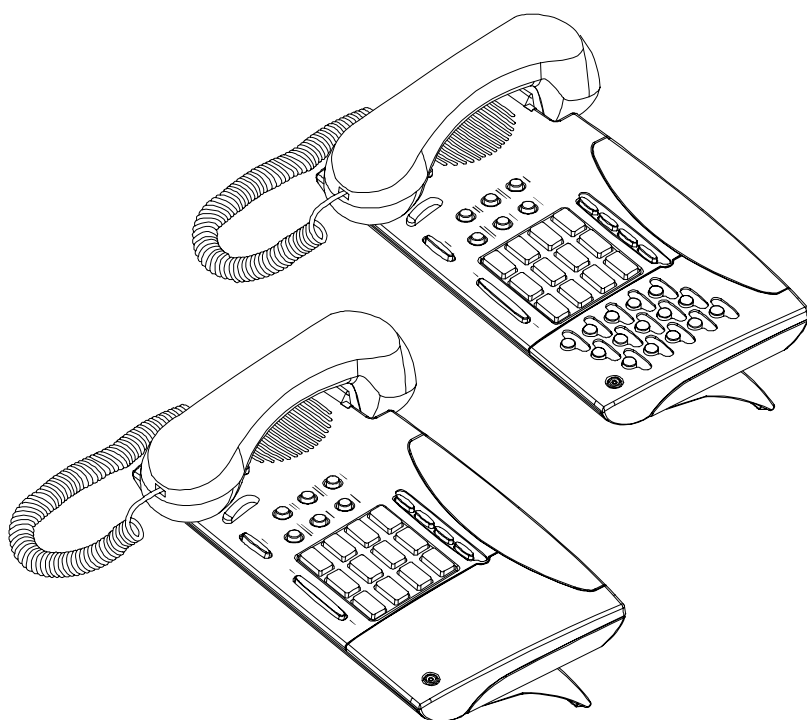


# **Avanti 3015 set**

# **Avanti 3000 set**

## **User guide**



# Telrad

---

79-650-0010/A, Issue 1

79-650-0010/A, Issue1



**Avanti 3015 set**  
**Avanti 3000 set**  
**User guide**

**Telrad Telecommunications Inc.,  
Woodbury, New York**

## **NOTICE**

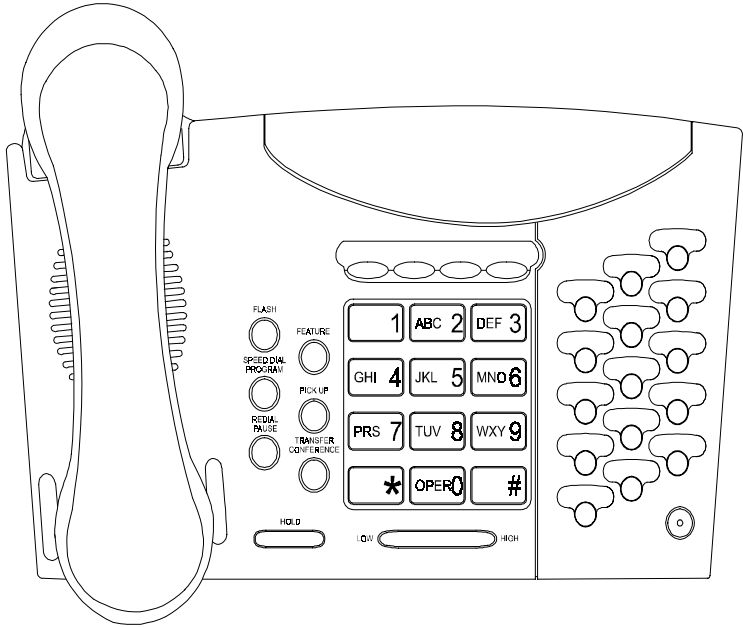
This publication refers to Telrad's Avanti 3015 set and Avanti 3000 set connected to Telrad's DIGITAL KEY BX system, Release SB7, or Telrad's DIGITAL 400 system, Release DB7, or Telrad's DIGITAL 1000 system, Release LB7, as of July, 1999.

Telrad reserves the right to modify the equipment and the software described herein without prior notice. However, changes made to the equipment or to the software described herein do not necessarily render this publication invalid.

