



# DIGITAL FAMILY OF SYSTEMS

## Operating Instructions

**Telrad**

76-110-0165/G

Issue 1

76-110-0165/G, Issue 1



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## **Operating Instructions**

# **Telrad**

Telrad Telecommunications Inc.  
Woodbury, New York

76-110-0165/G, Issue 1

Printed in Israel

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Woodbury, New York

## NOTICE

The information in this manual refers to the Telrad DIGITAL family of telephone systems, including the DIGITAL KEY BX system (Release SB7), DIGITAL 400 system (Release DB7), and DIGITAL 1000 system (Release LB7), as of August, 1999. Telrad, Ltd., reserves the right to make changes in the equipment described in this manual without notification. However, changes in the equipment do not necessarily render this manual invalid.

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MS WINDOWS	Microsoft Corp.	UL	Underwriters Laboratories, Inc.

## FCC Regulations Warning

This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user should contact the Telrad Field Service Department, at the telephone number listed below, to correct the interference problem. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of the FCC Rules which are designed to provide reasonable protection against such interference when operated in a commercial environment.

### Registration

The Telrad DIGITAL Family systems are registered with the FCC based upon compliance with part 68 of its rules. Connection of these systems to the nationwide telecommunications network is made through a standard network interface jack which you can order from your telephone company. Jacks for this type of customer-provided equipment will not be provided on party lines or coin lines.

### Hearing Aid Compatibility

DIGITAL family telephones are Hearing Aid compatible, as defined in Section 68.316 of Part 68 FCC Rules.

### Telephone Company Registration

It is usually not necessary to call the telephone company with information on the equipment before connecting the DIGITAL family system cabinet to the telephone network. But, if the telephone company should require this information, provide the following:

FCC Registration Number	- Key system	ARAI SR-18430-KF-E
(on label affixed to cabinet)	- Multi-function (Hybrid Key/PBX) system	ARAI SR-18427-MF-E
Ringer Equivalence Number		3.9B
USOC Jack:	DB15, RJ2EX, RJ2FX, RJSGX, RJ2HX, RJ21X, RJ48C	
Service Order Code (SOC)	- for off premise extensions and all analog trunk cards except the DID card	9.OF
	- for DID cards	AS.2
	- for digital trunks	6.OP
Facility Interface Code (FIC):	- Central Office Ground-start trunk	02GS2
	- Central Office Loop-start trunk	02LS2
	- Direct Inward Dialing	02RV2-T
	- Off-premises extension	OL13C
	- Primary Rate Interface (PRI24)	04DU9-1SN
	- Basic Rate Interface (BRT and BHT)	04DU9-1SN
	- T1 (DIGITAL TRUNK) 04DU9-BN, 04DU9-DN, 04-DU9-1KN, 04DU9-1SN, 04-DU9-1ZN	
	- E&M (TIE TRUNK INTERFACE -- 2-wire)	
	- E&M (TIE TRUNK INTERFACE -- 4-wire)	
	- DPNSS/QSIG Interface (N24 and N12)	04DU9-1SN

### Rights of the Telephone Company

If the system is determined to be causing harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, the telephone company will notify you as soon as possible. You will be given the opportunity to correct the situation and you will be informed of your right to file a complaint to the FCC. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your system. If it does this, you will be notified in advance to give you the opportunity to maintain uninterrupted telephone service.

In the event of an equipment malfunction, all repairs will be performed by Telrad Telecommunications, Inc., or by one of its authorized dealers.

### Address of repair facility in USA

Telrad Service Center, 135 Crossways Park Drive, Woodbury, NY 11797. Phone: 1-800-645-1350.

# Section 1

## INTRODUCTION

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### 1.1 GENERAL

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This manual applies to the DIGITAL KEY BX, DIGITAL 400 and DIGITAL 1000 systems, Release 7 and constitutes a supplement to the DIGITAL FAMILY OF SYSTEMS, Operating Instructions, Release 6 (Cat. No. 76-110-0165/F)

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### 1.2 PRODUCT DEFINITION

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The DIGITAL KEY BX, DIGITAL 400 and DIGITAL 1000 systems comprise the DIGITAL family of systems which are advanced business communication systems, offering cutting-edge technology for telephone communication services and a wide variety of voice and data options.

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### 1.3 SCOPE OF MANUAL

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The outstanding difference between Release 7 of the DIGITAL FAMILY OF SYSTEMS and its Release 6 predecessor is the introduction of the Avanti family of telephone sets and the new "Phone Book" feature. This manual constitutes a supplement to the Release 6 Operating Instructions and includes the operating instructions for the new Avanti sets as well as any new features included in the current release.

The DIGITAL FAMILY OF SYSTEMS Operating Instructions, Release 6, should be used as the principal reference for any other DIGITAL FAMILY OF SYSTEMS telephone equipment.

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## 1.4 MANUAL STRUCTURE

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The manual is divided into the following sections:

### **1. INTRODUCTION**

This section provides a general explanation of the contents of this manual.

### **2. Avanti FAMILY TELEPHONE SETS**

This section contains a description of the new Avanti telephone sets introduced in the DIGITAL family of systems and explains how their improved features affect their operation.

### **3. Avanti TELEPHONE OPERATING INSTRUCTIONS**

This section contains operating procedures for the new Avanti proprietary sets.

### **4. Avanti ATTENDANT CONSOLE - OPERATING INSTRUCTIONS**

This section contains operating procedures for the Avanti Attendant Console.

### **5. PHONE BOOK FEATURE OPERATING INSTRUCTIONS**

This section contains operating and programming procedures for the new Phone Book feature.

### **6. REMOTE FEATURES**

This section contains instructions for operating features included in the DIGITAL system which can be accessed from outside the system, including Executive Credit Code (ECC), Direct Inward System Access (DISA) and network features.

### **Appendix A - SYSTEM AND DND MESSAGES**

The Appendix contains the following tables:

- System messages
- DND messages.

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## 1.5 INTENDED AUDIENCE

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This manual is intended for the DIGITAL KEY BX or DIGITAL 400 system administrator and for advanced extension subscribers of these systems.

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## 1.6 APPLICABLE DOCUMENTATION

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This manual is one of a series on the system and related peripheral equipment, as follows:

*Operating Instructions*, Release 6 (Cat. No. 76-110-0165/F) contains a detailed explanation of how the DIGITAL system features are operated from the various types of proprietary telephone sets or SLT extensions.

*Feature description addendum* (Cat. No. 76-110-0690/G) supplements the Version SB6 manual and contains a detailed explanation of the DIGITAL system features and services that are new in Version SB7.

*Administration, Installation and Upgrade Addendum* (Cat. No. 76-110-0175/G) supplements the Version SB6 manual and contains a detailed explanation of new instructions for installation, upgrade and administration tasks on the DIGITAL system.

*IMAGEN Integrated Multiple Application Generator System manual* (Cat. No. 76-110-0285/I) contains an explanation of IMAGEN, including an explanation of IMAGEN capabilities and features, as well as installation, maintenance and programming instructions.

*User Guides* are individual booklets which describe how to activate features available from your particular extension. These booklets are supplied by your distributor, including:

Avanti Set 3025 User Guide (Cat.No. 79-610-0010/A).

Avanti Set Attendant User Guide (Cat.No. 79-660-0010/A).

Avanti Set 3020/3015D User Guide (Cat.No. 79-620-0010/A).

Avanti Set 3000/3015 User Guide (Cat.No. 79-650-0010/A).

*Quick Reference Guides* are convenient cards that provide concise procedures for features used most often:

Avanti Set 3025 (Cat.No. 79-610-0001/A).

Avanti Set 3020 (Cat.No. 79-620-0001/A).

Avanti Set 3015D (Cat.No. 79-630-0001/A).

Avanti Set 3000/3015 (Cat.No. 79-650-0001/A).

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## 1.7 CONVENTIONS

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This section includes information concerning conventions applicable throughout this manual.

### 1.7.1 Terminology conventions

“DIGITAL system” and “DIGITAL family of systems” refer to Telrad’s DIGITAL KEY BX, DIGITAL 400 and DIGITAL 1000 systems.

### 1.7.2 Typographic conventions

Throughout this manual, the following typographic conventions have been used:

- Text appearing on the telephone display is shown like this:  
ADD ON, ENTER DN, MAIN 2.11, EX2 DAP;
- Keys to be pressed on the telephone set are shown like this:  
[**#**], [**PROGRAM**], [**4**]+[**2**].
- Softkeys are shown like this: **{PROGRAM}**, **{TIME}**.

When softkeys appear in various abbreviated forms on the different display sets, they will be referred to in the following generic format:

Press the *CALL FORWARD* softkey (i.e. no braces).

## Section 2

# THE AVANTI FAMILY TELEPHONE SETS

### 2.1 GENERAL

The DIGITAL family of systems features five new Avanti family digital telephone sets and an Avanti Attendant console. This section describes the various proprietary sets and the different principles of operation for each set.

**Table 2-1** contains a detailed comparison of the capabilities of the sets.

**Table 2-1 Comparison of the Avanti family telephone sets**

Comparison of station capabilities	Avanti 3025 set	Avanti 3020 set	Avanti 3015D set	Avanti 3015 set	Avanti 3000 set	Avanti Attendant console
Display panel	128x240 pixels	4 lines x 24 characters	2 lines x 20 characters	-	-	128x240 pixels
Cursor movement and ENTER keys	Y	N	N	N	N	Y
Fixed buttons	9	9	9	9	9	22
Dual-color programmable buttons	29	24	19	19	4	15
Softkeys	16	6	3	-	-	16
Speakerphone	Y	Y	Y	Y	N	N
Offhook voice announce with HFAB	Y	Y	Y	N	N	N
Half/Full Duplex option	Full duplex only	Y	Y	N	N	Full duplex only
On hook dialing	Y	Y	Y	Y	Y	Y
Data card options	Y	Y	Y	Y	N	Y
DSS Add-on unit (option)	Y	Y	Y	Y	N	Y
Graphic icons	Y	N	N	N	N	N

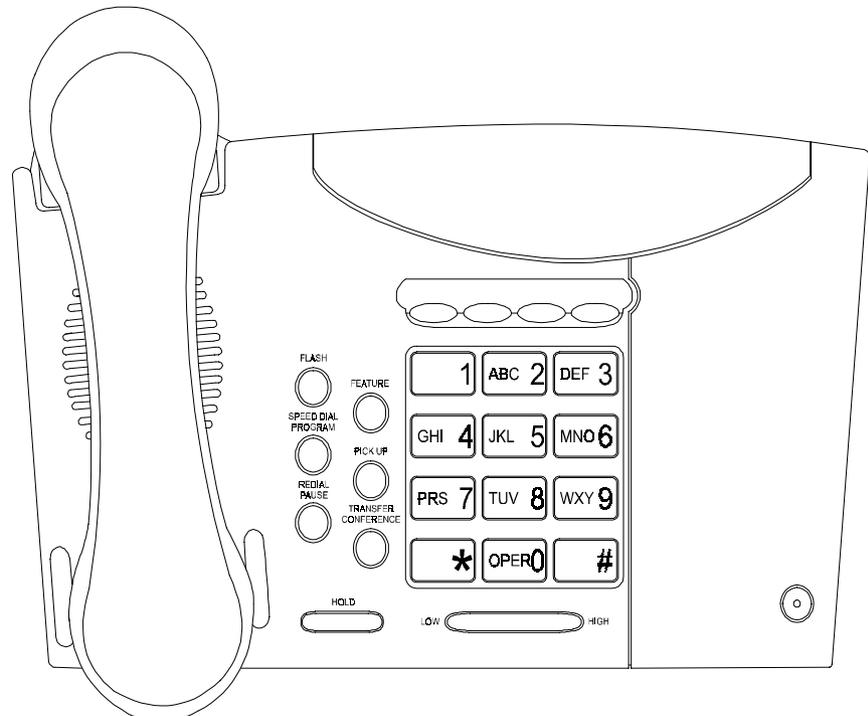
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## 2.2 THE AVANTI FAMILY TELEPHONE SETS

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### 2.2.1 Avanti 3000 set

The Avanti 3000 set (see **Figure 2-1**) is a Single Audio Path (SAP) telephone set, having the standard dialpad, eight adjacent fixed feature buttons and four programmable keys (default programmed). Most of the features available in the DIGITAL family of systems can be operated from the Avanti 3000 set, using these buttons.



**Figure 2-1 Avanti 3000 set**

2.2.2 Avanti 3015 set

The Avanti 3015 set (see [Figure 2-2](#)) is similar to the Avanti 3000, but provides speakerphone capability and an additional programmable button array for programming up to 15 more buttons for accessing outside lines, features and extensions. The Avanti 3015 can support a Telrad DATA<sub>Lync</sub> or APPL<sub>Lync</sub> data card or a DSS (Direct Station Select) Add-on unit.

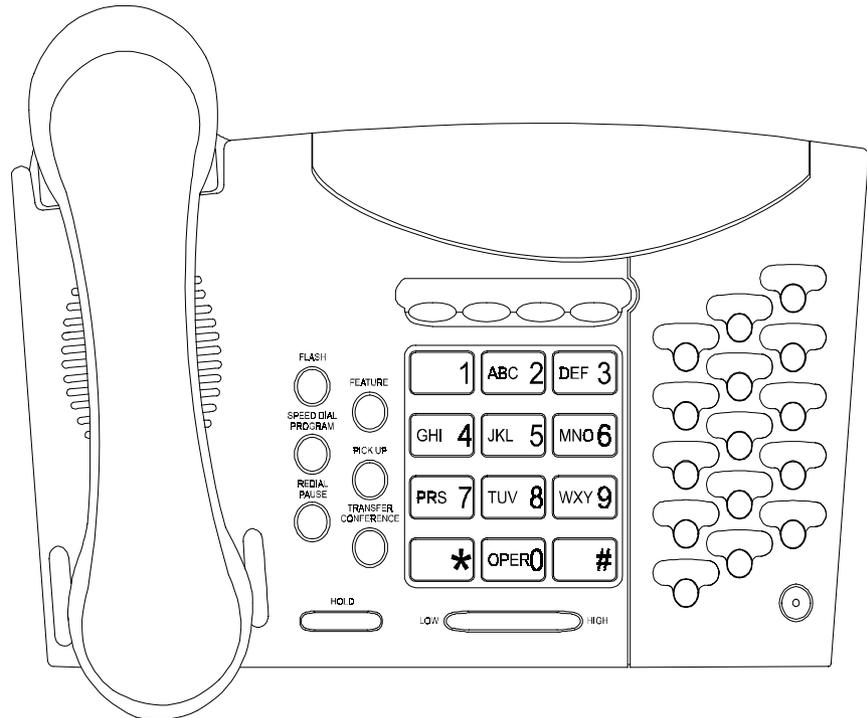
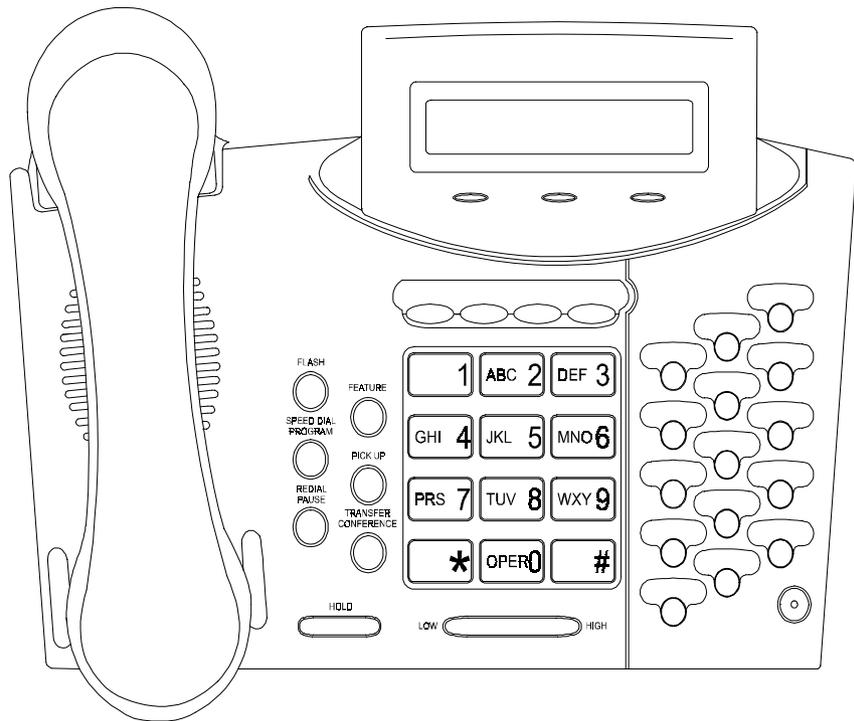


Figure 2-2 Avanti 3015 set

### 2.2.3 Avanti 3015D set

The Avanti 3015D (see [Figure 2-3](#)) set has dual audio path (DAP) and speakerphone capability, a half- and full-duplex version and can be programmed with OffHook Voice Announce (OHVA) with Handsfree Answerback (HFAB). The set features a two-line by 20 character display with three adjacent softkeys under the display and can support a Telrad DATA<sup>Lync</sup> or APPL<sup>Lync</sup> data card or a DSS Add-on unit.



**Figure 2-3 Avanti 3015D set**

## Section 2: THE AVANTI FAMILY TELEPHONE SETS

### 2.2.4 Avanti 3020 set

The Avanti 3020 set (see Figure 2-4) has dual audio path (DAP) and speakerphone capability, a half- and full-duplex version and can be programmed with Offhook Voice Announce (OHVA) with Handsfree Answerback (HFAB). The Avanti 3020 can support a Telrad DATA<sub>Lync</sub> or APPL<sub>Lync</sub> data card, has a four-line by 24-character display and can be provided with a DSS Add-on unit.

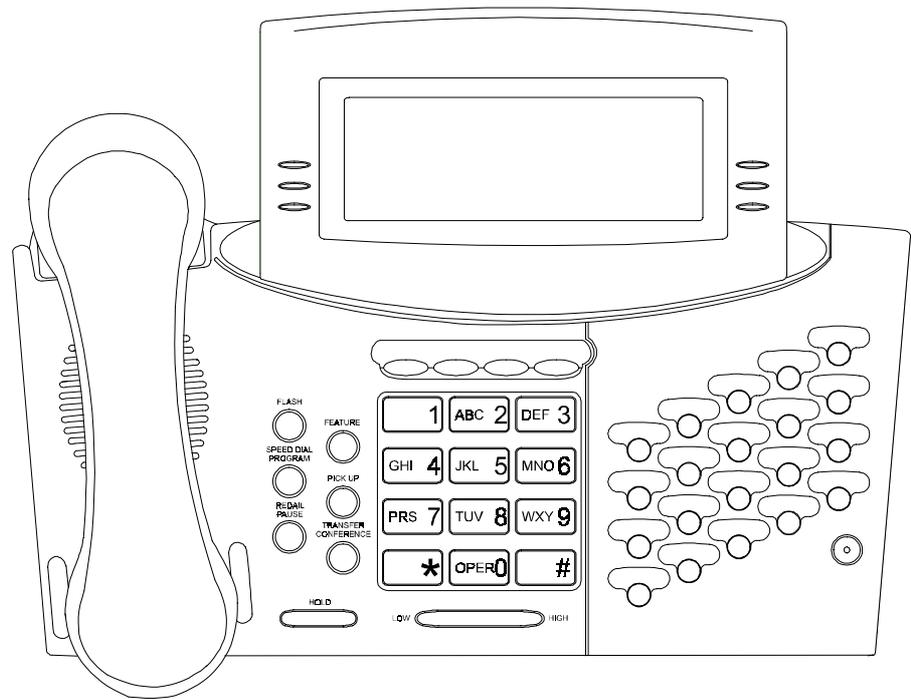
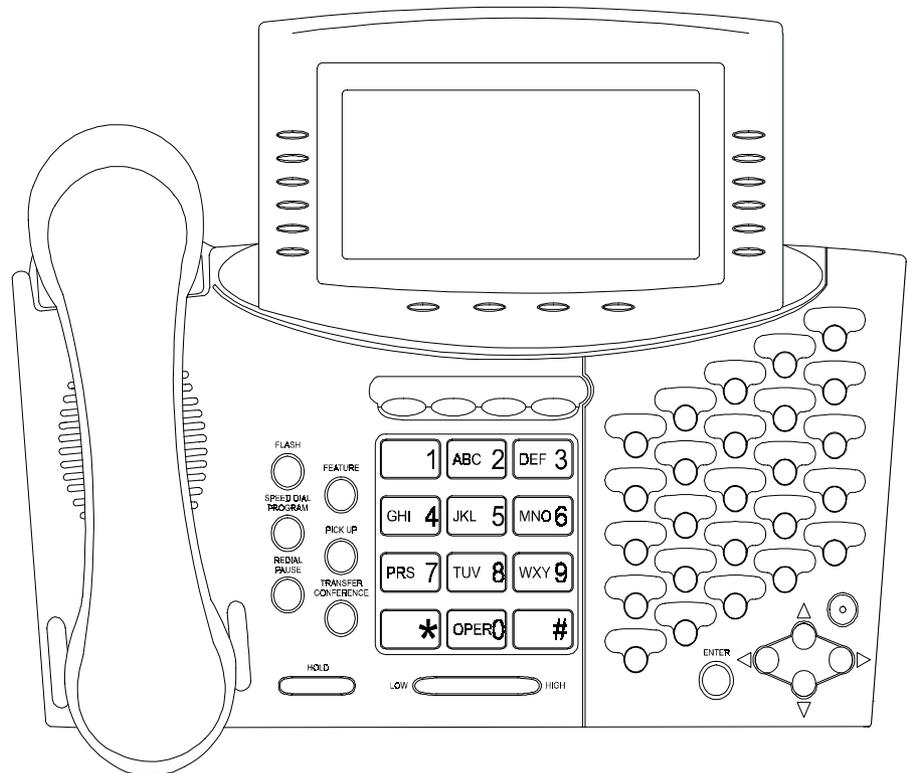


