a moment, a private call is placed with attendant. Leave your message and hang up. Called station's MSG key flashes.

RECEIVE AN INTERCOM CALL

If you hear double tone and call announcement and spike key is lit **IINTERCOM CALL FROM XXXI:**

Respond handsfree OR lift handset.

If you hear repeating double tones [INTERCOM CALL FROM XXX]:

• Lift handset OR press speak handsfree.

If is fluttering, you have an intercom call holding:

• Lift handset and press (OR while on-hook, press to speak handsfree).

PICK UP MESSAGES

If I is flashing [MESSAGE RECEIVED FROM XXX]:

- Lift handset and press Final . Intercom call is placed to the caller or attendant.
- If Kinsa continues to flash, there is another message.

CANCEL MESSAGES WITHOUT ANSWERING:

If Is is flashing:

- While on-hook, press | * | . Displayed message is cancelled.
- If some continues to flash, there is another message.

VIEW MESSAGES RECEIVED:

If Kinsg is flashing:

While on-hook, press repeatedly to view messages.

DIALING AND MONITORING ON-HOOK

DIAL INTERCOM ON-HOOK:

- Dial intercom number, MUTE key lights.
- If no answer or busy, press speed to disconnect. Both keys go off.
- If called party answers, lift handset. Both keys go off.

DIAL OUTSIDE CALLS ON-HOOK:

- While on-hook, press unlit . SPKR and MUTE keys light, you hear outside dial tone, and line key flashes slowly.
- Dial telephone number. [Number dialed, cost, elapsed time.]
- EITHER, Monitor on-hook for recorded message.
- OR, Lift handset when party answers. Both keys go off.
- If on-hook, press ISPKR to disconnect. Both keys go off.

MONITOR ON-HOOK:

- return. SPKR and MUTE keys light.
- To continue conversation, lift handset. Both keys go off.

ENTER OPTIONAL ACCOUNT CODE

Enter code during outside call to identify calls with customers for billing purposes. Code must have correct number of digits as programmed for your system.

- During outside call, press SPCL and enter 390. [ACCT#]
- Enter account code, [Number displays,] You hear a progress tone when accepted. Outside party does not hear dialing.

ANSWER AN OUTSIDE CALL

If you hear long single tones and see fast-flashing [CALL RINGING IN ON LINE XX or LINE XX TRANSFER FROM XXX]:

• Lift handset and press fast-flashing (OR press Auto). LINE key flashes slowly.

If you hear long single tones at another station or over an external ringer and you have allowed-answer ($|\xi|_{\text{MNE}}|$ is flashing fast):

● Lift handset and press fast-flashing Line

If you see fluttering function , you have a call on hold:

◆ Lift handset and press fluttering

PLACE AN OUTSIDE CALL

- Lift handset and select an outgoing line (LINE key flashes slowly):
 EITHER, Press unlit (LINE).
- OR, Press
- OR, Press Prool
- OR, Enter Select Line Group feature code (81-88).
- OR. Refer to PLACE A CALL USING LEAST-COST ROUTING.
- * If you hear a progress tone, enter forced account code. [ACCT#] You hear a progress tone and outside dial tone when accepted.
- * If you hear busy signals, refer to IF LINE IS BUSY . . . below.
- Dial telephone number when you hear outside dial tone. [Number dialed, elapsed time, cost.]

IF LINE IS BUSY, CAMP ON:

- Do not hang up. You camp on and hear music until available.
- When you hear a progress tone and outside dial tone, dial telephone number. LINE key flashes slowly.

IF LINE IS BUSY, REQUEST A CALLBACK (QUEUE):

(Request a callback even if camped-on. Request one at a time.)

- Press Que (OR press SPCL) and enter 6) and hang up.
- Lift handset when you hear 3 tones and pause repeatedly. [LINE XX IS NOW AVAILABLE]
- Dial telephone number.

TO CANCEL A QUEUE: While on-hook, press one one of one o

PLACE A CALL USING LEAST-COST ROUTING

- Lift handset and press LCR . You hear a progress tone.
- * If required, enter forced account code. [ACCT#] You hear another progress tone when accepted.
- Dial telephone number. Include "1" and area code, if needed. When
 you hear a progress tone followed by dial tone and digits being dialed,
 your call is being placed. LINE key flashes slowly.
- * If you hear a progress tone and music, the lines are busy:

EITHER, Continue to wait off-hook. When line is accessed, you hear dial tone and digits being dialed. LINE key flashes slowly.