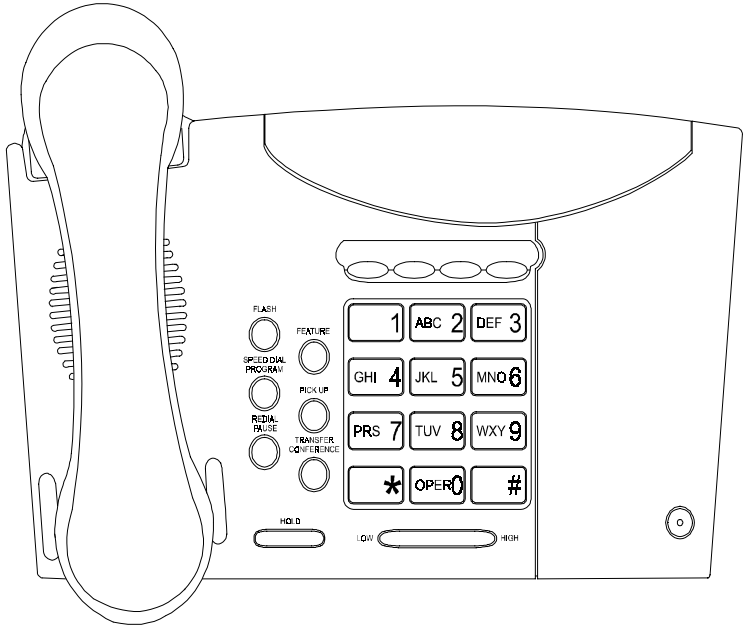
**© 1999 Telrad Telecommunications Inc.,  
Woodbury, New York**

# CONTENTS

ABOUT YOUR AVANTI TELEPHONE .....	1
TELEPHONE SET BUTTONS .....	1
DISTINCTIVE RINGING .....	6
MUTE .....	7
HOT DIALPAD .....	8
INTERNAL CALLS .....	9
BARGE INTO A CONVERSATION .....	10
PAGE CALLS .....	10
ANSWERING CALLS .....	11
CALL WAITING .....	11
OUTSIDE CALLS .....	13
AUTOMATIC REDIAL .....	14
WAITING FOR AN AVAILABLE OUTSIDE LINE .....	14
CIRCUMVENTING EXTENSION RESTRICTIONS .....	15
OBTAINING SPECIAL SERVICES VIA LINES DEFINED AS BEHIND AN EXCHANGE .....	16
HOLD .....	17
TRANSFERRING CALLS .....	18
CONFERENCE CALLS .....	19
PICKUP .....	20
MESSAGES .....	21
SENDING MESSAGES.....	21
RECEIVING MESSAGES .....	21
DELETING ALL MESSAGES.....	21
DO NOT DISTURB (DND) .....	22
DND MESSAGES .....	23
FORWARDING CALLS .....	24
CANCELING CALL FORWARD TO ME .....	26
ABBREVIATED DIALING .....	27
SPEED DIAL .....	27
MEMORY BUTTONS .....	28
ALARM .....	29
TELEPHONE LOCK .....	30
DOOR UNIT .....	31
NOTE PAD .....	32
ADVANCED FEATURES .....	33
FEATURE CODES .....	34



**Figure 1 Avanti 3015 set faceplate**



**Figure 2 Avanti 3000 set faceplate**

---

# ABOUT YOUR AVANTI TELEPHONE

---

The Avanti 3000 set and the Avanti 3015 set are equipped with onhook dialing and hot dialpad capability, which enable you to dial or operate any feature by pressing the dialpad buttons. Only when you speak it is necessary to lift the handset.

## NOTE

This guide describes the regular operation of the telephone. The configuration of your particular system and telephone may introduce differences in operation. For example, some of the features and buttons described in this guide may not be available on your telephone set. For more information, see your System Administrator.

## TELEPHONE SET BUTTONS

The Avanti 3000 set has eight fixed feature buttons plus four programmable buttons above the dialpad.

The Avanti 3015 set has 15 additional programmable buttons to the right of the dial pad (see Figure 1 above).

## NOTE

In this guide, fixed buttons appear in bold type, in capital letters, within brackets, e.g., **[HOLD]**. User programmable buttons appear in capital letters, e.g. SPEED DIAL.



The telephone sets' programmable buttons have dual-color light indicators. The color and flash rate of the indicators show the status of the programmed line, feature or extension.

In general, red indicates non-availability (for example, a busy line); green indicates that you are using the feature or line or that it is available to you.

### **User-programmable buttons**

Some of the buttons on your telephone may be user-programmable SPEED DIAL or MEMORY buttons. You may program these to access extensions, features or outside lines.

### **Fixed feature buttons**

The following fixed feature buttons appear on your telephone set:

#### **[HOLD]**

This button places a call on hold.

#### **[FEATURE]**

Press **[FEATURE]** and then dial a feature access code to activate features (see the Feature codes table at the end of this guide).

#### **[PICK UP]**

Press this button to pick up calls.

#### **[TRANSFER/CONFERENCE]**

Press this button to transfer calls and when establishing and exiting conference calls.