Figure 2-4 Avanti 3020 set

### 2.2.5 Avanti 3025 set

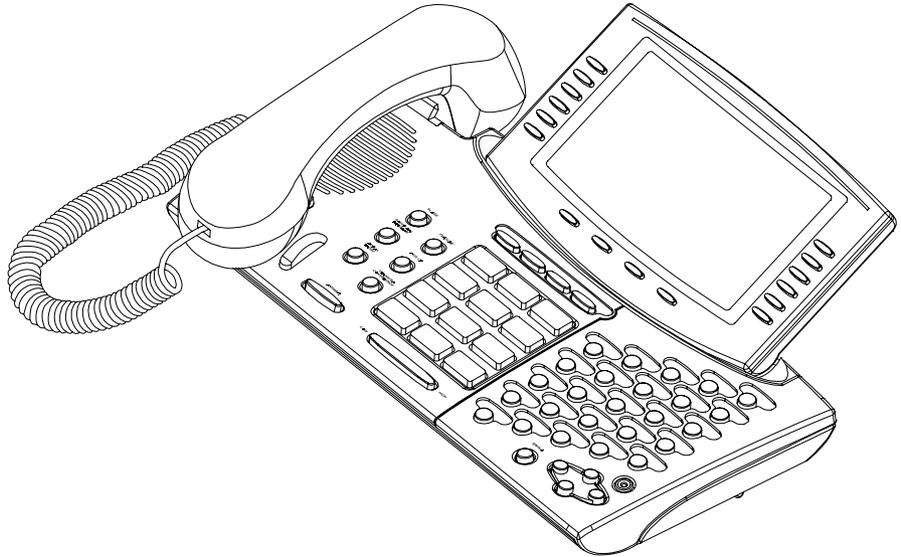
The Avanti 3025 set (see [Figure 2-5](#)) has an angle-adjustable liquid crystal graphic display of 128x240 pixels with six menu softkeys, six worktable softkeys and four icon softkeys at the bottom of the display. The set also features full duplex communication with dual audio path (DAP) and speakerphone capability and can be programmed to allow Offhook Voice Announce with HandsFree AnswerBack (HFAB). It has 29 programmable buttons, directional buttons and an enter button, and can support a Telrad DATA<sub>L</sub>ync or APPL<sub>L</sub>ync data card for connection to a PC. In addition, DSS Add-on units can be connected to this set.



**Figure 2-5 Avanti 3025 set**

**2.2.6 Avanti Attendant console**

The Avanti Attendant console (ATC) (**Figure 2-6**) is physically similar to the Avanti 3025 set but functions differently, as detailed in **Section 4**.



**Figure 2-6 Avanti Attendant**

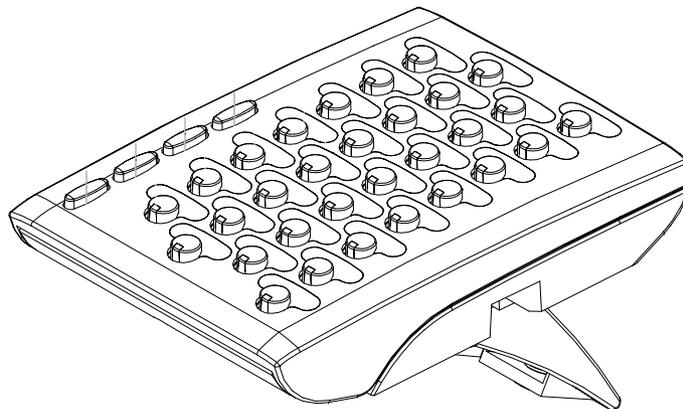
### 2.2.7 DSS Add-on unit

Most of the Avanti sets (excluding the Avanti 3000 set) can be configured with up to four DSS Add-on units (see **Figure 2-7**). Each unit provides 30 programmable buttons which are system programmed as Speed dial, Direct Station Select (DSS) or Automatic Redial (ARD) buttons. These 30 buttons have dual-color LED indicators that enable them to display extension status. The four LED buttons in the leftmost column are used for selecting and identifying which of the four logical maps is currently displayed. In this way, one unit can represent a combined total of up to 120 buttons.

If four units are connected to one telephone set, all four maps can be displayed simultaneously, enabling one touch access.

Up to eight physical Add-on units can be supported in the DIGITAL KEY BX system, 16 in the DIGITAL 400 system or 48 in the DIGITAL 1000 system.

If eight logical maps are programmed (in the DIGITAL 400 system), the MAP buttons can be programmed to represent either MAPs 1-4 or MAPs 5-8.



**Figure 2-7 DSS Add-on unit**

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## 2.3 AVANTI SET BUTTONS

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There can be up to three types of buttons on your Avanti set; fixed feature buttons, programmable buttons and softkeys.

The buttons have dual color (red/green) LED indicators. The meaning of the colors and flash rates of the LEDs is explained in [Table 2-3](#), below.

### NOTE

If your telephone is in a Multiple Station Appearance (MSA) group, some of its buttons behave differently than described here. To understand the differences, read the section on Multiple Station Appearance, before proceeding (see [Section 3.25](#), in the Release 6 Operating Instructions).

### 2.3.1 Fixed feature buttons

The standard dialpad and adjacent fixed feature buttons are common to all of the AVANTI telephone sets. The dialpad is the same familiar dialpad found on most push-button telephones. The other common fixed feature buttons are described below.

The nine fixed feature buttons adjacent to the dialpad are:

- **[FEATURE]** - Pressed prior to dialing feature codes, for activating features (see [Section 2.6](#));
- **[PICK UP]** - Used to pick up calls ringing or on hold at other extensions;
- **[TRANSFER/CONFERENCE]** - Used to transfer calls to another extension, or to establish a conference;
- **[SPEED DIAL/ PROGRAM]** - Used to store and dial speed dial numbers, or, after pressing **[FEATURE]**, to initiate a programming session (e.g. alarm, DND message, etc.);
- **[REDIAL PAUSE]** - Used to redial the last number dialed out, or to insert pauses in a dialing sequence;
- **[FLASH]** - Depending on system programming, this button is used to disconnect or to send Flash Signal to the connected remote exchange;
- **[LO HI]** (actually two buttons) - Used to change the volume level of the speaker, handset, headset, tones, page calls, and background music. You press these buttons while the current feature is active. When your telephone is idle, the **[LO HI]** button is used to adjust the display contrast on display sets;
- **[HOLD]** - Used to put an active conversation on hold in order to pursue another activity (e.g. placing calls, programming, etc.).

### 2.3.2 Programmable buttons

Some of the buttons on your set are programmed in the system configuration for a particular purpose. A programmable button may be as-

signed a particular feature (e.g. outside line, message) or may be defined as a user-programmable button (e.g. speed dial or memory button). System programmed MEMORY and SPEED DIAL buttons may be assigned values by each user. For example, a user can store an extension number into a system programmed MEMORY button.

The four buttons directly above the dialpad of all digital set models are programmable in the system configuration, like any of the other programmable button types described in this section. By default, however, they are used for the following features:

- **[MSG]** Message button - for activating the message feature;
- **[DND]** Do Not Disturb button - for the Do Not Disturb (DND) feature, DND message programming and Call forward;
- **[MUTE]** button - for activating and deactivating the telephone set microphone;
- **[SPKR]** Speaker button - for answering and disconnecting calls or getting dial tone without lifting your handset.

Typical system-programmed buttons:

- **[MEM]** Memory buttons A user can program a defined MEMORY button with a valid extension Directory Number (DN) or feature code, to enable calling an extension or activating a feature just by pressing the button, without dialing the individual digits. The LED indicator on the MEMORY button indicates the current activity of the extension or feature to which it is assigned, by flashing green or red at a specified rate.
- **[SPD]** Speed dial buttons - A user can store numbers of up to 16 digits in a system-defined Speed Dial button. SPD buttons are usually used for storing outside numbers. Other strings, including outside line/outside line group numbers, extension numbers, feature codes, etc. may also be programmed on a SPD button, but (unlike MEMORY buttons) the validity of the string will not be checked and no status LED indication will be given.
- **[TK]** Outside line buttons - An outside line is assigned to this button. When you press it, you will be connected to the designated outside line (if available), or answer an incoming call on that line if it is ringing. The button's LED indicator shows the availability of the outside line by flashing green if in use at your set or red if busy elsewhere.
- **[TG]** Outside line group button - A group of outside lines are assigned to this button. When you press an outside line group button, an available line from the group is automatically selected.
- **[FL]** Floating button - A floating button is used to represent an outside line from within an outside line group, making the outside line group button available for other outside line activity. Similarly, a floating button can represent a half-private or private outside line. The FL

button provides a temporary "appearance" (a LED button for representing the state of an outside line) for the particular outside line. The allocation of a FL button can occur automatically or be assigned manually.

Once an FL button has been associated with a particular member of an outside line group, the outside line group button remains free for dialing out, receiving another incoming call or for answering an outside line transferred to your set, for which you have no appearance. As any appearance for an outside line, the floating button shows the current state of the outside line via the LED indicator, and enables easy pickup by pressing the button. A floating button may also be used to represent a private outside line which has no appearance at your set.

- **[LCR]** Least Cost Routing button - The Least Cost Routing button is used to have your call routed via the least expensive line available to the system at the time of your call.
- **[P→T]** Tone dial button - The Tone dial button (Pulse to Tone) allows the user to switch to DTMF dialing on a pulse outside line.
- List of button options - For a full list of buttons which may be programmed on your system, see the Administration manual.

### 2.3.3 Softkeys

The Avanti models 3025, 3020, 3015D telephones have varying numbers of softkeys, as detailed above.

Softkeys are buttons whose function changes depending on the situation of the call in progress. The softkey's current function is displayed in the display, next to the softkey. To operate the displayed function you just press the softkey.

On the Avanti 3025, the top five of the six buttons on the upper right-hand side are "worktable softkeys" which represent outside lines currently on hold, in use, or recalling the extension. The corresponding buttons on the left are "menu softkeys" used for activating features. The last button in each column and the four buttons at the bottom of the display are for icon activated features, See [Section 2.3.5](#).

#### NOTES

Watch the icons and worktable softkey menu carefully during call processing. The function represented by a particular key can change readily.

The Attendant Console also features 10 softkeys which are used somewhat differently than described above.

For details, see [Section 4](#), below.

### 2.3.4 Avanti 3025/3020 set default buttons

The Avanti 3025 and 3020 sets have 25 or 20 programmable buttons (respectively) to the right of the dialpad. These are also programmable but some are default programmed, as follows:

- **[CA AL]** - for activating Call Forward No Answer for all calls, internal calls or external calls;
- **[CY AL]** - for activating Call Forward Busy for all calls, internal calls or external calls;
- **[TIME]** - for setting the alarm time at your telephone set (and for setting the system time, if you are designated as the time setting extension);
- **[CB/QUE]** - for entering a Callback Queue when the outside line (or outside line group) dialed is busy or for requesting extension callback from a busy extension;
- **[SAVE/RPT]** - used to save the number currently dialed, redial the number saved in memory and save a programmed entry;
- **[MR1] - [MR24]** - Memory buttons 1 through 24 (see also [Section 2.3.2](#)).

### 2.3.5 Avanti 3025 Icon softkeys

Graphic icons are the new feature of the Avanti 3025 (and Attendant) set. When you move the cursor to an icon (using the four-direction cursor movement key) an explanation of that icon's function briefly appears on the display.

Icons indicating the status of your station appear on the second line of the screen and are for display only.

Icons indicating the status of a specific call appear on the right hand side of the display, next to the name or number of the trunk or extension. They are activated by pressing the appropriate softkey on the right hand side of the display.

Icons for use in activating or programming features appear on the bottom line of the display and are activated by pressing the bottom left hand softkey, the bottom right hand softkey, or the four softkeys across the bottom of the display - or by using the four direction cursor movement key to place the cursor on the appropriate icon and pressing ENTER.

The following list explains the meanings of the icons and when and where they appear on the display.

Icon	Meaning	When you see it
	Ring	Your set is ringing for an external call. The icon appears on the right side of the display, next to the name or number of the outside line.
	In use	The line is in use. Appears on the right side of the display, next to the name or number of the outside line.

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Icon	Meaning	When you see it
	Hold	The call is on hold. Appears on the right side of the display, next to the name or number of the line on hold.
	Transfer	You have transferred a call to another extension. Appears on the right side of the display, next to the name or number of the line on which the transferred call was made.
	Background music	You are listening to background music. Appears on the 2nd line.
	DND	Your set is in Do Not Disturb mode. Appears on the 2nd line.
	Alarm	The alarm is set to ring on your set. Appears on the 2nd line.
	Recall/Trunk queue	Your set is ringing for a call that you left on hold or for a previously busy outside line that you requested. Appears on the right side of the display, next to the name or number of the line or extension.
	Program	Appears on the bottom line. Press to program phone book, speed dial, DND message, ECC code, or time alarm.
	Exit	Appears on the bottom line. When engaged in a conference call, press to exit the conference. When in programming mode, press to exit.
	Message	Appears on the bottom line. Press to send a message, reply to a message, or cancel messages.
	Drop/Cancel	Appears on the bottom line. Press to drop a party from a conference call or to cancel call forward.
	Save or Send.	Appears on the bottom line. Press to save programming or to indicate you have finished dialing a number on an ISDN line.
	Call forward (cancel)	Appears on the bottom line, after pressing <b>{CANCEL}</b> . Press to cancel call forwarding.

Icon	Meaning	When you see it
	Next page	When programming any feature that uses more than one page of your display (Message, DND message, Phone Book), press to scroll to the next page.
	Time	Appears on the bottom line, after pressing  . Press to program the time alarm.
	Pause	Appears on the bottom line. Pressing this button while dialing on an external line inserts a pause in a dialing sequence.

If you have IMAGEN, you may also see the various icons on your display like the ones shown below. See the IMAGEN user guide for an explanation of how to use these and other icons that appear while using IMAGEN.

Icon	Meaning
	Previous menu
	Visual list
	Repeat current menu
	Record a message

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## 2.4 DISPLAYS

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The AVANTI family telephone displays show the current time and date when in idle state. The Avanti 3025 set also show the set's Directory Number (DN). When the set is active, the display provides current status information (such as elapsed call time, calling extensions and outside lines, features being used, status in a programming sequence, etc.). The display can also show the total call cost (if programmed), at the end of the conversation.

The display indicates the type of call currently active in the set, such as onhook voice announce calls (Page and Handsfree Answerback), transferred calls, etc.

There are three types of displays. The Avanti 3015D has a two line by 20 character LCD display at the top of the set. The Avanti 3020 set has a four line by 24 character LCD display. The Avanti 3025 set and Attendant console have a 128 x 240 pixel graphic display. The top line is for time, date and station DN; the next five lines are used for text softkeys; the bottom line is used for graphic icon softkeys.

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## 2.5 THE FEATURE BUTTON

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Although most features may be activated by pressing a dedicated button (e.g. **[MSG]**, **[SPEED DIAL/ PROGRAM]**, etc.), almost all system features may be activated from any telephone set by pressing **[FEATURE]** and dialing the appropriate feature code. This enables sets with fewer programmable buttons, to activate many features.

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## 2.6 CODE ACTIVATION OF FEATURES

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There are two ways to activate features with dialing:

- By dialing a feature code;
- By pressing the **[FEATURE]** button and dialing a feature code.

Single line telephones, which do not have a **[FEATURE]** button, simulate pressing the **[FEATURE]** button by dialing a code (default: 7).

### 2.6.1 Default values

Certain features have a single digit default code. These include:

Feature	7
Dial Attendant	0
Tone	1
All/Group	*
Cancel	#

Other features are accessed by pressing **[FEATURE]** or dialing the **FEATURE** access code, whose default value is 7, followed by the desired feature code.

The default codes for the station features were planned according to a scheme whereby a two digit code represents each feature.

For example: TIME ALARM=**[T]** **[A]** = **[8]****[2]**.

**Table 2-2** lists the default codes for the various DIGITAL system features.

#### NOTE

The codes listed below are default values and can be changed via system administration. See the Administration manual for more information.

Table 2-2 Feature codes

Feature name	Access method	Abbreviation
ACCOUNT CODE	[FEATURE][2][8]	AT
ACD LOGIN	-	-
ACD LOGOUT	-	-
ALL/GROUP	[*]	-
ATTENDANT	[0]	-
BACKGROUND MUSIC 1	[FEATURE][2][6]	BM
BACKGROUND MUSIC 2-4 (2-8 in S400)	-	-
BARGE IN	[FEATURE][2][4]	BI
CALL ACC. MONITOR (1)	-	-
CALLBACK/QUEUE	[FEATURE][2][2]	CB
CALL FORWARD-(ALWAYS)	[FEATURE][3][5]	FL
CALL FORWARD-BUSY	[FEATURE][3][2]	FB
CALL FORWARD-NO ANSWER	[FEATURE][3][6]	FN
CANCEL	[#]	-
CLIR (1)(2)	-	-
CONFERENCE LOOP No. 1-10 (1)	-	-
DIRECTORY 1 THROUGH 10 (1)	-	-
DROP FROM CONFERENCE (1)	-	-
END OF DIALING/SEND	[FEATURE][#]	-
EXECUTIVE CREDIT CODE	[FEATURE][3][9]	EX
FEATURE	[7]	-
FLASH SIGNAL (1)	[FEATURE][3][7]	FS
FLIP FLOP	[FEATURE][3][3]	FF
GROUP PICKUP (1)	-	-
INTRUSION	[6]	-
LAST HOLD	[FEATURE][5][4]	LH
LEAST COST ROUTING (1)	-	-
LOCK (1)	-	-
MEET ME CONFERENCE 1-5 (1)	-	-
MEET ME PAGE	[FEATURE][6][6]	MM
MESSAGE	[FEATURE][6][3]	ME
NIGHT SERVICE (1)	-	-
PAGE - INTERNAL 1 through 8	[FEATURE][4][1] to [4][8]	I1 through I8
PAGE - EXTERNAL 1 through 8 (1)	-	X1 through X8
PHONE BOOK PRIVATE LIST	[FEATURE][7][1]	-
PHONE BOOK: LIST 1-10	[FEATURE][7][2][0] to [7][2][9]	-
PICKUP	[FEATURE][7][8]	PU
PROGRAM	[FEATURE][7][6]	PM
REDIAL	[FEATURE][7][5]	RL
SAVE/REPEAT	[FEATURE][7][7]	SR
SPEED DIAL	[FEATURE][7][3]	SD
TIME ALARM	[FEATURE][8][2]	TA
TONE	[1]	-
TONE DIAL (DTMF) (1)	-	-
TRAVEL COS (1)	-	-
TRUNK PATCH	[FEATURE][8][7]	TP
TRUNK SPEED DIAL (1)	-	-
VOICE MESSAGE (1)	-	-

(1) Access method not assigned by default.

(2) Only available on ISDN PRI calls

## 2.7 VISUAL AND AUDIBLE INDICATORS

Your Avanti set provides you with pertinent audio and visual feedback. The set issues various types of rings and tones to inform you of the progress of a call. The LED button indicators provide you with status indications for their respective buttons by change of color (red, green) and distinctive flashing rates.

As a rule, a lit LED indicates that the associated feature is active (off indicating inactive).

Regarding outside lines, a lit red LED indicates non-availability (for example, a busy line), whereas a lit green LED indicates that the feature or line associated is either available or in use from your telephone set.

Sets provide useful information on the status of a call, outside line, programming sequence, etc. via messages on the display.

The LED flashing rates and colors are listed in [Table 2-3](#), below.