OR, Request callback (queue), as described earlier. When you hear 3 tones and pause repeatedly, lift handset and press fast-flashing state. Number is dialed.

PLACING CALLS ON HOLD

PLACE AN INTERCOM OR OUTSIDE CALL ON HOLD:

- While on a call, press HOLD (OR press SPCL) and enter 336). You hear intercom dial tone; IC or LINE key flutters. You can place another call.
- To return to party on hold, lift handset and press fluttering or

PLACE AN OUTSIDE CALL ON SYSTEM HOLD:

(Pool lines and intercom calls cannot be placed on system hold.)

- While on a call, press secular and enter 335. You hear intercom dial tone; LINE key flutters.
- To access a call on system hold, from any keyset with access to the line, lift handset and press fluttering

ANSWER A CALL RECALLING FROM HOLD OR TRANSFER:

If you hear 4 tones and pause repeatedly [HOLD RECALL FROM XXX or LINE XX or LINE XX RECALL FROM XXX]:

- EITHER, Lift handset to connect to intercom call.
- OR, Lift handset and press medium-flashing

 LEUNE to connect to outside call.

KEYSET MICROPHONE MUTE ON OR OFF

NOTE: If you are handsfree on an intercom call and get put on hold, the MUTE key lights when the other party returns. Lift handset to be heard.

CALL WAITING

While on a call, if you hear a single camp-on tone every few seconds and see fast-flashing for you have a call waiting [INTERCOM CALL FROM XXX or XXX TRANSFER FROM XXX or CALL RINGING IN ON LINE XX each time you hear tone]:

 EITHER, End current call and hang up. Waiting call rings. Answer as usual.

OR, Place current call on hold by pressing (OR pressing spec) and entering 336). IC or LINE key flutters.

- * To connect to waiting caller, press fast-flashing/fluttering or
- * To return to call on hold, after disconnecting or putting current call on hold, press fluttering for or the content of the c

TRANSFER CALL TO INTERCOM NUMBER

- To transfer outside call, press XFR (OR press 345).
 - OR, To transfer intercom call, press spect and enter 346.
- Dial intercom number.
- * If you dialed a transfer-to-park number, hang up to complete transfer; then page called party to announce call.
- · If desired, wait for answer and announce call
- * If call is accepted, go to last step
- * If no answer or busy:

EITHER, Return to calling party. If it is an outside call, press fluttering

[Lime]; if it is an intercom call, press twice (OR press spec)

once and enter 346 twice).

OR, Try another station. Press (OR press and enter 345). Then dial another intercom number.

- **OR**, Go to last step to complete transfer. If there was no answer, then page called party and announce call. If busy, the call camps on.
- * If call is refused, return to caller OR try another station as described in previous step.
- EITHER, Hang up to complete transfer. Call rings until answered. If station is busy, called party hears call waiting signals.
- **OR**, Press (OR press (PCL)) and enter 336) and hang up. This transfers call to hold. It will not ring or send call waiting signals.

TRANSFER CALL TO HOLD:

Here is another method to transfer a call and place it on hold:

- While on a call, press SPCL and enter 347.
- Dial intercom number. If desired, wait for answer and announce call.
- Hang up to complete transfer.

TRANSFER CALL TO OUTSIDE TELEPHONE NUMBER

• If transferring outside call, press (OR press spc) and enter

OR, If transferring intercom call, press and enter 346.

- Select an outgoing line.
- ⋆ If you hear busy signals:

EITHER, Camp on and wait, OR try another line.

OR, Return to party; if it is an outside call, press fluttering if it is an intercom call, press twice (OR press spect once and enter 345 twice).

- Dial telephone number.
- Wait for answer and announce call. Then hang up to complete transfer.
- * If busy or no answer, return to party as described above.

If you hear 4 tones and pause repeatedly immediately after hanging up, the system circuits are busy and the transfer did not go through [LINE XX RECALL FROM XXXI:

- Lift handset and press medium-flashing to connect with party waiting to receive the transfer.
- EITHER, Hang up to try the transfer again.

OR, To disconnect from that party, press (OR press spect and enter 345). Then press flashing to connect to party waiting to be transferred.

REVERSE TRANSFER (CALL PICK-UP)

If you want to pick up a call ringing or holding at another station:

- Lift handset and dial intercom number of station where call is ringing or holding.
- Press xFR
- * If system is programmed to automatically connect reverse transferred calls, skip next step.
- Press fast-flashing/fluttering
 Itune or

If you do not have XFR key, reverse transfer as follows:

- Lift handset and enter 4.
- Dial intercom number.