### **NOTE**

The **[TRANSFER/CONFERENCE]** button is referred to as **[TRANSFER]** or **[CONFERENCE]**, depending on the operation being described.

### **[SPEED DIAL/PROGRAM]**

This button is used for speed dialing and for programming various features.

### **[REDIAL/PAUSE]**

This buttons lets you automatically redial the last outside number you dialed, after first accessing an outside line.

Pressing this button while dialing on an external line inserts a pause in a dialing sequence.

### **[LO HI]**

This button adjusts the volume of the speaker, handset, headset, ringer and background music when any of these is active.

### **[FLASH]**

Depending on system programming, this button is used to disconnect or to send Flash Signal to the connected remote exchange.

### **Programmable buttons**

The following buttons on your set have already been programmed to perform specific functions. The System Administrator can program these buttons to perform other functions. If the function of certain buttons does not match those appearing in Figure 1 at the beginning of this guide, consult your System Administrator.

### **NOTE**

With the default configuration, the following features are programmed on the four buttons above the dialpad: **[MSG]**, **[DND]**, **[MUTE]** and **[SPKR]**.

## **[MSG]**

This button is used to send messages to other extensions and to reply to messages left at your extension.

## **[DND]**

This button activates and deactivates Do Not Disturb.

## **[MUTE]**

This button disables/enables your telephone microphone.

## **[SPKR]**

For handsfree operation, press **[SPKR]** instead of lifting or replacing the handset.

## **DN buttons**

DN buttons are buttons associated with specific Directory Numbers.

The first DN button is your Primary DN button, which has the same number as your extension. The Primary DN button is used for making and receiving most of your calls.

Whenever you pick up the handset, your Primary DN button, or - if it is not available - another DN button lights green.

If no DN buttons are available, no DN button lights, you do not receive dial tone, and you cannot place or answer calls.

## **NOTES**

Not all telephone sets are programmed with DN buttons. The instructions in this manual often contain references to DN indicators and displays of DN numbers. If your telephone set is not programmed with DN buttons, disregard these references.

Many of the instructions offer a number of options, one of which is pressing a DN button. If your telephone set is not programmed with DN buttons, choose one of the other options, or skip the step of pressing the DN button.

Some of the features operate slightly differently on a telephone set that is not programmed with DN buttons. These differences are indicated where relevant. Consult your System Administrator for further details about the programming of your telephone set.

DN buttons may be programmed in three different modes:

- **ringing mode** - the telephone rings and the DN button flashes green when a call is received.
- **flashing mode** - the DN button flashes green when a call is received, but there is no ringing.
- **delayed ringing mode** - a call rings first at another set or group of sets, for a programmed length of time, before beginning to ring at your set.

### **Outside line buttons**

One or more of the buttons on your telephone may be associated with either specific lines or outside line groups. To access a line for dialing outside the system, press an outside line button.

### **Floating buttons**

Calls on outside lines for which no button has been defined, may be associated with a button just for the duration of the call. These buttons are called “floating” buttons.

### **NOTE**

Some of the access codes in your system may be different from those indicated here. If so, see your system administrator for the correct codes.

---

# DISTINCTIVE RINGING

---

You can program telephone sets located close to each other with distinctive rings, to enable you to identify which telephone is ringing. Nine different rings are available.

## **To change the ring for your telephone set**

1. Press **[\*]** and **[#]** simultaneously.
2. Press one of the dialpad buttons (**[1]** - **[9]**).

When you hear the ring that you want:

3. Press **[#]**.
4. Lift and replace the handset.

Your telephone set reinitializes and all telephone rings (internal, external, recall, etc.) sound with the distinctive ring selected.

---

# MUTE

---

If you want to talk to someone in your office during a call, without the connected party hearing, you can disable the handset or telephone set microphone.

## To enable or disable the microphone (MUTE)

- Press **[MUTE]** during a conversation.

## To enable or disable the handset microphone (HANDSET MUTE)

During a handset call:

- Press **[HS MUTE]** (if programmed).

### NOTE

If your set is Single Audio Path (SAP), pressing **[MUTE]** deactivates both microphones.

## ALLOWING OTHER PEOPLE TO HEAR YOUR CONVERSATION (SPEAKER MONITOR)

While you are speaking through the handset, the conversation can be directed through your telephone speaker, so that people in your vicinity can hear the other end of the conversation.

1. Press **[FEATURE]**.
2. Press **[SPKR]**.

The **[SPKR]** indicator turns on.

Both you and the other party are heard via the speaker.

---

# HOT DIALPAD

---

The hot dialpad enables you to dial and activate features without lifting the handset or pressing **[SPKR]** first.