**Table 2-3 Visual indicator flashing rates and colors**

Button type	Color	Flashing rate (seconds)	Meaning
<b>Outside line or Outside line group</b>	Green	1.0 ON 1.0 OFF	Incoming ring
	Green	Steady	In use
	Green	0.5 ON 0.5 OFF	Call on hold (by you) can be retrieved
	Green	0.25 ON 0.25 OFF	Recall or transfer
	Red	Steady ON	Outside line busy or outside line group busy
	OFF	OFF	Idle
<b>Feature</b>	Green	0.5 ON 0.5 OFF (e.g. CALL RECORD)	Feature flash
	Green	ON (e.g. BGM)	Active
	OFF	OFF	Inactive
<b>DSS</b>	Red	1.0 ON 1.0 OFF	Ringing
	Red	Steady ON	In use by someone else (not available to you)
		0.5 ON 0.5 OFF	On hold by someone else (retrievable using Pickup-hold)
	Red	0.5 ON 0.5 OFF	DND active
	OFF	OFF	Idle

The DIGITAL system also sends distinctive call progress tones to help the user identify the current status of the extension dialed or the result of an action performed.

Table 2-4, below, lists the DIGITAL system distinctive tones and rings.

**Table 2-4 Tone and ring indications**

	<b>Name</b>	<b>Rate (seconds)</b>
<b>Tones</b>	Account code tone	One beep (0.25 ON) every 40 seconds prior to initiating code entry. One beep every 25 seconds if code entry process was initiated, but not completed.
	Barge-in tone (override tone)	One beep (0.25 ON) at a programmable interval (1 - 59 seconds). Default=10 seconds
	Busy tone	0.5 ON 0.5 OFF
	Camp-on/Offhook tone	0.25 ON 0.25 OFF 0.25 ON
	Dial tone	Steady
	External ring tone	1.0 ON, 3.0 OFF,
	Call forward tone	Three bursts of 0.25 ON 0.25 OFF then dial tone
	Handsfree tone (begin)	0.5 ON
	Handsfree tone (end)	0.5 ON
	Internal ring tone	0.5 ON, 0.25 OFF 0.5 ON, 2.0 OFF
	Message tone	(0.5 ON 0.5 OFF) twice, then dial tone
	One beep	0.25 ON
	Paging (begin)	0.5 ON 0.25 OFF 0.5 ON then begin page
	Paging (end)	0.5 ON 0.25 OFF 0.5 ON then paging is disconnected
Retry tone	3-4 beeps (0.25 ON, 0.25 OFF), then dial tone	
<b>Rings</b>	Alarm ring	Steady ON (15 sec)
	External ring	1.0 ON 3.0 OFF
	Internal ring	0.4 ON, 0.2 OFF, 0.4 ON, 2.0 OFF
	Recall (offhook)	0.5 ON 4.0 OFF
	Recall (onhook)	0.5 ON 2.0 OFF
	Trunk queue	0.5 ON 0.5 OFF

---

## 2.8 HOT DIAL PAD

---

Hot dialpad means that you need not lift your handset or press **[SPKR]** in order to dial a number or activate certain features.

For example, from the idle (onhook) state, you can dial extension 21 just by pressing **[2][1]** on the dialpad, or pick up a call without first having to lift the handset or press the **[SPKR]** button.

The "hot dialpad" feature can be deactivated for a particular telephone set via system administration, if desired.

When hot dialpad is deactivated, it becomes necessary to lift the handset or press **[SPKR]** before dialing.

---

## 2.9 HANDSFREE OPERATION

---

Even if your telephone set is not programmed with a "hot dialpad", handsfree operation is automatically activated when you press certain buttons. This means that you need not lift your handset before pressing any of the following buttons:

**[SPKR]** to obtain internal dial tone;

**[MEM]** for one-touch dialing a Handsfree Answerback (HFAB) call to another extension or activating a programmed feature code;

**[SPEED DIAL]** for dialing an outside number;

**[TONE]** to place a ringing intercom call to an extension;

**[TK]** to select a private outside line;

**[TG]** to select an outside line from a group;

**[LCR]** to place a call via Least Cost Routing.

---

## 2.10 PREFERRED LINE

---

An extension may be programmed with a "preferred line". Such a set is connected to a programmed outside line (or outside line group) immediately upon lifting the handset or pressing **[SPKR]**. This feature is intended for extensions which make frequent outside calls. A station programmed with preferred line requires an **[ICM]** ("intercom") button which must be pressed to receive internal dial tone, which is required when performing any activity other than placing an outside call.

# Section 3

## AVANTI FAMILY SETS

### OPERATING INSTRUCTIONS

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#### 3.1 GENERAL

---

This section provides detailed instructions for the operation of the Telrad AVANTI family telephone sets.

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#### 3.2 ALTERNATIVE ACTIONS AND ASSUMPTIONS

---

This section provides the basic alternative actions and assumptions applicable for operating instructions.

##### 3.2.1 Alternative actions

The following table provides alternative methods of using your telephone set.

**Table 3-1 Alternative actions**

Instead of:	You can:
Pressing <b>[SPKR]</b>	Lift the handset.
Using hot dialpad	Press <b>[SPKR]</b> or lift the handset before starting any action
Pressing <b>[FEATURE]</b> and dialing a function code	Press a programmed memory button
Dialing the directory number (DN) of an extension	Press a programmed memory button
Pressing an outside line or outside line group button	Dial an outside line or outside line group code
Accessing an outside line and then dialing a speed dial number	Include the outside line access code in the speed dial number

##### 3.2.2 Basic assumptions

The instructions contained in this section assume the following:

- Your set is default-programmed with a hot dialpad;
- Your set is **not** programmed with a preferred line;
- If your extension is programmed with a Preferred Line (see [Section 3.8](#), below), you will have to press the ICM (intercom) button before performing any operation that requires internal dial tone;
- You use handsfree operation whenever possible. If you don't have a hot dialpad or choose not to use handsfree operation, then either lift your handset or press the **[SPKR]** button before you begin a procedure;

- The feature codes indicated in the text (see Table 2-2 above) are defaults. They may be programmed differently in your system. If this is the case, ask your System Administrator for an updated list of access codes;
- The telephones connected to your system may be programmed to operate in **Key mode** or **PBX mode**;  
**Key mode** refers to the standard operating mode whereas **PBX mode** refers to the Multiple Station Appearance (MSA) mode of operation. The consequences of being defined in a Multiple Station Appearance group is described in more detail in [Section 3.27](#), below, which you may wish to consult before reading the operation procedure for a particular feature;
- Button designations are generally in capital letters, or icons as they appear on the digital telephone sets (e.g. **[FLASH]**).

---

### 3.3 BASIC OPERATION

---

This section describes the basic telephone set operations.

#### 3.3.1 Internal dial tone

***To get internal dial tone***

- Lift handset or press **[SPKR]**.

**NOTE**

1. If your telephone is programmed with a preferred line, you must press **[ICM]** to get internal dial tone.
2. If you are working with a headset, press the **[HS]** button to get internal dial tone.

#### 3.3.2 External dial tone

***To get an outside line***

- Press an outside line button (**[TK]**) or outside line group button (**[TG]**) or Least Cost Routing button (**[LCR]**) or dial the appropriate access code for one of the above.

**NOTE**

If you have a preferred line or an outside line access code is programmed in the speed dial string you are currently using, you do not have to access an outside line as stated above.

#### 3.3.3 Speakerphone

A high quality speakerphone is provided on the 3025, 3020 and 3015D sets.

The speakerphone allows you to conduct a conversation without lifting the handset.

***To convert a handset conversation to a handsfree call***

1. Press **[SPKR]**.
2. Replace the handset.  
You may now speak handsfree to the other extension.

**3.3.4 Keeping your calls private (Mute)**

There are several ways to prevent the other party from hearing you while you are on a call.

During speakerphone calls:

The **[MUTE]** button operates in toggle fashion: pressed once, the station microphone is disconnected. Pressed a second time, it is connected again.

In a HandsFree AnswerBack (HFAB) conversation, the called party speaks with you via your set's microphone and speaker (handset remains in its cradle).

When an HFAB call arrives at your set, the calling party can hear what is going on in the vicinity of the set, via the station microphone. If your set has the Dual Audio Path (DAP) option, the calling party can speak and listen even when you are on another call via your handset.

***To disable your microphone***

- Press **[MUTE]**.
  - The **[MUTE]** indicator goes on.
  - Now, when an HFAB call arrives at your set, you will be able to hear the calling party, but the caller cannot hear you.

***To speak to the calling party again***

- Press **[MUTE]** again to make your microphone active.

When you finish your conversation, your set will return to the mute status automatically and the **[MUTE]** button indicator will go on.

Avanti 3025, 3020 and 3015D sets can use the mute feature to consult privately during speakerphone handsfree calls.

When mute is activated before you initiate a speakerphone call, the mute state will be temporarily deactivated. When you terminate your call, the mute function will automatically resume operation.

The mute function is automatically activated when a page announcement is received at your set. Mute cannot be canceled during the page.

**3.3.5 Handset mute**

To facilitate privacy on handset calls, your System Administrator can program a separate handset mute button (**[HS MUTE]**). Pressing the **[HS MUTE]** button during a handset call disconnects the handset microphone. Pressing the button a second time reactivates the microphone.

Once you finish the current call, the handset microphone will automatically be active again, even if the most recent operation deactivated it.

### 3.3.6 Allowing others to hear your call (Speaker Monitor)

This feature is used to enable other people in the room to hear your conversation, while you are using the handset. When the feature is activated, the people listening in will hear the other party via the set speaker. The set microphone will remain inactive.

#### *To activate speaker monitor during a regular handset call*

-  **All Avanti sets**
- Press **[FEATURE]** and then **[SPKR]**.
    - **[SPKR]** button indicator turns on.
    - Other party is heard via the speaker.

#### *To deactivate speaker monitor*

- Press **[SPKR]**.

#### *To renew speaker monitor operation*

- Press **[FEATURE]** and then **[SPKR]** again.

#### *To change back to a regular speakerphone call*

- Place handset on cradle.

#### *To adjust the speaker volume*

- Press the **[LO HI]** button, as necessary.  
If the handset is lifted again during a speakerphone call, regular handset operation is initiated.

### 3.3.7 Distinctive ringing

You can program telephone sets (digital sets only) 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*

-  **All Avanti sets**
1. Press **[\*]** and **[#]** simultaneously.

#### **NOTE**

If you have the Voice Dialing option installed, press **{Selective Ringing}**.

2. Press one of the dialpad buttons (**[1]** to **[9]**).

When you hear the ring you want:

3. For Avanti 3025 and 3020 sets, press **{SAVE}**.

For any other sets, 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.

---

## 3.4 INTERNAL CALLS

---

Your extension can ring another extension directly.

### NOTES

If your extension is programmed with a Preferred line (see [Section 3.8](#), below), you must press **[ICM]** before you can dial another extension.

For calling an extension in a networked DIGITAL system, see [Section 6.4](#).

You can activate the Note pad feature during an internal call. See [Section 3.5.11](#)

### 3.4.1 Making an internal ringing call



#### *All Avanti sets*

1. Dial **[1]**.

Display sets show *TONE*.

2. Dial the required extension number.

If the extension is available, ringback tone is heard.

Avanti 3025 sets show the name of the extension dialed, if defined, and its DN, followed by *RING*.

Avanti 3020 and 3015D sets show both the extension name and DN (if both are defined).

When the called party answers, talk. The telephone set display shows *CONV* followed by the extension name. Avanti sets with display also show the extension DN.

If the called extension is not free to receive a call, you hear busy tone. This may also occur if the called extension is in the Do Not Disturb (DND) state.

### NOTE

The procedures given for making an internal call (above) and for making a handsfree answerback (HFAB) call (see [Section 3.4.2](#)), assume the default system setup. Check with your System administrator whether the same procedures apply for your system.

### 3.4.2 Making a handsfree answerback (HFAB) call

You can call an available digital telephone set through its speaker, with the called party answering through the set's microphone. This is a voice announce Handsfree Answerback (HFAB) call.

1. Dial the desired extension's number.

A tone burst is heard.

Display sets show *HF* followed by the name or the DN of the extension dialed.

2. Talk to the other party.

The duration of an HFAB call may be limited by the system. If the pre-determined time of the handsfree conversation elapses, you hear a second tone burst, the call is disconnected, and then you hear dial tone.

If the called party lifts the handset during the handsfree answerback conversation, the call is converted into a regular internal call (*CONV* replaces *HF* on the telephone display), and the duration of the call is no longer limited.

#### NOTE

The Note pad feature cannot be used until the called party lifts the handset and changes the call to a regular internal call. See [Section 3.5.11](#).

If HFAB call is directed to a single line telephone (SLT), a Telrad Tracker, or a set to which an HFAB calls are restricted, the call is automatically converted to a regular ringing call. In this case, the appropriate display is shown (*CONV* followed by the name or the DN of the extension dialed) and the call has no time limit.

### 3.4.3 Barging into an ongoing call

The Barge-in feature allows you to join an internal or external conversation being carried on by another extension user, provided the call is not a conference, and both your set and the target extensions are programmed to permit this.

The system Class Of Service programming may prevent you from performing Barge-in from your extension. Also, a particular extension may be programmed to prevent you from barging in even if you are programmed with Barge-in capability.

If the extension to be barged into is on an outside call, the conversation must already be in progress (that is, dialing must have been completed). Once you barge in, you will be in conversation with both parties.

#### **To barge in**

##### **(after trying to call an extension and hearing the busy tone)**



**3025/3020/  
3015D sets**

1. Press *BARGE IN* softkey



**All other sets**

1. Press **[FEATURE]** or dial FEATURE access code. Display sets show *FEATURE*. Dial the BARGE IN access code (default: **[2] [4]**).

- You and the parties on whom you barged in may hear a barge-in tone, to indicate that a conversation between three parties has been established (It is possible for the initial tone not to be heard, if the system is so programmed).

On a barge-in call with internal parties only, display sets show *CONF* along with the names or DNs of the participating extensions. If one of the parties is on an outside line, the display will show the

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elapsed time followed by CO and the DN or name of the outside line.

2. Talk to the parties.  
Depending on the way the system is programmed, the warning tone may be repeated periodically for the duration of your participation in the conversation.

### 3.4.4 Executive intercom

If your extension is programmed with the executive intercom feature, you will be able to call an extension defined as your secretary's, even if it is in the Do Not Disturb state (see [Section 3.16](#) below).

Executive intercom calls can be HFAB or internal ringing calls.

### 3.4.5 Extension callback

If the extension you are calling is busy or is in the DND mode, you can have the DIGITAL system call you back when the extension becomes available or deactivates DND.

#### NOTE

This feature can be activated toward an extension of another networked DIGITAL system (see [Section 6.4](#)).

After you dial an extension and hear a busy tone:



**3025/3020/  
3015D sets**

- Press **{CALL BACK}**.

The **{CNCL CBACK}** button appears, the **[CB/QUE]** LED indicator lights and dial tone is heard.

You can now proceed with another activity.



**3015 set**

- Press **[CB/QUE]**.

The **[CB/QUE]** indicator lights and dial tone is heard.

You can now proceed with another activity.



**3000 set**

- Press **[FEATURE]** and dial **[2][2]**.

Dial tone is heard.

You can now proceed with another activity.



**All sets**

When the extension becomes available (or you deactivate DND):

- You hear short rapid ringing.
- Display sets show *CALL BACK* followed by the name or the DN of the requested extension.

#### NOTE

If the callback is activated from another networked system's extension, display sets show the name of the TIE line used.

- Press **[SPKR]**.
  - The system dials the previously busy extension.

- When the extension answers, a call is established and the call-back request is automatically canceled.

#### **To cancel a callback request**

You can cancel a callback request before or during callback ringing:

- ☞ **3025/3020/  
3015D sets**
  - Press **{CNCL CBACK}**.  
The LED indicator goes off and the callback request is canceled.
- ☞ **3015 set**
  - Press **[CB/QUE]**.  
The indicator goes off and the callback request is canceled.
- ☞ **3000 set**
  - Press **[#]**.  
Display sets show *CANCEL*.
  - Press **[FEATURE]** and dial **[2][2]**.  
The callback request is canceled.

### 3.4.6 Internal speed dialing

#### **To dial another extension at the push of a button**

- Press the button programmed with the desired extension.  
The system automatically dials the number.

For programming speed dial and memory numbers, see [Section 3.18](#) and [Section 3.19](#), below.

### 3.4.7 System Dial By Name (SDBN)

If your telephone system includes IMAGEN with System Dial By Name (SDBN), you can make System Dial By Name calls, as described below.

The numbers which can be dialed using System Dial By Name are arranged in directories defined in SDBN programming.

- ☞ **3025 set**

#### **To dial using SDBN**

  1. Press **{DIRECTORY}**.
  2. Press the softkey of the directory where the name is listed (for example, **{MARKETING}**).  
You will see a list of names or a list of alphabetical name ranges (e.g. ANNE-BETTY, BRIAN-CAROL, CECIL-DINA, etc.).
  3. If you already see the name of the person you wish to dial, press the appropriate softkey. Otherwise, press the softkey of the appropriate range which contains the name of the desired person and then press the allocated softkey when it appears thereafter.  
The number is dialed automatically.
- ☞ **3020/3015D  
sets**
  1. Dial the access code or press a dedicated button (if defined) for the directory containing the desired party (see your System Administrator for details).  
Display shows: *DIAL NAME:*
  2. Spell the first letters (up to six letters) of the party's name on your dialpad (for example, ALAN : 2526).  
- Asterisks appear as each digit is entered.

## Section 3: AVANTI FAMILY SETS OPERATING INSTRUCTIONS

3. Press **{VIEW}** to show matching names or press the button with the desired name if it already appears.
  - The party is dialed automatically.

### NOTE

The letters to be dialed from the dialpad are:

For A, B and C dial 2

For D, E and F dial 3

For G, H and I dial 4

For J, K and L dial 5

For M, N and O dial 6

For P, Q, R and S dial 7

For T, U and V dial 8

For W, X, Y and Z dial 9

If the name is misspelled, not defined, or if there is more than one user with the same numerical equivalent (for example, "JENNY", "KENNY" and "LENNY"), error tone is heard.

---

## 3.5 OUTSIDE CALLS

---

### 3.5.1 Making an outside call

Outside calls may be placed by any extension with a button for a private outside line or an outside line group.

### NOTE

Depending on the programming of your system, the cost of your call may be displayed.

#### *To make an outside call*



#### ***Any set with an outside access button***

1. Press an outside line button, outside line group button, LCR button or dial the LCR access code.

The associated button's indicator lights and external dial tone is heard.
2. Dial the desired number.

Display stations show the digits dialed. If the party is available, ringback tone is heard.
3. When the called party answers, begin your conversation.

Display sets show the outside line number and then the call elapsed time.



#### ***Sets with no outside line access buttons***

1. Dial an outside line, outside line group or LCR access code.
2. Listen for external dial tone.
3. Dial the desired number.

If the party is available, ringback tone is heard.
4. When the called party answers, begin your conversation.

If, after seizing an outside line, you do not start dialing within a defined timeout, you will hear a retry tone and the system will

release the line.

***To enter pauses in a dialing sequence***

When your DIGITAL system is connected behind another Private Branch Exchange (PBX), the PBX may take a few seconds before it provides an outside line. Thus, when speed dialing, it may be necessary to enter a pause after the digits of the outside line access code.

By pressing **[PAUSE]**, the system allows sufficient time to access the line. A number of pauses may be entered. The length of the pause time is programmable. See the DIGITAL Administration manual (76-110-0175/F) and the DIGITAL System Description (76-110-0180/F) for further information on pause time.

### 3.5.2 Calling Line Identification on Outside Calls

When you are placing an outside call using an ISDN line, the receiving end may see your line identification number. This is called Calling Line Identification Presentation (CLIP). If you want to restrict the appearance of this number, use the Caller Line Identification Restriction (CLIR) feature as follows:

1. Dial the CLIR access code.
2. Access the line and dial the desired number.

***To cancel the restriction:***



- All sets**
1. Press **[#]**.
  2. Dial the CLIR access code.

Whether the calling line identification number is presented (CLIP) or restricted (CLIR) depends on the Class of Service (COS) assigned to your extension (see the Administration manual). The COS programming can be overridden on a call-by-call basis by using the CLIR and CANCEL CLIR features before dialing a call. If COS does not restrict calling line identification, you can use the CLIR feature to restrict an individual call. If the COS imposes CLIR, you can use the CANCEL CLIR feature to allow CLIP for an individual call. Once you hang up the system returns to the method that is programmed for your COS.

**NOTE**

CLIR may not be available on all networks.

### 3.5.3 Hot line

If you have a Hot line, this enables you to access an outside line which will ring immediately to a particular external subscriber.



- All sets**
1. Seize the designated hot line.
    - Ringback tone is heard.
  2. Wait for the external subscriber to answer.

### 3.5.4 Account code (ACC)

The system allows you to enter an account code on outgoing or incoming external calls. The code entered is printed out on the Station Message Detail Recording (SMDR) printer.

The entry can be **voluntary** (the user dials the code before or after seizing the outside line), or it may be **forced** (the user cannot seize an outside line without first entering the code). The extension may also be programmed so that the user hears a periodic tone during outside conversations as a reminder to enter an account code. The code may be entered at any point after the initial elapsed call timeout and before the call is disconnected.

Several account codes may be entered during a single call.