## **NOTE**

The instructions in this guide assume that you have hot dialpad capability.

---

# INTERNAL CALLS

---

## To place a non-ringing call

1. Dial the extension number.

When the called party answers:

2. Lift the handset to talk.

## To place a ringing call

1. Dial the TONE access code [1].
2. Dial the extension number.

## If the extension you called is busy (CALL BACK)

When you dial an extension and hear busy tone, you can activate the Callback feature:

1. Press [FEATURE].
2. Dial the CALLBACK/QUEUE access code ([2][2]).
3. Hang up.

When the called extension becomes available, your telephone rings.

4. Then:  
Lift the handset.  
You hear the called extension ringing.

## To cancel Call back

1. Dial the CANCEL code [#].
2. Press [FEATURE].
3. Dial the CALLBACK/QUEUE access code ([2][2]).
4. Hang up.



## **BARGE INTO A CONVERSATION**

Depending on system programming, you may be able to break into another conversation.

When you dial an extension and hear busy tone:

1. Press **[FEATURE]**.
2. Dial the BARGE IN access code (**[2][4]**).  
A warning tone is heard by all parties, depending on system programming.

## **PAGE CALLS**

You can make announcements through an external page unit, or through the speakers of all DIGITAL telephones in a page zone.

1. Lift the handset.
2. Press **[FEATURE]**.
3. Dial the PAGE zone access code (**[4][1] - [4][8]**).
4. After the double tone burst:  
Make your announcement.

## **To speak directly with a page initiator (MEET ME PAGE)**

You can call a page initiator during a page call:

1. Lift the handset.
2. Press **[FEATURE]**.
3. Dial the MEET ME PAGE access code (**[6][6]**).
4. Dial the PAGE zone access code.

---

# ANSWERING CALLS

---

When you receive a call an indicator flashes green on a telephone set that is programmed with DN buttons. You usually also hear a ring, unless your set has been programmed not to ring.

## **To answer a ringing or flashing call**

- Pick up the handset

or

- Press the flashing button and pick up the handset. After you answer the call the indicator of the DN or private trunk line lights steady green.

## **To answer an intercom call (coming through your telephone speaker)**

- Talk through the microphone.

If you prefer, you may lift the handset instead.

## **CALL WAITING**

You may hear a beep, indicating a second call, while already engaged in a conversation.

You can answer the call without disconnecting the first call.

## **To answer a second call**

1. Press **[HOLD]**;  
the first call is put on hold. The indicator for that line flashes green.
2. Press the DN or outside line button that is flashing green;  
you receive the second call.

**To return to the first call**

1. Press **[HOLD]**.
2. Press the flashing DN button.  
or
1. Press **[PICK UP]**.
2. Press **[HOLD]**.

**NOTE**

If your telephone does not have DN buttons, you cannot put an internal call on hold. This means that you cannot answer another arriving internal call without disconnecting the first internal call. In this case, you must hang up first. You can then answer the second call when it rings.

---

# OUTSIDE CALLS

---

Outside calls may be placed by accessing an outside line (or group) or using the Least Cost Routing (LCR) feature.

When the instructions tell you to access an outside line, you may:

- Dial an outside line or outside line group number;
- Press an outside line or outside line group button;
- Dial the LCR access code (usually **[9]**).

## **To place an outside call**

1. Obtain an outside line.
2. Dial the desired number.  
See also ***Abbreviated dialing***, below.

When the called party answers:

3. Lift the handset to talk.

## **To redial the last outside number you dialed**

1. Obtain an outside line.
2. Press **[REDIAL]**.

## **To save a frequently dialed outside number (SAVE/REPEAT)**

After dialing the desired number, but before hanging up:

1. Press **[FEATURE]**.
2. Dial the SAVE/REPEAT access code (**[7][7]**).

### **To dial the number saved**

1. Access an outside line.
2. Press **[FEATURE]**.
3. Dial the SAVE/REPEAT access code (**[7][7]**).

### **AUTOMATIC REDIAL**

If you dial an outside number and hear busy tone you can have the system redial the number several times, at pre-defined intervals.

When you hear busy tone:

- Press an **ARD** button.

When the called party answers:

- Lift the handset.

If the dialed number rings, or if the system makes the maximum number of dialing attempts, the Automatic redial is deactivated.

### **To temporarily deactivate or reactivate Automatic Redial**

- Press the **ARD** button again.

#### **NOTE**

Several Automatic redials may be activated simultaneously by using more than one **ARD** button.

### **WAITING FOR AN AVAILABLE OUTSIDE LINE (TRUNK QUEUE)**

When you try to select an outside line and hear busy tone:

1. Press **[FEATURE]**.
2. Dial the CALLBACK/QUEUE access code (**[2][2]**).

When an outside line becomes available, the system rings your extension. Then:

3. Lift the handset.
4. Listen for outside dial tone and dial the desired number.

### **To cancel trunk queue**

1. Dial the CANCEL code [#].
2. Press [FEATURE].
3. Dial the CALLBACK/QUEUE access code ([2][2]).
4. Hang up.

### **CIRCUMVENTING EXTENSION RESTRICTIONS (TRAVELING CLASS OF SERVICE)**

You can dial an outside number from a toll-restricted telephone by temporarily assigning it your own extension's Class Of Service (COS) or a system-wide (Global) COS, accessible only to privileged users.

1. Press [TC] (if defined) or dial the TRAVEL COS (Class Of Service) access code.
2. Dial your extension number - to apply your extension's COS, or  
Press [\*] for a Global COS.
3. Dial your ECC authorization code or a Global COS code.  
The [TC] indicator (if defined) lights.  
The Travel COS feature is active for a predefined period.
4. Access an outside line and place a call.

**OBTAINING SPECIAL SERVICES  
VIA LINES DEFINED AS BEHIND AN EXCHANGE  
(CENTREX OR PBX)**

You may be able to access special services provided by a CENTREX or PBX exchange.

**To access services while connected  
to the outside line**

1. Press **[FEATURE]**.
2. Press **[FLASH]**.

---

# HOLD

---

There are two types of hold:

- **Exclusive hold:** the call can be retrieved only from your extension.
- **Inclusive hold:** the call can also be retrieved by other sets with a button for that appearance.

You cannot transfer a call that is on hold.

When you place a call on hold, you automatically receive dial tone and can make a page call or dial to another extension. If you do not receive dial tone, this means that no DN is available.

## To place a call on exclusive hold

- Press **[HOLD]** once.  
The indicator flashes green on your set and red on other sets with a button for that line.

## To place a call on inclusive hold

- Press **[HOLD]** twice.  
The indicator flashes green on all sets that have a button for that line.

Depending on the programming of your extension, the first press of hold may activate Inclusive hold, and the second press, Exclusive hold. See your System Administrator.

## To pick up a call from hold

- Press the flashing button of the call on hold.  
or
- 1. Press **[PICK UP]**.
- 2. Press **[HOLD]**.



---

# TRANSFERRING CALLS

---

You can transfer a call to another extension:

1. Press **[TRANSFER]**.
2. Dial the extension number.
3. Announce the call when the other party answers and then hang-up.

## **To retrieve a transferred call**

If you have not yet hung up and the other party has not yet answered the transferred call, you may retrieve the transferred call.

- Press the line button associated with the call.

---

# CONFERENCE CALLS

---

A total of eight parties, any of which may be on outside lines, can participate in a conference.

## **To establish a conference**

1. Make the first call.
2. Press [**CONFERENCE**].
3. Make the next call.

After the call is answered:

4. Press [**CONFERENCE**] again.
5. Repeat steps 2 through 4 to add up to five more parties to the conference.

---

# PICKUP

---

You can answer a call at another extension, without leaving your desk.

## **To pick up a call on hold or ringing at another extension**

1. Press **[PICK UP]**.
2. Dial the number of the extension at which the call is ringing or on hold.

## **To pick up a call ringing in your pickup group**

- Press a MEMORY button programmed with GROUP PICK UP.

or

1. Press **[PICK UP]**.
2. Press **[\*]**.

See *ABBREVIATED DIALING* for instructions on how to program MEMORY buttons.

---

# MESSAGES

---

If after dialing an extension, there is no answer or you hear busy tone, you can send a basic message or a message from a predefined list, which appears on the display of the extension you called.

When you send a basic message, display telephones show “CALL” followed by your extension name or number (e.g. “CALL STEVE”).

## SENDING MESSAGES

### To send a basic message

After dialing an extension:

1. Press **[MSG]**.
2. Hang up  
The message is sent.

## RECEIVING MESSAGES

When messages have been left at your extension, your **[MSG]** indicator lights and you hear a broken dial tone when you lift the handset or press **[SPKR]**. If your set has a display, it informs you of messages waiting for you.

### To call the message sender

1. Press **[SPKR]**.
2. Press **[MSG]**.

## DELETING ALL MESSAGES

### To delete all messages left at your telephone

1. Press **[#]**.
2. Press **[MSG]**.
3. Hang up.

---

## **DO NOT DISTURB (DND)**

---

If you do not want calls to ring at your telephone, temporarily, you can activate the DND feature.

### **NOTE**

If your telephone set is not programmed with DN buttons, the DND indication is slightly different.