#### NOTE

An extension programmed with forced account code will not be able to perform Automatic redial.

#### *To enter an account code*

To enter a forced account code, the following procedure must be performed prior to seizing the outside line. If the entry is voluntary, you may use this procedure before dialing out or during the conversation.



- 3025 set**
1. Press **{ACCOUNT}**.  
- Display shows ACC

#### NOTE

The **{ACCOUNT}** softkey appears along with the call elapsed time display. If you wish to enter an account code before this happens, execute Step 1 for **All other sets**, below.

2. Dial an account code string (up to 11 digits).  
- The digits scroll from right to left.
3. Press **{SAVE}** to complete the process.

#### NOTE

To abort, press **{ACCOUNT}** again before pressing **{SAVE}**.  
Follow the procedure above to enter another account code.

-  **All other sets**
1. Press the **[ACC]** button (if you have one defined) or press **[FEATURE]** and dial **[2][8]**.  
Display sets show *ACC*.
  2. Dial an account code string (up to 11 digits).  
On display sets, the digits scroll from right to left.
  3. Press **[#]** to complete the process.

The code may be changed as many times as desired during the conversation, by the procedure above. Also, if you have not yet pressed **[#]** or **[SAVE]** button to enter a new code, you may start the procedure again to change your entry or to deactivate the code currently in effect.

### 3.5.5 Tone dialing

The Tone dial feature allows you to switch to DTMF dialing on a pulse outside line call. This is useful for accessing various carrier services and external equipment (e.g. answering machine).

#### *To switch to tone dialing while connected to an outside line*

-  **3025 set**
- Press **{TONE DIAL}**.
    - Display sets show *T* at the current digit position on the display.
    - The dialing method is changed to DTMF.

#### **NOTE**

The **{TONE DIAL}** softkey only appears when dialing on non-ISDN lines.

-  **All other sets**
- Press the **[P→T]** button (if defined) or **[FEATURE]** followed by the TONE DIAL access code.
    - **[P→T]** button (if defined) lights.
    - Display sets show *T* at the current digit position on the display.
    - The dialing method is changed to DTMF.

#### **NOTES**

Be sure to implement tone dialing in the appropriate location in the string of the digits to be dialed.

If the outside line is disconnected or placed on hold, or enters a conference, the **[P→T]** button indicator turns off and the *T* disappears.

The tone dial feature can be included in a Speed Dial, Redial, ARD or Save/Repeat sequence activated on a pulse outside line.

Activating the tone dial feature while internal dial tone is heard, will result in retry tone.

### 3.5.6 If no outside lines are available

When you request an outside line for placing a call and the line, or all lines of the requested group are busy, you can queue for an available line.

When the outside line becomes available, the system rings your extension. When you answer, you are automatically connected to an outside line.

**To enter an outside line queue**

After an attempt to obtain an outside line resulted in a busy tone:

-  **Avanti sets with display**
  - Press **{TKQUE}**.
    - Dial tone is heard, the **{CNCL TKQUE}** softkey appears and the **[CB/QUE]** LED indicator lights

-  **All other sets**
  1. Press **[CB/QUE]** (if defined) or press **[FEATURE]** and dial **[2][2]**.
    - Dial tone is heard and the **[CB/QUE]** indicator (if defined) lights.
  2. Hang up or continue using your set normally;

When the line becomes available and your extension is free:

- You will hear short rapid ring bursts. If your set has an appearance button for the outside line, its indicator will flash.
- Display sets show **TK QUE** followed by the requested outside line name or number (e.g. **TK QUE CO 801**).
- The 3025 and 3020 sets also provide a worktable softkey to the right of the display, for the ringing outside line (e.g. **{TQUE 800}**), and a softkey **{CNCL TKQUE}** for canceling the request.

**To access the ringing line**

-  **3025/3020/3015D sets**
  - Press the outside line softkey.

-  **All other sets**
  1. Go offhook (press **[SPKR]** or lift the handset) or press the appearance button for the outside line.
    - You will hear external dial tone.
  2. Dial the desired number.

**To cancel the queue request**

-  **3025/3020/3015D sets**
  - Press **CANCEL TRUNK QUEUE** softkey.

-  **All other sets**
  - Press **[CB/QUE]** button (if defined).
    - The trunk queue request is canceled and dial tone is heard to confirm.

Any applicable button indicators and displays are deactivated (i.e. **[CB/QUE]** indicator stops flashing, **TK QUE** display disappears, etc.).

**3.5.7 Making a Least Cost Routing (LCR) call**

The LCR feature routes your call via the least expensive outside lines available, taking into account the time of day, and the day of the week. Your telephone bill can be significantly reduced using this feature. LCR is defined and activated via system programming.

**To use LCR** **All sets**

1. Press **[LCR]**,  
or  
Dial the LCR access code (usually “9”, but consult your System Administrator for the correct LCR access method in your system).  
- Dial tone is heard and display sets show *LCR*.
  2. Dial the external number.
- If you press **[FLASH]** during an LCR dialing attempt, you can dial immediately through LCR, without having to press the **[LCR]** button again.

**NOTE**

When you use LCR, the call will automatically move to a floating button (if defined).

**3.5.8 Disconnecting a conversation****All sets****To disconnect a handset conversation**

- Replace the handset.
- The conversation is disconnected.

**All sets****To disconnect a handsfree conversation**

- Press **[SPKR]**.
- The conversation is disconnected.
- On display sets, the elapsed time display for outside calls freezes and the call cost (if defined) is shown for a set timeout.

Other actions that will disconnect a conversation are:

- Pressing an outside line button to obtain an outside line.
- Pressing a memory button to place a Direct Station Select (DSS) call disconnects an internal call.
- Pressing **[FLASH]**. (NOTE: Depending upon system programming, you may have to press **[FEATURE][FLASH]** instead),
- Pressing a DN button (see [Section 3.27](#), below).

**3.5.9 To disconnect an outside call but keep the line**

If you are speaking on an outside line, you can disconnect the call while still retaining the outside line, by pressing the **[FLASH]** button.

(NOTE: Depending upon system programming, you may have to press **[FEATURE][FLASH]** instead). You can then press **[REDIAL]** (to dial the same number again) or make another outside call without having to select an outside line again.

When the system is connected directly to outside lines:

- Press **[FLASH]** (NOTE: Depending upon system programming, you may have to press **[FEATURE][FLASH]** instead).
- The conversation is disconnected and you hear external dial tone.

### 3.5.10 Telephone lock

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



#### All sets

##### **To lock your telephone**

1. Dial the LOCK access code or press **[LOCK]** (if defined).
  - Display sets show *ENTER 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.
  - Your telephone is unlocked.

### 3.5.11 Note pad

You can enter a string of up to 16 digits in the station memory for later reference (e.g. a telephone number) during a conversation. The number is saved in your personal speed dial memory (see also [Section 3.11.5](#)).

##### **To save a number while in conversation**

###### **NOTE**

If you are calling via handsfree answerback, the **{PROGRAM}** softkey or the  icon does not appear. Follow procedure for **All other sets**, below, instead.



#### **Avanti 3025/ 3020/3015D sets**

1. Press *PROGRAM* softkey or the  icon and then **{SPEED DIAL}**
2. Dial an available speed dial code or press an available speed dial button.
3. Enter up to 16 digits
4. Press **{SAVE}**.



#### **All other sets**

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

###### **NOTE**

If 8 seconds pass after the last digit was entered, or you end the conversation, the digits dialed up to then, will be saved.

##### **To dial the number saved via Note pad**

- Use the regular speed dialing procedure with the SPEED DIAL code or SPEED DIAL button that you used to save the number (see [Section 3.11.5](#)).

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## 3.6 CONFERENCE

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### 3.6.1 Setting up a conference call

Up to eight parties, any of which may be outside parties, may converse together on a conference call.

The conference feature provides various options:

- To initiate a conference call.
- To add more parties to the existing conference.
- To remove outside line parties to the existing conference.
- To leave the conference call temporarily.
- To return to the conference after leaving temporarily.
- To leave the conference call permanently (other parties remain in conversation).



#### **Avanti 3025/ 3020/3015D sets**

##### ***To establish a conference call***

1. Place the first call.
2. Press **CONFERENCE** softkey.
  - Dial tone is heard, and SPLT softkey appears for the line or extension of the first call.
3. Call the next conferee.

When the next conferee answers:

- Press **{JOIN}**.



#### **All other sets**

1. Place the first call.
2. Press **[CONFERENCE]**.
3. When you hear dial tone, call the next conferee

When the next conferee answers:

- Press **[CONFERENCE]**.
  - There are now three parties to the call. If they are internal users with display sets, each set shows the extension numbers of the other conferees. If one of the conferees is on an outside line, system participants with display sets will see the elapsed time for the current call.



#### **All sets**

##### ***To add more parties to the conference proceed as follows***

- Press **[CONFERENCE]**.

When you hear dial tone:

- Call the next conferee.

When the next conferee answers:

- Press **[CONFERENCE]**.

All parties are in conference.

-  **Avanti 3025 set**
- To 40 an outside line party to the conference**
- Press the **SPLT** softkey of the outside line you want to remove from the conference.
  - Press **{DROP}**.
    - The party is disconnected.

-  **All sets**
- To leave the conference call temporarily**
- Press.
- You will hear dial tone.
- You are now free to use your set as you wish and still have the option to return to the conference.

**NOTE**

If, after exiting from a conference, you complete another call, **do not** hang up. If you do, you will be permanently disconnected from the conference call. To disconnect, press **[FLASH]**.

-  **Avanti 3025/  
3020/3015D  
sets**
- To return to the conference**
- Press **{CONF RET}**.

-  **All other sets**
- Press **[CONFERENCE]**.

-  **Avanti 3025/  
3020/3015D  
sets**
- To leave the conference call permanently**
- Press **{CONF EXIT}** or hang up.

-  **All other sets**
- Hang up.

### 3.6.2 Intercom loop Conference

The Intercom loop conference is a special variation on the standard conference. The feature allows a designated mediator to speak with up to 30 participants who are connected in a “listen only” mode or in a two-way mode, as defined by system programming.

**NOTE**

To properly facilitate this feature, the mediator requires a 3025 set, plus a DSS unit with appearances of all possible participants.

In the “listen only” mode, the mediator may allow up to 5 appointed participants to speak on the conference as well. Participants may request to speak during the conference and the mediator is given a flashing indication when this occurs, on the participant’s DSS button. Conference members can be preprogrammed or added as the conference progresses.

All participants in the intercom loop conference are local extensions (networked extensions and outside lines cannot be included).

**To program a list of participants**

1. Press  (program) icon and **[CFLn]** (a predefined conference loop button, where **n** = 1 to 10. See System Administrator).

Display shows:

Conf. Loop <No.>	Setup
Member <number 1-30>	

2. Enter the DNs of the desired participants or press the associated DSS buttons, one at a time. Only legal DNs will be registered. Press **[FLASH]** to delete the DN currently displayed. A 3-beep error tone indicates an illegal value. You may scroll through the list as it grows, using the **[LO HI]** button.
3. Press **{EXIT}** or go onhook to end the programming process.

**To initiate the intercom loop conference**

1. Dial the CONF. LOOP feature code or press a defined CONF. LOOP button.

The list of participants is dialed. Each participant is added upon answering.

2. To add participants, enter the desired DN or press the desired DN button.

The following two procedures apply to “listen only” mode:

**To request permission to speak (participants with a flash button only)**

- Press **[FLASH]**  
DSS button for requesting station changes from “on” to flashing state.

**To grant permission to speak (mediator only)**

- Press the flashing DSS button.  
Participant can now talk. Pressing the button again will reinitiate the one-way state (toggle action).

**To disconnect the conference**

- Hang up

**3.6.3 Meet me conference (option)**

The Meet me conference is a new variation on the conference call whereby up to eight potential participants dial a common DN and are connected by the system, in order of arrival. The first caller who dials in receives a special tone or music-on-hold. Subsequent callers receive ringback tone prior to being connected. All current participants already connected hear a special tone when a newcomer connects or when a participant drops out.

***To join a Meet me conference***

- Dial the Meet me conference DN (see System Administrator).  
You hear a special tone or music on hold (if you are the first caller), or ringback tone after which you are joined in conference with other callers.

***To exit a Meet me conference***

- Hang up.  
Remaining participants hear a special tone indicating you disconnected.

**3.6.4 To patch together two outside lines**

You may connect two outside parties via your DIGITAL system lines to enable private conversation between them. At least one of the outside parties must be capable of dialing DTMF digits.

***To connect two outside parties together***

1. Place a conference call with two outside parties (as explained above)
2. Notify the parties that when a tone is heard, one of them must dial a DTMF digit to continue the conversation. (Otherwise, the patch initiator will be recalled automatically and the outside lines will be disconnected after a fixed timeout, if the recall to the initiator is not answered.)

To complete the patch:

1. Press **[CONFERENCE]**.
2. Press **[FEATURE]** or dial the feature access code and dial **[T][P] ([8] [7])**.  
The parties are joined in a patch.

***To rejoin the patch***

1. Press **[PICK UP]**.
2. Press one of the participating (light indication) outside line buttons (3025/3020 sets press either of the *PATCH* softkeys. Sets that do not have outside line buttons must dial the number of one of the participating outside lines).  
A conference with the patched parties is reestablished.

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**3.7 TO OVERRIDE EXTENSION RESTRICTIONS (Travel COS)**

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The Travel Class Of Service (Travel COS) feature enables you to change the Class of Service (COS) temporarily at a system extension in order to use otherwise inaccessible services from the extension. The COS can be one of five programmed Global COSs available throughout the system or the COS of a particular extension. The global COS can only be accessed with an appropriate password (consult System Administrator for global COS). The password for a particular extension's COS is the extension's Executive Credit Code (ECC) (see Section 6.2, below).

**All sets****To activate a Travel COS**

1. Press **[TC]** (if defined) or dial the Travel COS access code.  
Display sets show *ENTER NO:*
2. Dial the desired DN or press **[\*]** for a Global COS number.  
Display sets show *ENTER CODE:*
3. Dial the appropriate ECC code or Global COS password.
  - The **[TC]** indicator (if defined) lights.
  - The Travel COS is currently active for a predefined time.
  - You may now access an outside line and place any call allowed under the currently active COS.

**3.8 PREFERRED LINE**

A preferred line is an outside line to which you are connected when you lift your handset or press **[SPKR]** (instead of receiving internal dial tone).

**NOTE**

In order to dial internally or activate features, you must press **[ICM]** to access internal dial tone. The preferred line is defined in system configuration.

**To use your preferred line**

1. Lift your handset or press **[SPKR]**.
2. Dial any external number as you would from a regular external telephone.

**3.9 PAGE**

You can use your set to make a general announcement or to page someone via any of up to eight internal and eight external page zones on the DIGITAL KEY BX or DIGITAL 400 systems or 16 internal page zones and 24 external page zones for the DIGITAL 1000 system.

An internal page zone comprises a programmed grouping of DIGITAL or Avanti telephone sets which are accessed by dialing a programmed access code. An external page consists of external speakers or public address system accessed by dialing a programmed access code. Internal page zone codes may be programmed so that an internal page also activates external speakers simultaneously.

**NOTES**

Only one internal and one external page call may be active in the system at a time.

To activate page toward a networked DIGITAL system, a prefix must be dialed first (see Section

6.4.6).

**To make an announcement**

1. Dial the required page zone code or press a dedicated PAGE ZONE button (if defined).
  - Display sets show PAGE, and the page access code.
  - You will hear a double tone burst.
2. Make your announcement.

You might not have access to all zones. If you try to dial a zone to which you do not have access, you will hear a retry tone.

Paging time may be limited. If the time limit is exceeded, you will hear a double tone burst, the call will be disconnected, and you will then hear internal dial tone.

You can also page someone in order to transfer an outside call (see [Section 3.14.3](#) , below).

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## 3.10 MESSAGES

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If you call an extension and receive no answer or the extension is busy, you may leave a message at the extension.

Up to six messages may be stored in an extension's message memory at a time: five from other extensions, including one from the Integrated Multiple Application Generator (IMAGEN) voice mail feature (if installed), and an additional message from the Attendant Console.

The message may be a Basic Message such as CALL 239 (see [Section 3.10.2](#)), or you may select one of 30 text messages programmed in the system, which will appear on the called station's display, along with the sender's directory number or name.

Some of the text messages may be edited by dialing the appropriate digits from the dialpad (*CALL ME AT \*\*\*\*\*, BE BACK AT \*\*: \*\**).

All messages sent to non-display sets and SLTs are Basic Messages.

The recipient of the message knows when messages have arrived, as follows:

- At first, display stations will show the text of the message and the sender's name or number. After a few seconds, the display shows the number of messages waiting (e.g. *CALL HOME 231*, and then *3 MESSAGES*);
- The **[MSG]** button will indicate messages waiting, via the button indicator;
- When messages are waiting, a broken dial tone is heard whenever the extension goes offhook (Message Reminder Tone). Do not confuse this tone with the Call forward tone.

If, when you try to leave a message at an extension, an error tone is heard, this means that the maximum allowed number of messages has

been left at that extension and you will be unable to leave your message.

#### NOTE

Only a Basic Message can be sent to another networked DIGITAL system's extension.

### 3.10.1 Reading and *answering* messages

When messages have been received at your station:

 **Avanti 3025/3020 sets** The number of waiting messages (e.g. 5 MESSAGES) appears in the display, the **[MSG]** indicator lights and, on the 3025 set, the message icon  appears  
or  
The text of the last message sent and the sender's name or extension number appears in the display, the **[MSG]** indicator flashes and, on the 3025 set, the <ANSWER softkey appears. This state remains for a short while and then the number of waiting messages reappears on the display.

 **Avanti 3015D set** The number of waiting messages (e.g. 5 MESSAGES) appears in the display, and the **[MSG]** (if defined) indicator lights  
or  
The text of the first message and the sender's name or extension number appears in the display and the **[MSG]** (if defined) indicator flashes. This state remains for a short while, and after a few seconds, number of messages waiting appears.

#### *To view messages sent to your station (display sets only)*

 **Avanti 3025 set** • Press **[MSG]** or the message icon .  
Your list of messages is displayed.

 **Avanti 3020/3015D** 1. Press **[MSG]**.  
- The first message in the message memory list is displayed.  
2. Press the appropriate side of the **[LO HI]** button to scroll backward or forward respectively through your list of messages.  
The next (or previous) message in the list is displayed.

#### *To reply to your messages*

 **Avanti 3025 set** • Press the *ANSWER* softkey for the desired message.  
The extension whose message is currently displayed is called.

 **Avanti 3020/3015D sets** If the **[MSG]** indicator is flashing:  
• Press **[MSG]**.  
The extension whose message is currently displayed is called.

If the **[MSG]** indicator is on steady:

1. Press **[MSG]**.  
- The next message to be answered is displayed.

2. Press **[MSG]** (again).  
The extension whose message is currently displayed is called.



**Non display sets**

- Press the flashing **[MSG]** button.  
The extension which left a message is called. If more than one message has been left, the first one sent is answered first.

**NOTE**

If the called extension answers, the message is deleted from your extension's message list. If the called extension does not answer, the message is retained. If the called extension is busy, busy tone is heard and the message is retained.

When you answer a message received from the Integrated Multiple Application Generator (IMAGEN), you will receive recorded instructions on how to proceed with the message answering process. On the Avanti 3025, 3020 and 3015D sets, softkeys will appear in the display to simplify operation. On the Avanti 3025 set in addition to the softkeys, features can be operated using icons. See the Integrated Multiple Application Generator (IMAGEN) User Guide.

**To delete a message**



**Avanti 3025 set**

You can delete a message without calling back the extension which left it.

1. Press **[MSG]**.
2. Press the **DELETE>** softkey to the right of the message you wish to delete.
  - The message disappears from the display.

**NOTE**

IMAGEN voice mail messages must be erased from within an IMAGEN mailbox session. Otherwise, the message which you thought you deleted by pressing a **DELETE>** softkey reappears after a fixed timeout.



**Avanti 3020/  
3015D sets**

1. Press **[MSG]**.
2. Scroll to the message you wish to delete, using the **[LO HI]** button.
3. Press **[#]**.  
The message disappears and the next message (if any remain) is displayed.

When the last message in the list is deleted:

- Dial tone is heard.



**Non display sets**

Your extension cannot delete specific messages in a straightforward fashion. However, if you call back the sender (by pressing the flashing **[MSG]** button), and leave a message (see [Section 3.10.2](#)), the sender's message is removed from your list of messages and a message is left back at the sender's extension.

If, however, you wish to delete all your messages at once, do the following:

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

### 3.10.2 Sending messages

If you dial an extension and receive busy tone, or there is no answer, you may send the called extension a message.

If the extension to which you sent a message has a display, you can send a text message to appear in the display.

If the extension does not have a display, you can still leave a basic call-back message to which the called extension can reply, even without knowing which extension left the message.

The types of messages available are as follows:

- Basic message;
- Stored message;
- Confirmed message;
- Integrated Multiple Application Generator (IMAGEN) voice message.