If the **[DND]** button flashes red, this indicates that your set is programmed for Call forward.

You can deactivate Call forward by pressing the flashing **[DND]** button.

### **To place your telephone in do not disturb mode**

- Press **[DND]**.

The DND indicator lights steady red, and no calls ring at your telephone. Internal callers hear busy tone and see your DND message, if programmed. If your set is programmed for DND call forwarding or for Call Forward, calls are forwarded.

### **To cancel DND mode**

- Press **[DND]**.

The DND indicator goes off and calls ring at your set.

## **DND MESSAGES**

You can select a predefined message that appears on the display of telephones that call your extension, while it is in DND mode. You can also ask the System Administrator to program additional messages.

### **To program a DND message**

1. Press **[FEATURE]**.
2. Press **[PROGRAM]**.
3. Press **[DND]**.
4. Enter a message number (two digits; e.g. 08. See the DND messages table at the end of this guide for a complete list of available messages).
5. Hang up.

### **To cancel your DND message**

1. Press **[#]**.
2. Press **[PROGRAM]**.
3. Press **[DND]**.
4. Hang up.

---

# FORWARDING CALLS

---

You may program your telephone set to forward your calls to another extension.

## To program call forwarding

1. If your set does not have DN buttons, skip to step 2.  
If you want to program forwarding for a specific DN, first press the desired DN button.  
If you want the calls on all the DNs at your set forwarded to the same destination, you may do this in one step (provided you have authorization to do so and none of the DNs are restricted for Call forwarding). Proceed as described below, but press **[\*]** after entering the destination (step 5).  
If more than one set with a button for the same DN is authorized to forward calls for that DN, the last programming performed overrides the previous.
2. Press **[FEATURE]**.
3. Dial the code that designates in which situation you want your calls forwarded:

<b>In order to program</b>	<b>Dial</b>
Call forward always	<b>[F][L]</b> or <b>[3][5]</b>
Call forward busy	<b>[F][B]</b> or <b>[3][2]</b>
Call forward no answer	<b>[F][N]</b> or <b>[3][6]</b>

4. Dial the code designating the calls you want forwarded:

<b>In order to program</b>	<b>Dial</b>
All calls	<b>[A]</b> or <b>[2]</b>
External calls	<b>[E]</b> or <b>[3]</b>
Internal calls	<b>[I]</b> or <b>[4]</b>

5. Enter the new destination to which you want your calls forwarded.

### **NOTE**

Instead of dialing the extension number, you may press a MEMORY button programmed with an extension number (for internal calls only) - or press a SPEED DIAL button (or press **[SPEED DIAL]** and dial a SPEED DIAL memory bin number) for internal or external calls, as determined by the contents of the memory. Calls are forwarded to the contents of the MEMORY button or SPEED DIAL bin. If you change the contents of the SPEED DIAL bin, calls are forwarded to the new destination. This does not apply to the MEMORY button.

6. Hang up.

### **To cancel call forwarding**

1. Press the DN button (if applicable) and then press **[CANCEL]** or **[#]**.
2. Press **[FEATURE]**.
3. Dial the code that designates what type of Call forwarding you want to cancel: **[3][5]**, **[3][2]**, or **[3][6]**.
4. Dial the code that designates which of your calls are currently forwarded and for which you want to cancel the call forwarding programming: **[2]**, **[3]**, or **[4]**.  
If you want to cancel call forwarding for all DNs, press **[\*]**.
5. Hang up.



## **CANCELING CALL FORWARD TO ME**

If another set has programmed your telephone set as its forwarding destination and you do not wish to be disturbed by those calls, you can cancel your status as a call forwarding destination.

### **To cancel Call Forward to me**

1. Press the CANCEL code **[#]**.
2. Press **[FEATURE]**.
3. Dial the CALL FORWARD access code **[3][5]**.
4. Dial **[8]**.
5. Dial the extension number whose calls you no longer want forwarded to your set  
or  
Press **[\*]** if you wish to cancel all Call Forward to me, from all sets.

---

# ABBREVIATED DIALING

---

This section describes several ways of abbreviating dialing. Save/Repeat and Redial are described in Outside Calls, above.

## **SPEED DIAL**

Speed dial shortens the procedure of dialing outside numbers by using speed dial buttons and speed dial memories (called “bins”).

### **To speed dial an outside number**

- Press [**SPEED DIAL**] and dial the speed dial bin code (three digits),  
or  
Press the appropriate SPEED DIAL button.

### **To program a speed dial memory code or button**

1. Press [**FEATURE**].
2. Press [**SPEED DIAL/PROGRAM**].
3. Do one of the following:  
Dial a speed dial bin code (three digits; e.g. 003), or  
Press the SPEED DIAL button to be programmed.
4. Dial an outside line access code followed by the number you want to store.
5. Hang up.