#### **BASIC MESSAGE**

A basic message is the simplest message that can be left at an extension.

At non-display extensions (SLTs) a broken tone is heard prior to the regular internal dial tone, to indicate a message is waiting. Also, the message button (if equipped in the extension) lights.

#### **NOTE**

A basic message can also be sent to a remote extension of a networked system.

When you dial an extension and receive busy tone or no answer:

-  **Avanti 3025 set**
  - Press the message icon  and hang up.
    - The basic message is sent.
-  **All other sets**
  - Press **[MSG]** and hang up.
    - The basic message is sent.

#### **STORED MESSAGES**

If the station to which you are sending a message has a display, you may select a text message to be sent to the display of the station. Thirty preprogrammed stored messages, of up to 16 characters are available.

Stored messages in which asterisks appear can be edited using the dialpad, e.g. *CALL \*\*\*\*\** can be edited to be *CALL 12345*. A maximum of five asterisks can be included in each message.

**Table A-1**, in Appendix A, lists the messages stored in your system.

**To send a stored message**

When you dial an extension and receive busy tone or no answer:

-  **Avanti 3025 set**
1. Press the message icon .
  - *SELECT A MSG:* is displayed followed by a list of stored messages and the scrolling icon .
  2. Press the scrolling icon  to scroll through the list of messages until you find the one you need.
  3. Press the softkey for the desired message.
  4. Use the dialpad to edit the message, (editable digits are indicated by asterisks), if applicable.
  5. Press **{SEND MSG}** to send the message.
-  **Avanti 3020/  
3015D sets**
1. Press **[MSG]**.
    - *SELECT A MSG:* is displayed.
  2. If you know the number of the message you want to leave, enter the appropriate two digit (01 to 30) message code via the dialpad.
    - If you are not sure of the message number, press the **[LO HI]** button.
  3. Use the dialpad to edit the message, if necessary.
  4. Hang up.
    - The message is sent.
-  **Non display sets**
1. Press **[MSG]**.
  2. If you know the number of the message you want to leave, enter the appropriate two-digit (01 to 30) message code using the dialpad (see Table A-1 in Appendix A, below). Otherwise, hang up and a basic message will be sent.
  3. Use the dialpad to edit the message, if necessary.
  4. Hang up.
    - The message is sent.

**To abort prior to sending the message**

At any point before sending the message:

- Press **[FLASH]**.

**CONFIRMED MESSAGES**

A "confirmed message" is a message which the recipient can read and respond to while busy on another call.

**NOTE**

This feature is applicable to display sets only.

If you call a display set which is busy, you may send it a confirmed message, which appears immediately on the called extension's display, along with your directory name. The called party can then acknowledge your message, or reject it, without interrupting the current call. You are informed (via your display) as to whether the message was accepted or

rejected. There may be up to 30 prepared messages which you may use (see Table A-1 in Appendix A, below, for a list of stored messages), some of which may be edited.

A confirmed message may be sent only if:

- Both the sending and receiving sets have displays;
- The called set is on an established internal or external call (it is not dialing);
- Another confirmed message is not currently active at this set.

### ***To send a confirmed message***

#### **Avanti 3025 set**

If you dialed an extension and received busy tone, then:

1. Press the message icon .
  - *SELECT A MSG*: is displayed along with the list of messages and the scrolling icon .
2. Press the scrolling icon  to scroll through the list of messages until you find the one you need.
3. Press the softkey for the desired message.
4. Use the dialpad to edit the message, (editable digits are indicated by asterisks), if applicable.
5. Press **{SEND MSG}** to send the message.
  - The destination set receives a muffled two beep tone, the **[MSG]** indicator flashes and the display shows the text of the message selected followed by your extension name or number: *WAIT..* followed by the text of the message selected.



#### **Avanti 3020/ 3015D sets**

If you dialed an extension and received a busy tone, then:

1. Press **[MSG]**.
  - *SELECT A MSG*: is displayed.
2. If you know the number of the message you want to leave, enter its two digit (from 01 to 30) message code with the dialpad. If you are not sure of the message number, use **[LO HI]** button to scroll through the list of messages until you find the one you need.
3. Use the dialpad to edit the message, if necessary.
4. Press **[MSG]**.
  - The destination set receives a muffled two beep tone, the **[MSG]** indicator flashes and the display shows the text of the message selected followed by your extension name or number: *WAIT..* followed by the text of the message selected.

If the called party confirms the message (see below), *MSG ACCEPTED* appears on your display. If you go onhook before the called party has a chance to respond, the message will be sent as a regular stored message.

If the called party disconnects without responding to your confirmed message, your display will indicate that the message was rejected (*MSG REJECTED*). If you then go onhook, the message is sent to the extension as a regular stored message.

If you press **[FLASH]**, the process is aborted.

***Responding to a confirmed message***

When a confirmed message arrives at your set, you will hear two beeps and see the text of the sender's confirmed message. To respond, follow these steps:

***To confirm (accept) the message***

- Press the flashing [MSG] button (3025 set: press {ACCEPT MSG}).
  - This sends a confirmation to the sender that the message was received (MSG ACCEPTED).

***To reject the message***

- Press [FLASH] or go onhook. This will disconnect the current call, (3025 set: press {REJECT MSG}) to reject the message.
  - MSG REJECTED appears on the sender's display (your current call will be disconnected if you flash or go onhook) and the message is left at the extension called as a regular stored message.

***INTEGRATED MULTIPLE APPLICATION GENERATOR (IMAGEN) MESSAGE***

If installed, the *Integrated Multiple Application Generator (IMAGEN)* option may be used to leave a recorded message for a particular extension. This can be done by calling the *Integrated Multiple Application Generator (IMAGEN)* access number directly and following the recorded instructions.

If you call an extension which has forwarded its calls to the IMAGEN system for busy or no answer, you will be automatically given instructions for leaving a voice message via the IMAGEN system.

**NOTE**

The Avanti 3025 set may have a {VOICE MSG} softkey for recording a message for another extension, when you call the extension and it is busy or there is no answer.

If your system has a defined VOICE MESSAGE access code, you can leave a message from any other set by dialing the code or pressing a programmable button containing the code, after attempting to call the extension.

If you leave a voice message, the system will automatically leave a message on the display of the recipient set (e.g. 3 MSGS IVM). For more information on IMAGEN, see your System Administrator.

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## 3.11 ABBREVIATED DIALING

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### 3.11.1 Last number redial

You can redial the last outside number you dialed in one short procedure:

1. Select an outside line or LCR.
2. Press **[REDIAL]**.
  - Display sets show the redialed number while the system automatically redials it.

### 3.11.2 Automatic Redial (ARD)

Automatic Redial causes the system to automatically dial a busy outside number until it becomes available.

When a number is dialed and found to be busy, pressing a system-programmed **[ARD]** button stores the dialed number in memory. The number will then be dialed out at regular intervals until the dialed number is available (i.e. until ringback tone is received).

Both the number of dialing attempts and the time interval between them are programmed via system configuration. See the Administration manual for more information.

If, after the preprogrammed number of dialing attempts, the dialed number is still busy, Automatic Redial is suspended. When the called party rings, you must lift the handset or press **[SPKR]** in order to talk to the party.

Automatic Redial can be deactivated and reactivated at any time.

The status of the Automatic Redial is indicated by the status of the **[ARD]** button indicator.

#### **NOTE**

The **[ARD]** button can also handle an LCR call. ARD waits for the LCR route until available for dialing, if necessary.

#### ***To operate Automatic Redial***

When you dial the desired outside party and receive a busy tone:

1. Press an **[ARD]** button.
  - The **[ARD]** indicator goes on.
2. Hang up.
  - When the ARD feature is active (dialing, waiting for busy or ring detection), the indicator flashes.

The system continues to dial automatically until the party is reached, the time period is exceeded or the request is deactivated.

#### ***To deactivate ARD temporarily, without deleting the number from memory***

- Press the **[ARD]** button again.
  - The indicator goes off.

The ARD request can be reactivated later if it isn't used for a different number in the meantime.

#### ***To reprogram the [ARD] button with a new number***

When you receive busy tone on an outside number:

- Press **[ARD]**.

### 3.11.3 Outside number scanning

The scanning feature allows the repeated calling of outside telephone numbers that are currently busy. If a busy signal is encountered, then the next listed number is dialed after a programmed ringing interval.

A station user can enter as many numbers into the scanner memory as there are dedicated automatic redial **[ARD]** buttons on the station. The scanner will then proceed to dial each number, serially, until a number is reached. After the first call is completed, the scanner continues dialing the rest of the listed numbers in memory, until all the calls have been successfully completed.

#### ***To activate the scanning dialer***

- Follow the procedure above for a number of **[ARD]** buttons, one after the other.
  - For each attempt, a number will be dialed (in sequential order), at a defined interval for a defined period, until a party is reached.

### 3.11.4 Dialing a frequently used outside number (Save/Repeat)

You can store one frequently used external number in a special memory, which you may change as you wish. You can automatically dial the stored number by just pressing a button on the Avanti 3025 set or by a programmed button or feature access code dialing on other sets.

#### ***To store a number***

1. Select an outside line.
2. Dial the number you wish to save.

#### ***To save the number of the party you just dialed***

At any point before you disconnect:

- |   |                        |   |
|---|------------------------|---|
| ☞ | <b>Avanti 3025 set</b> | • Press <b>{SAVE}</b> .   |
| ☞ | <b>All other sets</b>  | • Press <b>[SAVE/REPEAT]</b> or press <b>[FEATURE]</b> and dial <b>[S][R] ([7][7])</b> . <ul style="list-style-type: none"> <li>- The number is saved.</li> </ul> |

#### ***To dial the stored number again***

- |   |                        |  |
|---|------------------------|--|
| ☞ | <b>Avanti 3025 set</b> | <ol style="list-style-type: none"> <li>1. Select an outside line.</li> <li>2. Press <b>{REPEAT}</b>.</li> </ol>  |
| ☞ | <b>All other sets</b>  | <ul style="list-style-type: none"> <li>• Press <b>[SAVE/REPEAT]</b> or press <b>[FEATURE]</b> and dial <b>[S][R] ([7][7])</b>.                     <ul style="list-style-type: none"> <li>- Display sets show the number being dialed.</li> <li>- Each time you store a new number, the old one is deleted from memory.</li> </ul> </li> </ul> |

### 3.11.5 Speed dialing a number from a speed dial directory

Your DIGITAL system has two types of speed dial directories. One is a system directory, that holds a large number of frequently used tele-

phone numbers for the various users of the system. The second directory is your own personal one in which you enter telephone numbers frequently used by you. A number saved via the Note pad feature is also saved in your personal speed dial directory (see [Section 3.5.11](#) ).

**NOTE**

Numbers saved in the new Phone Book feature (see [Section 5](#)) occupy the personal speed dial directory memories.

The System Administrator determines which system directory numbers you will have access to, as well as the size of your personal telephone directory.

***To speed dial an external number from either directory***

**NOTE**

If Trunk Speed Dial is programmed in your system (consult your System Administrator), then you may wish to select a specific outside line (or press **[LCR]**) first.

1. Press **[SPEED DIAL]**.
  - Display telephones show *SPD*.
2. Dial the speed dial code of the desired number or number saved via Note pad (see [Section 3.5.11](#) ).
  - The system automatically dials the number. The telephone display shows the number during dialing.

You can use the speed dial feature before or after manual dialing, and you can also use more than one speed dial number in a dialing sequence.

To enter a number in your personal speed dial directory, see [Section 3.18](#) , below.

***To dial an external number using a speed dial button***

**NOTE**

If Trunk Speed Dial is programmed in your system (consult your System Administrator), then you may wish to select a specific outside line (or press **[LCR]**) first:

- Press the desired SPEED DIAL button.
  - The system automatically dials the number. The telephone display shows the number during dialing.

**3.11.6 Internal speed dialing**

***To dial another extension at the push of a button***

- Press the button programmed with the desired extension.
  - The system automatically dials the number.

For programming speed dial and memory numbers, see [Section 3.18](#) and [Section 3.19](#), below.

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## 3.12 RECEIVING CALLS

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### 3.12.1 Answering an internal ringing call

When another user places a regular internal call to you, your set rings. The telephone display shows the name or number of the calling extension.

-  **Avanti 3025/3020/3015 sets**
- To answer the call**
- Do one of the following:
- Press **[SPKR]**.
    - The **[SPKR]** indicator lights,
  - or
  - Lift the handset.
-  **3000 set**
1. Lift the handset.
  2. Talk to the caller.

### 3.12.2 Answering a handsfree answerback (HFAB) call

If someone places an onhook voice announce (HFAB) call to your set: You will hear a tone burst and the **[SPKR]** indicator will light.

The display of the Avanti 3025 sets show the calling extension's name, if defined, and its DN and *HANDSFREE*.

The Avanti 3020 and 3015D set displays show the extension's name, if defined, and its DN.

1. Verify that the **[MUTE]** indicator is off.
2. Talk to the caller.
  - The duration of the handsfree call may be limited.

**To convert the handsfree call to a regular call (whose duration is not limited)**

- Lift the handset and continue talking normally.
  - On display sets, *HANDSFREE* changes to *CONV* and the **[SPKR]** indicator goes off.

Avanti 3025/3020/3015 sets may return the conversation to handsfree (with unlimited duration) by pressing **[SPKR]** again and placing the handset onhook.

### 3.12.3 Answering an outside call

An incoming call arrives at your set, accompanied by ringing or a flashing button. The telephone display shows the ringing outside line or the calling party's number or the DID NAME/MESSAGE (if defined). See the Administration manual.

**NOTE**

The DIGITAL system, if programmed with the CLIP feature (see Administration manual), can support Caller Name and Caller Identification display.

**All sets**

Do one of the following:

1. Press the flashing appearance button for the ringing call,

**or**

Press **[SPKR]** (sets with speakerphone only),

**or**

Lift your handset.

Display sets show the elapsed time and the outside line number.

- You are connected to the outside line.

2. Begin your conversation.

You can answer a call on a line that does not ring at your set, but has an appearance (flashing indicator), by pressing the flashing button. When an outside line rings at your set, a number of other reactions may be noted at your set. The appearance indicator will flash for the appropriate line, outside line group or assigned floating button. The Avanti 3025/3020 sets will provide a worktable softkey appearance for the ringing call (Example: *RING 8001*).

All display sets show *CO*, the name of the outside line or outside line group or its DN. The call may ring, and indicators may light, at other extensions too.

These extensions may also answer the call.

***Executive Suite application for incoming calls***

If your extension is programmed for the Executive Suite application, you will be able to handle incoming calls efficiently for a number of organizations. For each incoming call, an appropriate name or message appears on your display indicating for which organization the arriving call is intended. With this information, you can answer the call as a representative of the appropriate organization.

**3.12.4 Answering a call camped on at your extension**

If an extension user wants to transfer a call to you, but your extension is busy, she can camp on the call at your extension (see [Section 3.14.6](#), below). The Avanti 3025/3020 sets provide a worktable softkey appearance for the camp-on call. If so programmed, any set can provide a flashing appearance on an appropriate outside line, outside line group or floating button. The visual indication may also be accompanied by a camp-on tone.

**Avanti 3025/  
3020 sets*****To answer the camp-on call***

- Press the worktable softkey associated with the camp-on call (**{  8850 } / { CAMP 8850 }**).

- Your current call is disconnected and the camp-on call is connected.

-  **Any other set with an appearance button**

  - Press the flashing appearance button.
    - Your current call is disconnected and the camp-on call is connected.
-  **Any set with no appearance button**

  1. Hang up.
    - The extension will ring.
  2. Lift the handset.
    - You are in conversation with the camp-on caller.

***To answer the camp-on call without disconnecting the current call***

- Place the current call on hold before answering the camp-on call.

**3.12.5 Answering a second incoming call**

While you are talking on your set, a second incoming call may ring, arriving on an outside line programmed to ring or recall at your extension. If your telephone set is defined as KEY mode and you are talking via your handset, you will hear a muffled ring through the station speaker. If you are talking via your speakerphone, no ringing is heard. PBX mode sets with an available DN will receive a call waiting tone via the speaker, or via the handset if the extension has no speaker.

The Avanti 3025/3020 sets will show the number of the outside line. Other sets may have a flashing appearance for the ringing call.

***To answer the second call (disconnecting the current call)***

-  **Avanti 3025/3020 sets**

  - Press the worktable softkey indicating the ringing line ( 8850)/{RING 8850}.
-  **Any other set with an appearance button**

  - Press the appropriate flashing appearance button.
-  **Any set with no appearance button**

  1. Hang up.
    - The extension will ring.
  2. Lift the handset.
    - Your current call is disconnected and you are connected to the second call.

***To answer the second call without disconnecting the current call***

-  **Avanti 3025/3020 sets**

  1. Press [HOLD].
  2. Press the worktable softkey indicating the ringing line ( 8850)/{RING 8850}.
-  **Any other set with an appearance button**

  1. Press [HOLD].
  2. Press the flashing appearance button.
-  **Any set with no appearance button**

  1. Press [HOLD].
  2. Press [FEATURE] and [3][3].
    - You are now connected to the second call.

- To return to the original call**
- |   |  |   |
|---|--|---|
| ☞ | <b>Avanti 3025/<br/>3020 sets</b>                      | <ol style="list-style-type: none"> <li>1. Press <b>[HOLD]</b>.</li> <li>2. Press the worktable softkey for the call left on hold ( <b>8880</b>)/<br/><b>{HOLD 8880}</b>).</li> </ol> |
| ☞ | <b>Any other set<br/>with an appearance<br/>button</b> | <ol style="list-style-type: none"> <li>1. Press <b>[HOLD]</b>.</li> <li>2. Press the flashing appearance button for the call left on hold.</li> </ol>   |
| ☞ | <b>Any set with no<br/>appearance<br/>button</b>       | <ol style="list-style-type: none"> <li>1. Press <b>[HOLD]</b>.</li> <li>2. Press <b>[FEATURE]</b> and <b>[3][3]</b>. <ul style="list-style-type: none"> <li>- You are now connected to the original call again.</li> </ul> </li> </ol>                                  |

### 3.12.6 Making an outside line button available

In order to make an outside line group button available, a "floating button" is assigned temporarily to a specific outside line (or to one line of an outside line group) which does not have a dedicated button on your station.

The floating button enables reception of outside calls at those extensions which do not have an appearance for the particular line within a group. Also you may transfer a call from an outside line group to a floating button (when on hold), in order to take an outside line from the outside line group on which the call was received and dial out on it. When more than one incoming call without an indicator rings at the extension at the same time, the system allocates only one floating button for those calls. If one call is taken (by pressing the floating button or by any other method) the next defined floating button flashes to remind you of the next call.

Allocation of a button is essential for call handling, such as placing calls on hold, retrieval from hold, etc.

#### **NOTE**

Floating buttons are not relevant for PBX mode extensions (see [Section 3.27](#), below).

During the conversation:

1. Press **[HOLD]**.
  - You will hear dial tone and the outside line group indicator will flash at the hold rate.
2. Press an available floating button to transfer the call from the outside line group button to the floating button.
  - The call appearance is assigned to the floating button.
  - All the call's status indications will appear on the floating button.
3. Talk to the party.

#### **To retrieve the original call from hold on the floating button**

- Press the floating button with the appearance for the call.
  - You are connected to the original call.

---

## 3.13 HOLD

---

While you are in conversation with a caller on an outside line, you can place the call on hold. You are then free to use your extension for receiving or making other calls, and may perform any dialing operation, before returning to the outside line that is on hold.

### NOTE

PBX mode telephone sets can place internal calls on hold also. However, an internal call on hold cannot be transferred. Transfer of internal calls can only be done using the **[TRANSFER]** button.

You can place a call on hold in three different ways:

- Automatic Hold;
- Exclusive Hold;
- Inclusive Hold.

### 3.13.1 Automatic hold

You can transfer a call to another extension without the need to press the **[TRANSFER]** button first. By simply pressing the MEMORY button programmed with the number of the requested extension (Direct Station Select) or pressing the DN button of the desired extension (see [Section 3.27](#), below), the call is automatically placed on hold until the call transfer is completed and the call is picked up.

### 3.13.2 Exclusive hold

During a conversation on an outside line, you can place the call on hold in such a way that only your extension can rejoin the call (the line appears busy for all other extensions).

- Press **[HOLD]** once (You may be required to press the **[HOLD]** button twice. Consult your System Administrator).
  - You hear dial tone and the line indicator on any set (if a line button is allocated) flashes. At all other sets, the respective indicator lights red steadily, indicating the line is busy.

### 3.13.3 Inclusive hold

An outside call placed on Inclusive hold may be picked up by any extension defined within the group, by selecting and pressing the respective outside line button or using the pickup function.

When a call is transferred with the page function, the outside line is automatically placed on Inclusive hold.

- Press **[HOLD]** twice (You may be required to press the **[HOLD]** button once. Consult your System Administrator).
  - You hear dial tone and the indicator for the line on hold flashes at **all sets** with an available appearance button.