### **NOTE**

Pauses may be entered in a speed dial sequence by pressing [**REDIAL/PAUSE**].

## **MEMORY BUTTONS**

Memory buttons are used for one-press dialing of extensions and feature access codes.

### **To dial with a MEMORY button**

- Press the programmed button.

### **To program a MEMORY button**

1. Press **[FEATURE]**.
2. Press **[PROGRAM]**.
3. Press the MEMORY button to be programmed.
4. Dial the desired extension number (up to four digits)  
or  
Press **[FEATURE]** and then dial the desired feature code.  
See the Feature codes table at the end of this guide.
5. Hang up.

---

# ALARM

---

Your telephone can sound an alarm ring at a pre-programmed time.

## To program an alarm time

1. Press **[FEATURE]**.
2. Dial the TIME ALARM access code (**[8][2]**).
3. Dial the four-digit alarm time (HH:MM) using the 24 hour format (e.g. 1530 for 3:30 pm).
4. Hang up.

## To cancel the alarm setting

Before the alarm rings:

1. Press **[#]**.
2. Press **[FEATURE]**.
3. Dial the TIME ALARM access code (**[8][2]**).
4. Hang up.

## To stop the alarm ring

- Press **[SPKR]** twice or lift and replace the handset.

---

# TELEPHONE LOCK

---

You can prevent people from making outside calls from your telephone.

## **To lock your telephone**

1. Dial the LOCK access code.
2. Dial your Executive Credit Code (see your System Administrator).
3. Hang up.

The telephone lock dialing restrictions are in effect. The **[LOCK]** button, if defined, lights.

## **To unlock your telephone**

- Repeat the above procedure.

---

# DOOR UNIT

---

Your system may have a door unit equipped with an intercom and electric door latch. When a visitor presses the doorbell, up to four system extensions ring.

## **When the door bell rings**

### **If your telephone is ringing:**

- Press **[SPKR]** or lift the handset.

If another extension is ringing:

- Dial the PAGE zone access code associated with the door unit,  
or  
Press the flashing **[DOOR]** button, if defined.  
You can now speak with the person at the door.

## **Opening the electric door latch**

### **While connected to the door unit:**

- Press **[\*]**.

The door latch opens.

---

## NOTE PAD

---

You can save a number of up to 16 digits during a call.

1. Press **[FEATURE]**.
2. Press **[PROGRAM]** twice.
3. Dial an available speed dial memory code (three digits) or press an available SPEED DIAL button.
4. Enter up to 16 digits.
5. Press **[PROGRAM]**.

To dial the number saved, do a regular Speed Dial using the Speed Dial memory code or button you used to save the number (see Abbreviated dialing).

---

# ADVANCED FEATURES

---

This section lists some advanced features which you can activate from your telephone. Details concerning the operation of these features can be found in the DIGITAL Systems Operating Instructions manual.

- Account code (voluntary, reminder, forced);
- Answering a second incoming call;
- Background music;
- Camp on;
- Conference loop;
- Confirmed transfer;
- Dial attendant;
- DISA;
- Executive Credit Code (ECC) programming;
- Executive intercom;
- External Call Forward;
- Floating buttons;
- Hot line;
- Intrusion;
- Meet me conference;
- Pick up;
- Last hold;
- Page transfer;
- System speed dial;
- Trunk patch - Retrieve trunk patch.



---

# FEATURE CODES

---

Features can be activated by pressing the **[FEATURE]** button and then dialing a feature access code.

The default feature codes (see next page) reflect the feature initials, using the letters on the dialpad buttons.

For example:

### To access Barge In

- Press **[FEATURE]** followed by the dialpad buttons corresponding to the letters BI (Barge In).

That is,

<b>FEATURE</b>	<b>2</b>	<b>4</b>
	<b>ABC</b>	<b>GHI</b>

The feature codes in your system may have been changed. If so, enter the updated feature access codes in the “Access method” column of the Feature codes table.

## Feature codes

Feature name	Abbreviation	Access method
ACCOUNT CODE	AT	[FEATURE][2][8]
ACD LOGIN (1)	-	-
ACD LOGOUT (1)	-	-
ALL/GROUP	-	[*]
ATTENDANT	-	[0]
BACKGROUND MUSIC 1	BM	[FEATURE][2][6]
BACKGROUND MUSIC 2-4 (1) (3)	-	-
BARGE IN	BI	[FEATURE][2][4]
CALL ACCOUNT MONITOR (1)	-	-
CALLBACK/QUEUE	CB	[FEATURE][2][2]
CALL FORWARD-ALWAYS	FL	[FEATURE][3][5]
CALL FORWARD-BUSY	FB	[FEATURE][3][2]
CALL FORWARD-NO ANSWER	FN	[FEATURE][3][6]
CANCEL	-	[#]
CLIR (1)(2)	-	-
CONFERENCE LOOP 1-10 (1)	-	-
DIRECTORY 1 THROUGH 9 (1)	-	-
DIRECTORY 10 (HELP) (1)	-	-
DROP (from conference) (1)	-	-
END OF DIALING/SEND	-	[FEATURE][#]
EXECUTIVE CREDIT CODE	EX	[FEATURE][3][9]
FEATURE	-	[7]
FLASH SIGNAL(1)	FS	[FEATURE][3][7]
FLIP FLOP	FF	[FEATURE][3][3]
GROUP PICKUP (1)	-	-
INTRUSION	-	[6]
LAST HOLD	LH	[FEATURE][5][4]
LEAST COST ROUTING (1)	-	-
LOCK (1)	-	-
MEET ME CONFERENCE 1-5 (1)	-	-

(1) Access method not assigned by default.

(2) Only available on ISDN PRI calls.

(3) In the DIGITAL 400 up to eight; in the DIGITAL 1000 up to 24.

Not all of the above features are available on every type of telephone set.

## Feature codes (Continued)

Feature name	Abbreviation	Access method
MEET ME PAGE	MM	[FEATURE][6][6]
MESSAGE	ME	[FEATURE][6][3]
NIGHT SERVICE (1)	-	-
PAGE - INTERNAL 1 through 8	I1 through I8	[FEATURE][4][1] through [4][8]
PAGE - EXTERNAL 1 through 8 (1)	X1 through X8	-
PICKUP	PU	[FEATURE][7][8]
PROGRAM	PM	[FEATURE][7][6]
REDIAL	RL	[FEATURE][7][5]
SAVE/REPEAT	SR	[FEATURE][7][7]
SPEED DIAL	SD	[FEATURE][7][3]
TIME ALARM	TA	[FEATURE][8][2]
TONE	-	[1]
TONE DIAL (DTMF) (1)	-	-
TRAVEL COS(1)	-	-
TRUNK PATCH	TP	[FEATURE][8][7]
TRUNK SPEED DIAL (1)	-	-
VOICE MESSAGE (1)	-	-

(1) Access method not assigned by default.

(2) Only available on ISDN PRI calls.

(3) In the DIGITAL 400 up to eight; in the DIGITAL 1000 up to 24.

Not all of the above features are available on every type of telephone set.

## DND messages

Message number	Default message	Updated message
01	BE BACK SOON	
02	BE BACK AT ** : ** (1)	
03	BE BACK ON ** - ** (1)	
04	OUT UNTIL ** : ** (1)	
05	OUT FOR THE DAY	
06	OUT OF OFFICE	
07	OUT OF TOWN	
08	OUT ON A CALL	
09	OUT FOR LUNCH	
10	ON VACATION	
11	ON A TRIP	
12	ON BREAK	
13	AWAY FROM DESK	
14	GONE HOME	
15	BUSY UNTIL ** : ** (1)	
16	CALL * * * * * (1)	
17	CALL ME AT * * * * * (1)	
18	CALL LATER	
19	CALL TOMORROW	
20	DO NOT DISTURB	
21	IN A MEETING	
22	IN CONFERENCE	
23	WITH A CLIENT	
24	WITH A GUEST	
25	WITH A PATIENT	
26	UNAVAILABLE	
27	LEAVE MSG AT * * * (1)	
28	TAKE MSG AT * * * * (1)	
29		
30		

(1) When editing messages, enter digits in place of the asterisks.

## System messages

Message number	Default message	Updated message
01	CALL_ (Basic message)	
02	CALL * * * * * (1)	
03	CALL HOME	
04	CALL ME	
05	GONE OUT	
06	READ MAIL	
07	VOICE MAIL	
08	CALL BOSS	
09	TAKE MSGS	
10	GONE HOME	
11	JOB DONE	
12	IN TROUBLE	
13	CLIENT	
14	BRING WORK	
15	ANY NEWS?	
16	REPORT DUE	
17	COME HERE	
18	MEET. NOW	
19	MEMO READY	
20	TYPE LETTR	
21	WELL DONE	
22 (2)		
23		
24		
25		
25		
27		
28		
29		
30		

(1) When editing messages, enter digits in place of the asterisks.

(2) Messages 22 to 30 are to be defined by the customer.

## Your speed dial codes

<b>Name</b>	<b>Number</b>	<b>Code</b>