If you do not rejoin the call on hold within the hold time (defined in the system setup), the call will automatically ring back at your set. If you do

not answer within the recall time (defined in the system setup), the system will transfer the call to the Attendant position (during day service), or drop the call (during night service), depending on system setup.

To return to a call on hold from any set where the line is flashing:

- Press the button of the flashing outside line.

### 3.13.4 Last hold

***To return to the last call which you placed on hold  
(if you placed a number of calls on hold)***



**Avanti 3025/  
3020 sets**

- Press **[PICK UP]** and **{LAST HOLD}**.



**All other sets**

1. Press **[PICK UP]**.
2. Press **[FEATURE]** (or dial **[7]**) and **[L][H] ([5][4])**.
  - You will be connected to the last call placed on hold.

---

## 3.14 TRANSFERRING CALLS

---

You can transfer an outside call to another extension using any of the following methods:

- Unannounced;
- Announced;
- Page and Meet me page;
- Confirmed;
- Camp on.

### NOTE

Unannounced, announced and confirmed transfers can be activated to a networked extension. See Section 6 of the Release 6 Operating Instructions for details.

### 3.14.1 Transferring calls unannounced

If you are talking on an outside call, you may transfer it to another extension without announcing it as follows:



**All sets**

1. Press **[TRANSFER]**.
  - Dial tone is heard.
2. Dial the required extension number.
3. Hang up.
  - The call is transferred automatically.

### 3.14.2 Announcing a call prior to transfer

You may wish to notify the intended party before transferring the call. This is called a screened transfer.

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Follow the procedure above, but before you hang up, wait for the extension to answer.

When the extension user answers, announce the call.

If the intended party wishes to accept the call:

- Hang up.
  - The call is transferred automatically.

### NOTE

Calls can be transferred to a hunt group. To do so, follow the procedures described above, and dial the hunt group access code instead of the specific extension number. (see [Section 3.24](#), below).

Calls can be forwarded to an Automated Call Distribution (ACD) plan. For details, see System Administrator.

If the required extension party is busy, you can perform call camp-on (see [Section 3.14.6](#), below) to the extension by hanging up. When the extension becomes available, the camped-on call will ring.

If you don't want to camp the call on to the busy extension:

- Press **[FLASH]**.
  - The call remains on hold at your extension and you hear dial tone. You will be able to try the transfer again (as long as the outside party remains connected).

### ***To return to the outside caller***

If the party does not accept the call or there is no answer, return to the call, as follows:

-  ***Avanti 3025/3020 sets***
  - Press the worktable softkey for the call left on hold ( **8880**)/**{HOLD 8880}**).
-  ***Any other set with an appearance button***
  - Press the flashing appearance button for the outside line on hold.
    - You are reconnected to the outside party.
-  ***Any other set with no appearance button***
  - Press **[PICK UP]** and then **[HOLD]**.
    - You are reconnected to the outside party.

Depending on system setup, if you transferred the call unscreened and the called extension does not answer, it may ring back at the Attendant console after a set time (during day programmed service), or at your extension (during night service). In either case, if the call is not answered within the programmed recall time, it will be dropped.

### 3.14.3 Transferring a call using page

If you are not sure where the requested person is located, you can transfer the call by paging. Up to eight internal page zones and eight ex-

ternal pages may be defined within the system.

1. Press **[TRANSFER]** and dial the appropriate internal or external page zone access code.
  - The call is placed automatically on inclusive hold.
  - The telephone display shows the outside line number, *PAGE* and the zone number.
  - An outside line indicator will flash at all extensions that have a button for that line.
2. Listen for a double tone burst.
3. Announce the call, mentioning on which line the call is waiting.
4. Hang up.
  - The call may now be picked up at any extension (see **Section 3.15**, below).

#### 3.14.4 Meet me page transfer

The Meet me page feature gives the paged party a chance to consult you before taking (or refusing) the call.

- The paged party performs a meet me page pickup (see **Section 3.15.4**, below) after you announce the call, but before you hang up.
  - The paged party can now speak with you.

If the party wishes to take the call:

- Hang up.
  - The call is transferred.

If the party does not want the call:

- Press the flashing outside line indicator or press **[PICK UP]** followed by **[HOLD]**.
  - You will be reconnected to the outside party.

If the call is not picked up after a preset time, it will ring back at your extension. If you do not answer, the call will be routed to the attendant console (in Day service), or dropped (in Night service), depending on how the system is programmed.

Private outside lines (not associated with any Attendant position) are totally independent and will not recall an Attendant position, but will continue ringing at the intended extension.

#### 3.14.5 Confirmed transfer

##### ***To confirm that a transfer is successfully completed***

1. Press **[CONFERENCE]**.
    - The caller is placed on hold.
  2. Dial the required extension.
- When the party answers:
1. Announce the call.
  2. Press **[CONFERENCE]**.
    - You will now hear both parties.

- The transfer is confirmed.
3. Hang up.

### 3.14.6 Camp on

If the required extension is busy when you attempt to transfer the call, you can camp on the call at the extension.

***To camp an incoming call on a busy extension  
(After having attempted to transfer the call as described above and hearing busy tone)***

- Hang up.
  - The extension called will hear a camp-on tone.
  - The call will ring the required extension as soon as it becomes available.

To answer a call camped on at your extension, see [Section 3.12.4](#), above.

---

## 3.15 CALL PICKUP

---

If a call is ringing or on hold at another extension, or if someone has announced that there is a call waiting for you, you can pick up that call from your set, unless your extension is restricted from access to the outside line which you are attempting to pick up .

***To pick up a call ringing at another extension  
(e.g. internal ringing, recall ringing, etc. Trunk queue excluded)***



**All sets**

- Press **[PICK UP]**.
  - Display telephones show *PICK UP*.

To complete the pickup:

- Dial the number of the ringing extension.
  - You are now connected to the call initiator.
  - Display telephones show the number of the call initiator.

***To pick up outside calls***



**All sets**

- Press **[PICK UP]**.
  - Display telephones show *PICK UP*.

To complete the pickup:

- Dial the directory number of the extension where the call is ringing or on *hold*,  
or  
Dial the number of the outside line.
  - You are now connected to the line. Display telephones show the outside line number or name and the elapsed call time.

### 3.15.1 Group pickup

If your extension is defined as belonging to a pickup group, you may retrieve calls ringing or recalling at another extension of your pickup group, even if you don't know what extension, outside line or outside line group the call is on.



#### All sets

If you hear an extension ringing from within your pickup group:

- Press **[PICK UP]**.
  - Display telephones show *PICK UP*.

To complete the pickup:

- Dial the ALL access code (**[\*]**). (Avanti 3025/3020/3015D sets press **{ALL}**).
  - You are now connected to the caller.
  - Display telephones show the name and number of the calling extension or outside line.

#### NOTE

If you have programmed a SPEED DIAL or MEMORY buttons with SYSTEM PICKUP (see NOTE at end of [Section 3.18](#), below), you can pick up a call ringing in your group by simply pressing this button.

### 3.15.2 Hold pickup



#### Avanti 3025/ 3020 sets

#### ***To pick up a call on hold at your extension***

- Press the softkey representing the call on hold (**{ 8850}{HOLD 8850}**).
  - You will be connected to the call which was on hold.



#### All other sets

If the set has a flashing appearance button for the call on hold:

- Press the flashing button for the call on hold.

If there is no appearance for the call on hold:

1. Press **[PICK UP]**.
2. Press **[HOLD]**.
  - You will be connected to the call which was on hold.

### 3.15.3 Patch pickup

#### ***Picking up an outside line patch***

To rejoin a conversation that you set up between two outside parties, see [Section 3.6.4](#), above.

### 3.15.4 Meet me page pickup

#### ***Picking up a page call using Meet me page***

During a page call, you can establish a connection with the page initiator:

1. Lift the handset or press **[DND]** twice,

2. Press **[FEATURE]** (or dial FEATURE access code) and **[6][6]**.
  - The telephone display shows MEET ME PAGE
3. Dial the page zone access code.
  - The page call is canceled at all extensions in the page zone.
  - You are connected to the page initiator.
  - The telephone display shows the page initiator's name or number.

If the page initiator has a call on hold, she may transfer it to you by hanging up (see [Section 3.14.3](#), above).

---

### 3.16 DO NOT DISTURB (DND)

---

If you do not wish to be disturbed, you can block the ringing of all calls arriving at your extension:

- Press **[DND]** (from onhook state only).
  - The **[DND]** indicator goes on (The  icon appears on the second row of the Avanti 3025 display).
  - The telephone display shows the last DND message programmed (see [Section 3.16.1](#), below).

The **[DND]** button has a toggle action. It activates the DND feature by pressing once, and deactivates it by pressing a second time.

When DND is activated:

- All announcements to your set are blocked;
- Callers to your extension receive busy tone.;
- The calling extension's display will show BUSY followed by your directory name or number. If a DND message is programmed, the telephone display shows your DND message;

If a DND forward extension has been defined for your set in the system setup, calls to your DN will ring at the programmed forward extension, and your DND message (if programmed is not displayed (see [Section 3.16.1](#), below).

Pressing **[DND]** during a page call or an HFAB call will cancel the voice intrusion. If a call left on hold rings back at your set, pressing **[DND]** will cancel the ringing and place the call on hold a second time.

#### 3.16.1 DND messages

You can program your set to send a text message to the display of another set that calls you while you have DND activated. There are 30 pre-programmed DND messages which you can select, some of which can be edited, (e.g. *CALL ME AT \*\*\*\*\**, the asterisks indicating where digits may be inserted. See DND messages, Appendix A, Table A-2, below). When you activate the DND feature, the current DND message is also shown on the display of your set.

#### *To select a DND message (or replace the existing one)*



**Avanti 3025 set**

1. Press the  icon



**Avanti 3020/  
3015D sets**

1. Press *PROGRAM* softkey.
  - PROGRAMMING appears on the display.
2. Press **{DND MSG}**.
  - SELECT A MSG: appears on the display.
3. Use **{NXT SCREEN}** (3025 use scrolling icon ▼) to scroll through the list of DND messages available.
4. Press the softkey adjacent to the desired message. Use the dialpad to edit the message if necessary.
5. Press **{SAVE}** to save the message.
  - Dial tone is heard and the selected message is saved.



**Avanti 3015/  
3000 sets**

1. Press **[FEATURE]** and then **[PROGRAM]**.
2. Press **[DND]**
3. If you know the number of the message you want to leave, enter the appropriate two-digit (01 to 30) message code via the dialpad (see DND messages, Appendix A, Table A-2).
4. If the message you select requires editing, use the dialpad to enter the digits (room number, time etc.)
5. Hang up.
  - The message selected is saved.

**NOTE**

Pressing **[FLASH]** at any time during the DND message selection procedure will abort the operation.



**All sets**

**To activate the DND message**

1. Press **[DND]**.
  - The **[DND]** indicator lights, the selected DND message appears on display sets, and the message will be received by any display set which calls you.



**All sets**

**To resume normal service**

1. Press **[DND]**.
  - The **[DND]** indicator goes off and the DND message disappears (on display sets).

**To delete a specific DND message**

You can delete the current DND message without selecting a new one. In this case, the display on the calling telephone set will show *BUSY* followed by your directory name or number.



**Avanti 3025 set**

1. Press **{CANCEL}**.
  - Display shows CANCEL.
2. Press the  icon
  - Display shows CANCEL PROG.
3. Press **{DND MSG}**.



**All other sets**

1. Press **[#]**.
  - Display sets show *CANCEL*
2. Press **[PROGRAM]**.
  - Display sets show *CANCEL PROG*
3. Press **[DND]**.

---

### 3.17 CALL FORWARDING

---

There are three ways of forwarding calls to another destination:  
CALL FORWARD - forwards calls without them ringing at your extension;

CALL FORWARD BUSY - forwards calls arriving at your telephone when your telephone is busy;

CALL FORWARD NO ANSWER - forwards calls which ring at your telephone and are not answered within the preset time.

For each of the three types of call forward, you can have different call forward destinations for internal and external calls, or you can have all calls forwarded to the same destination.

#### NOTES

1. Depending on system programming, calls can be forwarded to an extension, attendant, hunt group, MDN, ACD plan or to an outside number.
2. If your telephone set is defined as PBX mode, call forward is defined per DN button. The procedure is slightly different, as indicated below.
3. In the instructions below, the destination extension, attendant, hunt group and MDN numbers are all referred to as the forwarding DN.
4. Call forward and DND cannot be activated simultaneously.

An outside number for forwarding calls must be programmed via a speed dial code or speed dial button.

#### WARNING

If the number programmed for this speed dial code or speed dial button is changed, calls will be forwarded to the new number.

**Avanti 3025  
and 3020 sets****To program call forwarding**

(**PBX sets:** First press the DN button for which you want your calls forwarded. Then:)

1. Press **CALL FORWARD** softkey

**NOTE**

If you are authorized, you can execute call forwarding for all your DNs at once. If so, press the **CALL FORWARD** softkey and then **{FWD DNS}** which only appears on authorized sets).

2. Press the appropriate softkey to select the type of call forward that you want to program - **{CALL FWD}**, **{BUSY}** or **{NOANS}**.
3. Press the appropriate softkey to select the type of calls that you want to forward - **{ALL}**, **{INT}** or **{EXT}**.
  - The programmed destination appears (if already programmed).
4. Dial the desired forwarding DN or speed dial code, or press an appropriate forwarding speed dial or memory button.
5. Press **{EXIT}** (Avanti 3025: press ) to return to idle.

If you programmed Call Forward All:

- **Key mode sets:** The **[DND]** button flashes red and a reminder broken dial tone is heard when you go offhook.
- **PBX mode sets:** The DN button programmed with call forward flashes red and a reminder broken dial tone is heard when you access this DN.

**All other sets**

Each call forward type is activated by dialing a feature access code or by pressing programmable buttons to designate the type of call forward and the type of calls to be forwarded (ALL/INT/EXT).

The default CALL FORWARD access codes are:

CALL FORWARD - **[FEATURE][3] [5]**

or

Press **[SPKR]** and then **[DND]**

CALL FORWARD BUSY - **[FEATURE] [3] [2]**

CALL FORWARD NO ANSWER - **[FEATURE] [3] [6]**

When forwarding calls, the forward code is followed by a code designating the type of calls to be forwarded (ALL/INT/EXT). This code is not entered if it has been already programmed on a speed dial button. The codes designating the type of call to be forwarded:

ALL calls

(both internal and external) **[2].**

EXT (external) **[3].**

INT (internal) **[4].**

**NOTE**

Your telephone set may have a predefined button for a particular call forwarding method (Example: CALL FORWARD BUSY INTERNAL).

### Section 3: AVANTI FAMILY SETS OPERATING INSTRUCTIONS

Buttons marked **[CA AL]** and **[CY AL]** are default-programmed for ALL calls (both internal and external).

#### ***To forward all calls (both internal and external) to an internal destination:***

1. If you are programming a specific DN button on a **PBX mode set**, first press the desired DN button. Otherwise, skip to the next step.
2. Dial one of the CALL FORWARD access codes followed by **[2]**,  
**or**  
Press a button programmed for forwarding ALL calls (Example: CALL FORWARD NO ANSWER ALL)
3. Dial the desired forwarding DN or speed dial code, or press an appropriate forwarding speed dial or memory button.
  - **Key mode sets:** The **[DND]** button flashes red and a reminder broken dial tone is heard when you go offhook.
  - **PBX mode sets:** The DN button programmed with call forward flashes red and a reminder broken dial tone is heard when you access this DN.

#### ***To forward external calls***

1. If you are programming a specific DN button on a **PBX mode set**, first press the desired DN button. Otherwise, skip to the next step.
2. Dial one of the CALL FORWARD access codes followed by **[3]**,  
**or**  
Press a button programmed for forwarding EXTERNAL calls (Example: CALL FORWARD BUSY EXTERNAL).
3. Dial the desired forwarding DN or speed dial code, or press an appropriate forwarding speed dial or memory button.

#### ***To forward internal calls***

1. If you are programming a specific DN button on a **PBX mode set**, first press the desired DN button. Otherwise, skip to the next step.
2. Dial one of the CALL FORWARD access codes followed by **[4]**,  
**or**  
Press a button programmed for forwarding INTERNAL calls (Example: CALL FORWARD INTERNAL).
3. Dial the desired forwarding DN or speed dial code, or press an appropriate forwarding speed dial or memory button.

#### **WARNING**

If you later change the number programmed for a forwarding speed dial code or button, calls will be forwarded to the new number.

#### ***To cancel call forward programming***



#### **Avanti 3025 set PBX mode sets:**

1. Follow the procedure above (steps 1 to 2) for programming call for-

warding, and then:

2. Press **{DELETE}**
3. Press **{EXIT}**
  - The appropriate DN button stops flashing and set returns to the idle state.

**Key mode sets:**

1. Press the flashing **[DND]** button.
  - The **[DND]** button stops flashing and dial tone returns to the normal state.



**Any other set** *To cancel call forwarding of all calls:*

1. If you programmed call forwarding for a specific DN button on a **PBX mode set**, first press that DN button. Otherwise, skip to the next step.
2. Press **[#]**.
3. Dial the CALL FORWARD access codes followed by **[2]**,  
**or**  
Press a button programmed for forwarding ALL calls (Example: CALL FORWARD NO ANSWER ALL).
4. Hang up

**NOTE**

When Call forward ALL is activated on a key mode set, the **[DND]** button flashes. You can cancel the feature by simply pressing the flashing **[DND]** button.

*To cancel call forwarding of external calls*

1. If you programmed call forwarding for a specific DN button on a **PBX mode set**, first press that DN button. Otherwise, skip to the next step.
2. Press **[#]**.
3. Dial the CALL FORWARD access codes followed by **[3]**,  
**or**  
Press a button programmed for forwarding EXTERNAL calls (Example: CALL FORWARD BUSY EXTERNAL).
4. Hang up

*To cancel call forwarding of internal calls*

1. If you programmed call forwarding for a specific DN button on a **PBX mode set**, first press that DN button. Otherwise, skip to the next step.
2. Press **[#]**.
3. Dial the CALL FORWARD access codes followed by **[4]**,  
**or**  
Press a button programmed for forwarding INTERNAL calls (Exam-

ple: CALL FORWARD INTERNAL).

4. Hang up

**Canceling Call forward to me**

If another extension has programmed Call forward to your extension and you want to cancel this status, proceed as follows:



**Avanti 3025/  
3020/3015D  
sets**

1. Press **{CANCEL}**.
2. Press **{FLW TO ME}** (**{FL 2ME}** on 3015D).
3. Press **{ALL}** or enter the DN of the extension which programmed Call forward to your extension
4. . Hang up



**Any other set**

1. Dial the CANCEL access code (**{#}**)
2. Press **[FEATURE]** or dial the FEATURE access code (**[7]**)
3. Dial the CALL FORWARD access code (**[3][5]**)
4. Dial **[8]**.
5. Dial the DN of the extension which programmed Call forward to your extension  
**or**  
Dial the ALL access code **[\*]** to delete Call forward to me from all extensions.
6. Hang up

---

### 3.18 PROGRAMMING PERSONAL SPEED DIAL NUMBERS

---

The following procedures describe how to enter a number in your personal speed dial memory library, or to program SPEED DIAL buttons. The size of your personal speed dial memory (the amount of codes you can program) is dictated by system setup. Ask your System Administrator how many speed dial numbers and SPEED DIAL buttons have been allocated to your extension. The personal speed dial memory also affects the Phone Book feature (see [Section 5](#)).

#### 3.18.1 Special characters in a speed dial string

There are a few special characters which can be entered in a Speed dial string, as follows:

**TRANSFER** - This can only be entered as the first digit of the string and is useful for frequent one-touch call transfers. From Avanti 3025/3020/3015D sets, use the **{XFER}** softkey. On other sets, use the **[TRANSFER]** button. An *X* appears as the first digit of the string and, in effect, occupies the equivalent of two digits.

**FEATURE FLASH** - This is useful when your system is behind a CENTREX or other PABX and you wish to access their special services.

From Avanti 3025/3020/3015D sets, use the **{FLASH SIG}** softkey. On other sets, press **[FLASH-SIGNAL]** (if defined) or **[FEATURE FLASH]**. (NOTE: Depending upon system programming, you may have to press **[FLASH]** instead). "/" (slash) appears to represent this

digit in the string and, in effect, occupies the equivalent of two digits.

**TONE DIAL** - This is used when you are dialing on a line defined as pulse dialing, but you wish to switch over to tone dialing (e.g. for voice mail services). From Avanti 3025/3020/3015D sets, use the **{TONE DIAL}** button. On other sets, press **[P→T]** (Pulse\_Tone), otherwise, consult your System Administrator. *T* appears on the display and, in effect, occupies the equivalent of two digits.

**PAUSE** - This is used when you want to introduce a short timeout in the middle of dialing for whatever reason (e.g. allowing for reaction time), but not as the first digit. From Avanti 3025/3020/3015D sets, use the **{PAUSE}** softkey. On other sets, press **[PAUSE]**. A blank space (" ") appears to represent this digit in the first four digits of the string. Any pause entered after the fourth digit appears as an asterisk and all entries thereafter appear as asterisks during a programming session and do not appear at all in the display procedure (see below) or during speed dialing. This is useful for entering private numbers.

The speed dial string may include digits (0-9), the characters: \*, #, and any of the special characters mentioned above: /, (slash) X, T, and - (blank) or \* (pause/hidden).

The string may include "chaining". For example, a single string may dial an outside line code, wait for dial tone and proceed to dial a subscriber.

#### **To display a speed dial number (display sets only)**



#### **All display sets**

1. Press *PROGRAM* softkey (Avanti 3025: Press the  icon).
  - The display shows *PROGRAMMING*.
2. Dial the speed dial code (3 digits, starting with "0") or press the corresponding button whose number you want to see.
  - The display will show *SP*, the code and the number programmed for the requested speed dial memory (e.g. *SP 003 18005551212*).

#### **NOTE**

On 16-character display sets, *SP* and the code disappear if the string contains more than eight digits.

#### **To enter or change a number**



#### **Avanti 3025/ 3020/3015D sets**

1. Press *PROGRAM* softkey (Avanti 3025: Press the  icon)
  - Display shows *PROGRAMMING*
2. Press *SPEED DIAL* softkey.
  - Display shows *SPD*
3. Dial the speed dial code (3 digits, starting with "0") for one of the available memories or press the desired *SPEED DIAL* button.
  - Display shows *SP*, the speed dial code and (if previously programmed) the previous speed dial number (e.g. *SP 003 18005551212*).
  - If no string was programmed previously, just *SP* and the code is displayed.

4. Dial the new number to be stored (up to 16 digits, including the special characters described above, which are accessed by pressing **{FLASH SIG}**, **{XFER}**, **{TONE DIAL}** or **[PAUSE]**.
  - Display shows the digits as you enter them.
5. Press **{SAVE}**
6. Hang up.



**All other sets**

1. Press **[FEATURE]** and then **[PROGRAM]**.
2. Dial the speed dial code (3 digits) for one of the available memories or press the desired SPEED DIAL button.
3. Dial the new number to be stored (up to 16 digits, including some of the special characters described above) by pressing: **[TRANSFER]**, **[PAUSE]**, **[P→T]** (if defined), **[FLASH-SIGNAL]** (if defined) or **[FEATURE][FLASH]** (NOTE: Depending upon system programming, you may have to press **[FLASH]** instead).
4. Hang up.

**NOTES**

1. If your extension is defined as the system speed dial programming extension, then the same procedure is used, except that you will be able to program an additional range of speed dial numbers to be used by defined extensions. Consult your System Administrator for details.
2. You can program a SPEED DIAL or a MEMORY button with the SYSTEM PICKUP access code for one-touch pickup of any call ringing in your defined pickup group.

---

### 3.19 PROGRAMMING MEMORY BUTTONS

---

You can configure any of the programmable MEMORY buttons, which are defined by system programming, for one-touch dialing of internal extensions or most of the feature access codes (see Table 2-2 , above).

The MEMORY button indicator shows the status of the programmed extension (see Table 2-3 , above) or whether the feature represented is active.

**To program a memory button**



**Avanti 3025/  
3020/3015D  
sets**

1. Press *PROGRAM* softkey (Avanti 3025: Press the  icon).



**All other sets:**

1. Press **[FEATURE]** and then **[PROGRAM]**
  - Display sets show *PROGRAMMING*.

2. Press the MEMORY button you want to program.
  - Display sets show *MEMORY KEY*, the number representing the MEMORY button (each MEMORY button on your set has an assigned number) and the currently programmed extension or feature (if one exists).
3. Dial the new number (extension or feature access code).
  - On display sets, the digits (or name of the extension or feature) appear as they are dialed.
  - Hang up.

***To display a number programmed for a MEMORY button***  
*(Display sets only)*



***All Avanti display sets***

1. Press *PROGRAM* softkey (Avanti 3025: Press the  icon).
  - Display shows: *PROGRAMMING*.
2. Press the MEMORY button.
  - Display shows the number or name of the extension or feature programmed for the button.

---

## 3.20 SETTING THE ALARM ON YOUR SET

---

Your set can be used as an alarm clock.

To do so, you preset the time when you want the DIGITAL system to ring your extension. At the appropriate time a 15 second continuous ring is heard and *ALARM* appears on display sets.



***Avanti 3025 set***

***To set the alarm time***

1. Press the  icon.
  - Display shows *PROGRAMMING*
2. Press the  icon.
  - The display shows *TIME* (and the current alarm time, if an alarm time has been already programmed, but did not ring yet).
3. Enter the alarm time, in the form HHMM. Use two digits (00 through 23) for the hour and two digits (00 through 59) for the minutes (e.g. 3:15 pm would be entered as 1515).
4. Press the  icon (or hang up).



***Avanti 3020/  
3015D sets***

1. Press the *PROGRAM* softkey.
  - Display set shows *PROGRAMMING*
2. Press **[TM]**.
  - The display shows *TIME* (and the current alarm time, if an alarm time has been already programmed, but did not ring yet).
3. Enter the alarm time, in the form HHMM. Use two digits (00 through 23) for the hour and two digits (00 through 59) for the minutes (e.g.

### Section 3: AVANTI FAMILY SETS OPERATING INSTRUCTIONS

3:15 pm would be entered as 1515).

4. Press **[SR]**.



#### ***Non display sets***

1. Press **[FEATURE]** (or dial the FEATURE access code) and **[8][2]**.
2. Enter the alarm time, in the form HHMM. Use two digits (00 through 23) for the hour and two digits (00 through 59) for the minutes (e.g. 3:15 pm would be entered as 1515).
3. Press **[PROGRAM]**.

If you want to exit in the middle of the time setting procedure, press **[FLASH]**.

When the alarm rings, you can stop it either by lifting the handset, pressing **[SPKR]** or by pressing **[TM]** (on sets which have the **[TM]** button). You can mute the alarm by pressing **[DND]**. After the alarm rings, the programmed alarm time is erased.

#### ***To cancel the set alarm time***



#### ***Avanti 3025 set***

1. Press **{CANCEL}**.
  - Display shows *CANCEL*
2. Press **{TIME ALARM}**.



#### ***All other sets***

1. Press **[#]**.
  - Display sets show *CANCEL*
2. Press **[FEATURE]** (or dial the FEATURE access code) and **[T][A][8][2]**.

---

## 3.21 ADJUSTING THE VOLUME

---

The volume of your telephone set speaker and handset can be adjusted, as needed.

Use the **[LO HI]** button to adjust the speaker volume during a regular speakerphone call or while you hear dial tone via the speaker. This same volume setting applies for handsfree answerback (HFAB) calls.

If you are talking via your handset, you can set level with **[LO HI]** button.

While a call is ringing at your extension, use the **[LO HI]** button to adjust the ringing volume.

The volume level of the background music may be adjusted with **[LO HI]** button while the extension is connected to background music.

For digital sets, the volume adjustment for each particular feature is stored in the station memory until changed.

### 3.21.1 Adjusting the display contrast

Eight contrast levels are available on display sets for viewing ease in varied lighting conditions and from different viewing angles.

When your set is idle, use the **[LO HI]** button to adjust the contrast on your display. Press **HI** to darken the text of the display or **LO** to lighten it (make sure that Background music is not active).

---

## 3.22 DOOR UNIT

---

If the Door Unit option is equipped in your system, you may be able to control the entry of visitors. When someone presses the doorbell, ring routed extensions will ring. If you have a display set, the display will show *DOOR RING* for up to ten seconds. If an external page button exists for the ringing door unit, its indicator will flash. You may speak to the visitor and open the electric door latch.

When someone rings the door unit doorbell:

- Press the blinking **[EXT PAGE]** (if defined) button or dial the door unit's external page code.
  - (If the door unit is programmed to ring at your station, press **[SPKR]**.
  - Door unit ringing stops.
  - Your **[EXT PAGE]** button indicator (if defined) goes on
  - You are in conversation with the person at the door.
  - Display sets show the external page display.

#### ***To open the electric door latch***

- Press **[\*]**.
  - The door latch opens.

***To end the conversation with the person at the door***

- Press **[FLASH]** or hang up.
  - The extension is disconnected from door unit.
  - **[EXT PAGE]** button indicator goes off.

---

### **3.23 BACKGROUND MUSIC (BGM)**

---

If equipped, the background music (BGM) feature option allows users to listen to a source of music, such as a radio or tape recorder, through the station speaker, when your telephone set is not being used. While you are listening to the music, your extension remains available to receive all calls and other facilities offered by the system. Background music is temporarily disconnected while the telephone is being used, and then automatically reconnected when your telephone becomes idle again.

***To listen to background music***

If you have a **[BGM]** button:

- Press **[BGM]**.
  - The button indicator goes on (🎵 icon appears on Avanti 3025 set) and the music source is heard.

If you have no **[BGM]** button:

- Press **[FEATURE]** or dial FEATURE access code and **[B][M]** (**[2][6]**).
  - The music source can be heard.

***To cancel background music at your extension***

- Repeat the activation procedure.
  - You will no longer hear background music. If you have a **[BGM]** button, the indicator (and icon on the Avanti 3025) will go off.

---

### **3.24 HUNT GROUPS**

---

Up to 32 extensions may be joined in a hunt group, so that when a call arrives for the group, it will ring at an extension that is not busy. Each hunt group is represented by an individual access code (your System Administrator can supply you with information on the hunt group access codes in your system).

***To place a hunt group internal call***

- Dial the appropriate hunt group access code.
  - Ring tone is heard and one of the hunt group member extensions rings.
  - If all the extensions of the hunt group are busy, busy tone is heard.

If all members of a hunt group are busy and an external call is transferred unscreened to the group, the call will be camped on and the first extension to become available will ring.

An announcer unit, hunt group or Attendant console may be defined as the call forward busy destination for the hunt group. When activated, incoming calls will be forwarded to the preprogrammed destination.

***To answer a call ringing at a hunt group extension***

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

***To transfer an outside call to a hunt group***

1. Press **[TRANSFER]**.
2. Dial the desired hunt group access code.
  - Ring tone (or busy tone, as appropriate) is heard.
3. Hang up.

***To make a screened transfer of an outside call to a hunt group***

1. Press **[TRANSFER]**.
2. Dial the desired hunt group access code.
3. Wait for the ringing extension to reply.
4. Announce the call.
5. Hang up.

To make use of the callback facility when calling a hunt group, if all group members are busy, press **[QU]**, and the call will be queued at one of the hunt group members.

For more information on transferring calls, see [Section 3.14](#), above.

---

### 3.25 MULTIPLE APPEARANCE DIRECTORY NUMBER (MDN)

---

Up to 16 ringing extensions plus an unlimited number of flashing extensions can be defined as members of an MDN group. This means that a call arriving for the group will cause ringing at up to 16 of the group's extensions simultaneously, and the MDN indicator will flash at all other extensions defined as members of the group. Any extension within the group which has a flashing MDN button can pick up the call by pressing the flashing button. Ringing extensions defined with automatic answer can simply go offhook. An outside line group may be defined as ring-routed to an MDN group. Also, call forwarding may be programmed toward an MDN group.

#### ***To make an internal call to an MDN group***

- Dial the desired MDN group access code.
  - The extensions of the MDN group ring or flash (as programmed).
  - Avanti 3025 sets show MDN name and number.
  - Avanti 3020 and 3015D sets show the MDN name.

---

### 3.26 FEATURE FLASH

---

If your system is connected behind CENTREX or another private exchange (PBX), the feature flash option enables you to activate special services and features which can be obtained on lines defined as behind the exchange.

#### 3.26.1 Activating an external PABX feature

#### ***To signal the exchange and request a service (after seizing an outside line)***

-  **Avanti 3025 set** • Press **{FLASH SIG}**. (NOTE: Depending upon system programming, you may have to press just **[FLASH]** instead),
-  **All other sets** • Press **[FEATURE]** and then **[FLASH]** (NOTE: Depending upon system programming, you may have to press just **[FLASH]** instead),  
**or**  
 Press **[FEATURE]** and dial the FEATURE FLASH access code.
  - Dial tone is heard.
  - Display sets show / (slash) at the current position.

---

## 3.27 MULTIPLE STATION APPEARANCE (MSA)

---

The Multiple Station Appearance (MSA) feature can be programmed to enable a Telrad telephone set to handle the calls of another extension. This is done by means of a button known as a DN (Directory Number) button, which can be pressed in order to answer calls for the other extension.

### 3.27.1 Primary DN

Each extension in the MSA mode (or PBX mode) is assigned a DN button with the actual directory number of the extension. This serves as the extension's Primary DN and is usually the first button in the button array, for the sake of convenience. The Primary DN button is used for placing and receiving most of the calls associated with the extension's DN (except for calls on private outside lines, when defined).

### 3.27.2 MSA group

An extension may belong to several MSA groups simultaneously - as many as the number of DN buttons designated for it.

Each MSA group may be one of two types, depending on the type of DN button represented:

- One type is when the button represents the physical (Primary) DN of another extension.
- The second type is when the button represents a *Virtual DN* which behaves as if it represents a physical extension, but no extension has this DN as an actual Primary DN.

### 3.27.3 Placing calls

A precondition for placing a call from an MSA programmed extension is that an available DN button exists, whether it be the primary DN or another DN.

Whenever a user places a call, a DN button indicator goes on. Also, the indicator for the same DN button existing anywhere else in the system also goes on. For indicator rates, see Table 2-3 , above.

### 3.27.4 Answering calls

Both internal and outside (Outside line, Outside line group, TIE, DID) calls are directed via a DN button. A DN button (whether primary or not) is programmed to ring and flash or to flash only. When a call is directed to a specific DN, the corresponding DN button at all extensions programmed with that DN button will flash, or ring and flash, as required.

Ringing display extensions will also show the caller's number or name, if applicable.

To answer the call, ringing extensions can simply press **[SPKR]** or lift the handset. Flashing extensions take the call by pressing the flashing DN button first.

### 3.27.5 Hold

A call appearing on a DN button can be placed on hold (inclusive or exclusive). The held call can then be picked up by any other extension with the same DN button by pressing it, for inclusive hold, or by pressing the **[PICK UP]** button and then the DN button, for exclusive hold.

### 3.27.6 Recall

A recall resulting from the transfer of an external call to a specific DN, will recall on a free DN button at the extension which transferred the call only.

### 3.27.7 DN hunting

A call directed to a busy DN receives busy tone, unless a hunting station is defined (see below). If additional DN buttons are defined, the call is routed to the first available DN button.

### 3.27.8 Hunting station

A **Hunting station** can be assigned to an MSA group. The hunting station will usually be the primary DN extension. The programming of the hunting station determines call routing for forwarding and for the DN hunt sequence when the system must find another available DN button, because the called DN was busy.

### 3.27.9 Individual Call forwarding

Call forwarding on a PBX station is programmed individually for each DN represented. The forwarding number may be another extension, attendant, hunt group, MSA group number or a speed dial memory containing an outside number. A chain of up to five call forward steps are allowed within the system (That is, Station A forwards to B who forwards to C who forwards to D who forwards to E).

### 3.27.10 Call forwarding station

The Call forwarding station is the extension allowed to program call forwarding for an MDN. This may be limited to any, all, or no extensions from within the MDN group.

### 3.27.11 Call move

You can move a call to any available DN button by simply pressing the other DN button. This is useful when you need to keep a particular DN button available for other calls.

# Section 4

## ATTENDANT CONSOLE OPERATING INSTRUCTIONS

### 4.1 GENERAL

This section explains the operation of the DIGITAL system Avanti model Attendant console (ATC).

The ATC is a highly sophisticated, extremely flexible unit, designed to aid you in routing the various calls which go through the DIGITAL exchange. The ATC units can be programmed in many different configurations. The configuration of your particular console will depend on the size of your system and your special requirements.

#### NOTE

Not all of the functions described herein will necessarily be available on your console.

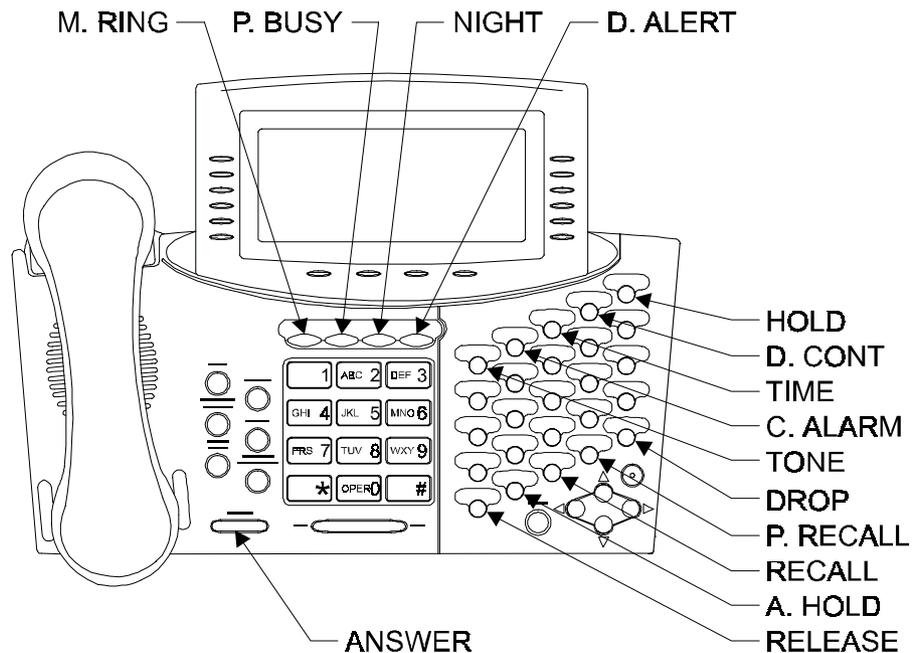


Figure 4-1 Attendant console faceplate

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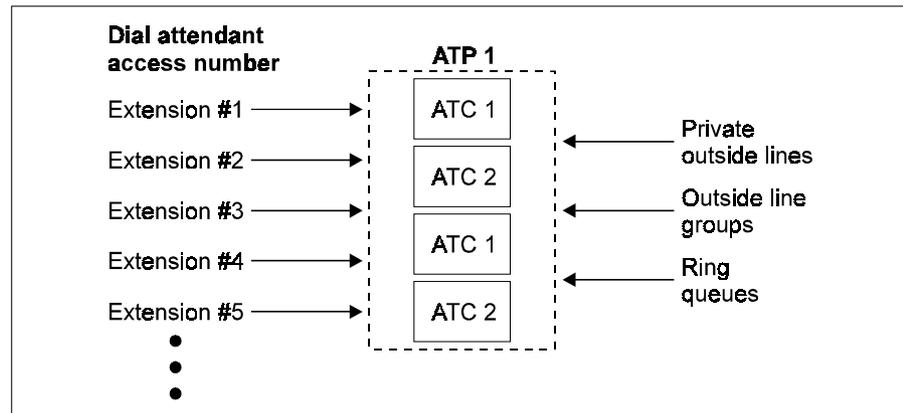
## 4.2 ATTENDANT CONSOLES AND ATTENDANT POSITIONS

---

A DIGITAL system supports up to four ATC units. The ATCs can operate in parallel - in a "logical" Attendant Position (ATP) in which all the ATCs in the ATP serve the same extensions, outside lines and queues and have the same button map. While the ATP has a general "dial Attendant" access number (e.g. "0") which rings at all ATCs belonging to that ATP, each attendant also has its own private extension number (e.g. 20).

Up to four logical ATP units can be defined in the system.

The concept of Logical Attendant Positions is depicted in [Figure 4-2](#) and [Figure 4-3](#)



**Figure 4-2 One logical Attendant Position (four ATCs)**

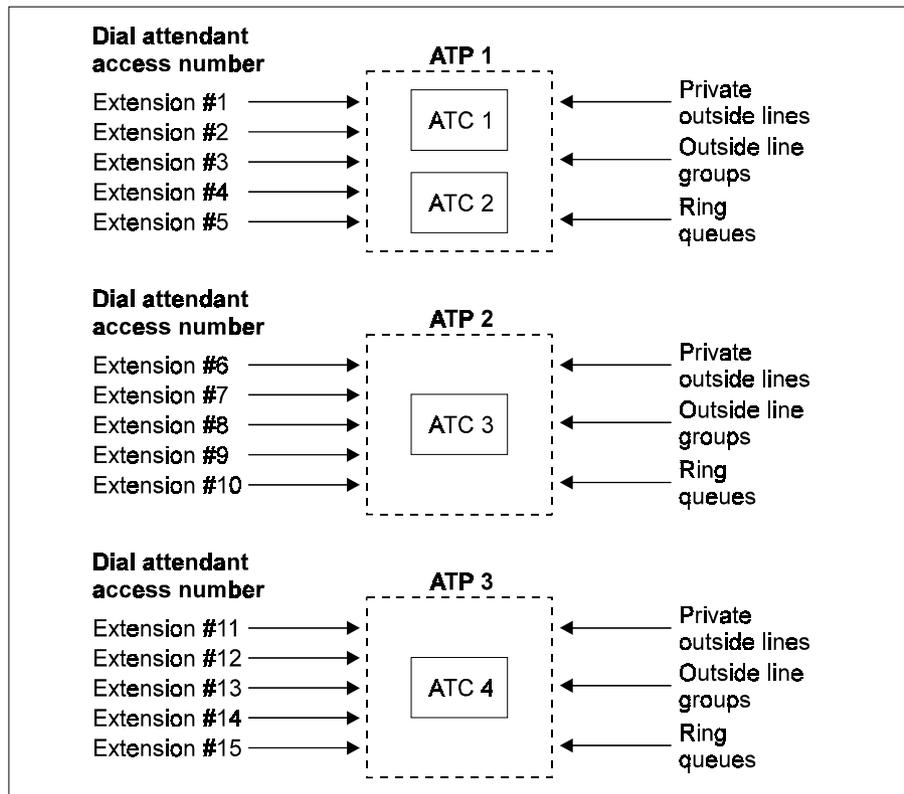


Figure 4-3 Three logical Attendant Positions (four ATCs)

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### 4.3 CALLS TO THE ATTENDANT

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A user who wants to contact an Attendant in the ATP, without caring which Attendant answers, can simply dial the "dial Attendant" access number ("0" by default or programmable). However, if the user wishes to speak to a particular Attendant, she must dial the specific Attendant's extension Directory Number. Such a call is considered a direct call to that particular ATC.

No matter what activity the ATP is performing, it is never considered in the busy state. Therefore, a user dialing an Attendant will always get a ring tone.

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### 4.4 ATTENDANT OFFHOOK STATE

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The Attendant is always functionally offhook. This means that depressing the hookswitch or hanging up the handset has no effect on operation and does not disconnect the call in progress.

#### 4.4.1 Dial tone

In general, the Attendant does not hear internal dial tone as one would expect from a regular telephone set nor does she need to hear it to make internal calls. When an outside line is selected, the external dial tone is heard.

#### 4.4.2 Handset and headset

The console may be operated with either a headset or a regular handset.

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## 4.5 USING THE ATTENDANT CONSOLE

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### 4.5.1 Feature activation

At the Attendant console, most features can be activated using softkeys. Certain features, though, are operated by pressing the **[FEATURE]** button and dialing a feature access code of up to four digits.

These instructions assume that your system operates with the default values for feature access codes.

Features are assigned default two-digit access codes. For example, 24 is the default code for Barge In, which is accessed by pressing **[2][4]** on the dialpad.

If the codes have been altered for your system, consult your System Administrator for the revised list of codes.

### 4.5.2 Mute ring

The arrival of a new call is announced by a ring. Also, if an idle Attendant has calls waiting in queues, a call waiting tone is sounded at preset intervals. Both the new call ring and call waiting tones may be disabled using the **[MUTE RING]** button. The button operates in toggle fashion.

#### *To disable ringing*

- Press **[MUTE RING]**.
  - The button's LED indicator lights.

#### *To enable ringing once again*

- Press **[MUTE RING]** again.
  - The LED indicator goes off.

### 4.5.3 Distinctive ringing

You may be located close to a number of other telephone sets. To avoid confusion when a number of telephones are ringing simultaneously, you can program your console with a distinctive ring. Nine different rings are available.

**To change the ring tone for your console**

1. Press [\*] and [#] simultaneously.

**NOTE**

If you have the Voice Dialing option installed, press **{Selective Ringing}**.

- The ring selection screen is displayed.
  - The four buttons above the dialpad flash in pairs, in an alternating fashion.
2. Press one of the dialpad options (1-9).
    - You will hear the sample ring.
  3. You can try any of the options.

When you decide which ring you prefer:

1. Press **{SAVE}**.
  - The display responds SAVED
2. Lift and replace the handset.
  - Your console reinitializes and all rings (internal, external, recall, etc.) sound with the distinctive ring selected.

**4.5.4 To set the volume**

The volume of the handset or headset and tones may be changed by pressing the left side of the **[LO HI]** button to reduce the volume, and the right side of the **[LO HI]** button to increase the volume.

**4.5.5 To set the display contrast**

While the console is idle (not in conversation, ringing, dialing etc.), press the appropriate side of the **[LO HI]** button to change the display contrast.

**4.5.6 Dialing digits during a call**

The DIGITAL system automatically places an existing call on hold when any digits are dialed. Dial continuation should be used when you want to dial DTMF digits during an outside call without placing the call on hold, or to dial internally (for example, when using IMAGEN). When the dial continuation state is inactive, any digits pressed are interpreted internally by the system.

For the most part, dial continuation is activated and deactivated automatically by the system. However, you may need to activate or deactivate dial continuation when transferring calls, setting up conference calls, and when dialing to Voice Store & Forward systems, answering machines, etc.

**To activate dial continuation**

- Press **[DIAL CONT]**.
  - The **[DIAL CONT]** LED indicator lights.

### ***To deactivate dial continuation***

- Press [**DIAL CONT**] again.
  - The [**DIAL CONT**] LED indicator goes off.

### **4.5.7 To disconnect a call**

The [**DROP**] button is used to disconnect the console from the current call or process, and to return the console to the previous state.

The [**RELEASE**] button terminates a call in progress, or completes the transfer of an outside line. The console is not connected to a new call, but is placed in an inactive state, allowing the Attendant to decide on any subsequent action.

### **4.5.8 Call queues**

All calls arriving at the ATP join the Main Call queue and wait to be answered in a First-In First-Out (FIFO) order.

In addition, incoming calls to the Attendant may also be routed to special queues (such as the Incoming Call Identifier queues, see [Section 4.6.4](#), below), giving you the option to answer calls out of the FIFO order (although each queue has its own FIFO order).

The presence of one or more calls in any one of the queues causes a green LED indicator to flash on the relevant queue button. To answer a call from a particular queue, press the queue button. Once the queue becomes empty of calls, the LED goes off.

In addition, the following queues are also active, or are associated with programmable buttons:

#### **Answer hold**

The Attendant may place incoming calls, received on outside lines, in a common Attendant position hold queue. Calls held in this queue will be retrieved in the order that they were placed on hold, using the [**ANSWER HOLD**] button.

#### **Recall**

An unanswered call transferred from another attendant or extension, or a call placed in the Hold queue, which is not answered within a preprogrammed waiting time, will reenter the Main Call queue and will also be placed in the Recall queue. Calls held in the common Recall queue may be answered with the [**RCL**] button from any Attendant console of the Attendant position.

#### **Private recall**

Recalls intended for a specific Attendant console, will be directed to that Attendant console's Private Recall queue. Calls can be retrieved from the Attendant's Private Recall queue by pressing the [**PRIVATE RCL**] button.

### Private interposition

The Interposition queue holds any calls addressed to a particular Attendant console by means of its own directory number, and not by the Attendant access number. The queue is used for transferring calls between Attendant positions.

### Dial Attendant queue

The Dial Attendant Queue holds calls addressed to an Attendant position by dialing the Attendant access number (usually "0"). The calls may be accessed, using the **[DIAL ATTENDANT]** programmable button, on any of the Attendant consoles making up the Attendant position.

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## 4.6 ANSWERING CALLS

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### 4.6.1 About incoming call indications

The call waiting indication, at the right end of the first line of the ATC display, flashes with the current number of calls waiting (e.g. *CW02*) and a green LED flashes next to the appropriate queue buttons.

#### NOTE

The term "incoming call" refers to ringing calls arriving at the Attendant Console. It includes both calls arriving from the outside, via outside lines, and calls from extensions.

### 4.6.2 Executive suite Attendant

If your console is programmed for the Executive Suite application, you will be able to handle incoming calls efficiently for a number of organizations. For each incoming call, an appropriate name or message appears on your display indicating for which organization the arriving call is intended. With this information, you can answer the call as a representative of the appropriate organization.

### 4.6.3 Answering calls from the Main Call queue

Pressing **[ANSWER]** releases you from your current activity and answers the next ringing call waiting in the Main Call queue on a First-In First-Out (FIFO) basis. If the Main Call queue is empty, the next call from the Hold queue is answered.

When a call arrives:

- The console rings if it was idle and if MUTE RING (see [Section 4.5.2](#), above) was not activated.
- A green LED flashes on any relevant queue buttons.
  - The *CW* display (calls waiting) in the upper right-hand corner flashes with the latest count of calls waiting.
  - The calling extension or outside line is identified (name, number) and *INCOM* appears in the display to indicate incoming ringing.

**NOTE**

Telrad's DIGITAL family of systems supports Caller Name and Caller Identification display for calls arriving via the public exchange.

**To answer the call**

- Press [**ANSWER**] or any flashing queue button.
  - The call picked up will be the first call waiting in the queue.
  - The number following *CW* will be decremented by one.
  - The outside line identification (CO number) remains in the display and the **{SERIAL}** and **{FLASH-SIG}** softkeys appear.
  - You are connected to the caller.

**4.6.4 Answering calls with ICI buttons**

Incoming Call Identification (ICI) queues consist of calls from specific outside lines, outside line groups, busy forward hunt groups and extensions. The ICI queues will be system-defined according to the importance of the callers in the queues. ICI buttons are used to represent these queues and allow you to give preference to VIP or manager's calls over other calls.

The [**DIAL ATTENDANT**] and [**INTERPOSITION**] buttons are specific types of queue buttons used for answering calls directed to the Attendant;

The [**DIAL ATTENDANT**] button is used to answer calls from extensions that dialed the dial Attendant access number (for example, "0").

The [**INTERPOSITION**] button is used for answering calls to a particular Attendant which were dialed via the specific Attendant's Directory Number (for example, "200").

Green LED indicators flash on the ICI buttons, when calls are in queue.

Pressing an ICI button answers the first call waiting in the associated ICI queue.

When you press the ICI button associated with the call you wish to answer:

- The number following *CW* will be decremented by one.
- For an outside call, the outside line number remains in the display, and the **{SERIAL}** softkey appears.
- For an internal call, STN (directory name and number) *CONV* appears (e.g. *STN LORI 243 CONV*).
- The conversation is established.

**4.6.5 Answering recalls**

Various types of calls enter the Recall queue. These include calls which have been in the main Hold queue for longer than the specified system timeout, and were transferred to Recall. The flashing green LED on the [**RCL**] button indicates the presence of at least one call in this queue.

***To connect to a call in the Recall queue***

- Press [RCL].
  - The connection is established.

**4.6.6 Answering Private Recalls**

Certain calls, such as serial calls which have returned from an extension, enter the Private Recall queue. A flashing LED on the [PRIVATE RCL] button indicates the presence of at least one call in this queue.

***To connect to a call in the Private Recall queue***

- Press [PRIVATE RCL].
  - The connection is established.

---

**4.7 PLACING CALLS ON HOLD**

---

Outside calls may be placed on hold either automatically or manually.

**4.7.1 Automatic hold**

Automatic hold is activated when you are on an outside call and then dial any digit, or press [TONE], [SPEED DIAL], a MEMORY button, or [PAGE].

**4.7.2 Manual hold**

Manual hold is activated when you press [HOLD].

When a call is on hold, the green LED on the [ANSWER HOLD] button flashes. Any Attendant in the ATP can answer the call on hold.

***To pick up a call in the main Hold queue***

- Press [ANSWER HOLD].
  - Connection is established with the next party in the queue.

If the call is not picked up, it will be sent to the ATP Recall queue.

**4.7.3 Private hold**

If you want an outside call to remain on hold at your console only, place the call on private hold:

- Press an available private hold softkey (on the right of the display panel).
  - The softkey will be allocated as Private hold for the current call (in the adjacent display field).

After a while, recall ringing will arrive.

***To retrieve a call from private hold (on hold or recalling)***

- Press the displayed private hold softkey.
  - Connection is established with the corresponding party.

**NOTE**

The private hold function is not a queue: only one call may be held under each particular private hold softkey.

---

## 4.8 TRANSFERRING CALLS

---

**NOTE**

The [**TRANSFER/CONFERENCE**] button is not used for call transfer.

### 4.8.1 To transfer internal calls

1. Dial the desired extension number.
  - If you wish to transfer the call screened (announced), wait for the extension to answer.
2. Press [**RELEASE**].

### 4.8.2 To transfer external calls

There are several methods for transferring a call to another extension:

- Screened;
- Unscreened
- Confirmed;
- Serial;
- Camp-on;
- Page transfer.

**NOTE**

If you are transferring an outside call which you initiated, press the [**DIAL CONT**] button, if its LED is off, before dialing the extension.

Unannounced, announced and confirmed transfers can be activated to a networked extension. See Section 6 of the Release 6 Operating Instructions for details.

#### ***To transfer an outside call screened***

1. Dial the requested extension or press the extension's MEMORY button.
  - The outside call is automatically placed on hold.
  - An appropriate softkey appears for the outside line (e.g. *SPLT 8880*).
2. Inform the answering party that a call is waiting.

If the called party is ready to accept the call:

  1. Press [**RELEASE**].
    - The call is transferred.
  - or,**
  - If the called party is not ready to accept the call:

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2. Press the appropriate softkey to reconnect to the calling party.

If you now want to transfer the call to someone else (after the called party hangs up and you hear dial tone):

1. Press **[DROP]**.

2. Dial another party.

### ***To transfer an outside call unscreened***

1. Dial the extension requested.

- The outside call is automatically placed on hold.

2. Press **[RELEASE]** to connect the outside line with the extension.

- If the called extension is busy, the call will be camped on at the extension.

If the call is not answered:

- Dial tone is heard and the softkey for the line on hold remains displayed.

### ***To make a confirmed transfer***

• Dial the required extension.

- The external party is placed on hold.

When the extension answers:

• Press **{JOIN}**.

- You hear a short beep indicating a conference has been initiated.
- Both parties are connected with you in a three-way conference.
- The other two parties are identified on the display.

When you are satisfied that the two parties are connected:

- Press the **[RELEASE]** button to leave the conference.

### **4.8.3 Serial transfer**

A serial transfer enables you to transfer an outside caller to several extensions, one after the other, if the caller initially notifies you that she is interested in speaking to several people.

When the first called extension hangs up, the call automatically returns to the Attendant. The Attendant can then transfer the caller to other extensions.

### ***To transfer a call with serial transfer***

1. Press **{SERIAL}**.

2. Dial the first extension number requested.

3. Press **[RELEASE]**.

When this conversation is finished, the Attendant is recalled via the Private Recall queue; outside line number *SERIAL* appears in the display.

### ***To return to the outside call and transfer it again***

1. Press **[PRIVATE RCL]** to return to the outside call.

2. Press **{SERIAL}** again.
3. Dial the next requested extension.
4. Repeat the above procedure as necessary.

#### 4.8.4 To camp-on an outside call

The Attendant may camp an incoming call on a busy extension, completing the transfer by pressing the fixed **[RELEASE]** button. The busy extension receives a tone to indicate that a call is waiting. The camp on tone is heard via the extension's speaker, on dual audio path stations. On single audio path (SAP) stations, or dual audio path (DAP) stations programmed as SAP, the camp on tone is heard via the extension handset. When the extension to which the call is transferred hangs up, the camped on call rings.

- Dial the required extension.

When you hear busy tone:

- Press **[RELEASE]** to camp on the call at the extension.

#### 4.8.5 Page transfer

If an outside call arrives for someone who is not at her extension, you may make a page call and announce the call to any of the internal or external paging zones. The paged party can then retrieve the call or connect to the Attendant (using Meet Me page) and have the call transferred.

#### **NOTE**

To implement page transfer to another networked DIGITAL system extension, see [Section 6.4](#).

#### ***To announce the call***

1. Press **[FEATURE]** and dial the page zone code or press a PAGE button or a speed dial button programmed with the page zone code.
  - Announce who the call is for and on which line it is.
2. Press **[RELEASE]**.
  - The call can now be retrieved from any extension.

---

## 4.9 INTERNAL CALLS

---

#### ***To make an internal ringing call***

- Press **[TONE]** and dial the number of the extension or press the corresponding MEMORY button.
  - The ring tone is heard and the extension name and number appear in the display, followed by *RING* (e.g. *TOM 233 RING*).

#### 4.9.1 Handsfree calls

In a handsfree call, the telephone does not ring. Instead, a single tone burst is heard through the receiving telephone set's speaker, after which

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a conversation is established and the called party may talk back via the set's microphone, without lifting the handset.

### **To make a handsfree call**

#### **NOTE**

You may have to dial the INTRUSION code first (default= [6]). Consult your System Administrator.

- Dial the extension number,  
**or**  
Press the MEMORY button programmed with the extension's number.
  - You hear a beep and *HF* followed by the extension's name and number appears on your display (e.g. *HF RITA 346*).
  - The call arrives at the extension as a handsfree call.

### **4.9.2 Callback**

If the extension you dialed is busy, you can have the system call you back, when the dialed extension becomes available.

#### **NOTE**

This feature can be activated toward an extension of another networked DIGITAL system. See also [Section 6.4](#).

After you hear busy tone:

- Press **{CALL BACK}**.
  - When the extension becomes available, the system automatically rings the Attendant position, so long as the Private Recall queue is empty.
  - The callback is indicated on the display (e.g. *CALL BACK PETE 544*).

### **To answer the callback ring**

- Press **[PRIVATE RCL]**.

When you answer, the system rings the previously busy extension. When the party answers, you are connected in a regular internal conversation with the extension.

If you wish to cancel the callback before the extension becomes available:

- Press **{CNCL CBACK}**.

### **4.9.3 Barge-in**

If you try to contact an extension and get busy tone, you may be able to barge into the extension's current call, subject to system programming. If necessary, you can then disconnect the parties.

After hearing the busy signal:

- Press **{BARGE IN}**.

- You will be connected to the extension's current call.
- A periodic barge-in tone will be heard by all parties for the duration of the barge-in call.

***To disconnect the parties***

- Press [**DROP**].

***To leave the conversation without disconnecting the parties***

- Press [**RELEASE**].

---

## 4.10 PAGE

---

You can use the console for making page announcements through one of the internal or external page zones.

**NOTE**

To activate page toward a networked DIGITAL system, a prefix must be dialed first (see [Section 6.4.6](#)).

1. Press [**FEATURE**] and dial the page zone code (or press the desired [**PAGE**] or [**EX. PAGE**] button).
  - The display shows *PAGE* followed by the number of the page zone dialed.
  - A double tone burst is heard.
2. Make your announcement, after you hear the tone burst  
When you finish your announcement:
  - Press [**RELEASE**].

---

## 4.11 OUTSIDE CALLS

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An outside call can be made via an outside line group, private outside line, or via Least Cost Routing (LCR).

One or more of the programmable buttons of the console may be designated as OUTSIDE LINE GROUP buttons.

Depending on system programming, either the cost of the call or the message units will be displayed.

### 4.11.1 Making an outside call

***To make an outside call***

1. Press an OUTSIDE LINE GROUP button, dial the LCR access code (usually "9"), or dial a private outside line or outside line group access code.
  - External dial tone is heard.

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2. Dial the number.
  - Dial tone stops as the first digit is dialed.
  - The dialed digits start to appear at the right hand corner of the display.
  - Once the called party responds (or a predefined system timeout expires), the outside line number appears on the first line of the display, and the elapsed time counter (to show the duration of the call) and call cost appear on the second line of the display.

### 4.11.2 If no outside lines are available

If the LED on the OUTSIDE LINE GROUP button lights, no outside lines in the associated outside line group are available. If you try to seize a busy outside line, the display shows the number of the extension using the outside line, the extension's state and the line number (see Busy Verification, [Section 4.22](#), below). The **{TKQUE}** softkey appears as well.

You may reserve an outside line so that when the outside line, or an outside line in an outside line group becomes available, the system will inform you.

#### ***To reserve an outside line when none is available***

1. Press **{TKQUE}**.
  - When an outside line becomes available, if your Private Recall queue is empty, ringing is heard. The outside line number, followed by **TKQUE** appears in the display, and a green LED lights on the **[PRIVATE RCL]** button.
2. Press **[PRIVATE RCL]**.
  - You will hear external dial tone.
3. Proceed to dial the external number.

#### ***To cancel a trunk queue request***

- Press **{CNCL TKQUE}**.

### 4.11.3 To disconnect a call without losing the line

When connected to an outside line, be it during the course of a call or during dialing, you may disconnect the call, or cancel the dialing, without losing the outside line.

#### ***To disconnect a call in progress while retaining the line***

- Press **[FLASH]**.
  - There will be a momentary disconnection. Then dial tone will be heard, indicating that the outside line is available.

### 4.11.4 Controlling Caller Identification with ISDN outside lines

- When you are placing a call using an ISDN outside line, the receiving end may see your line identification number. This is called Calling Line Identification Presentation (CLIP). Whether the calling line identification number is presented (CLIP) or restricted (CLIR) depends on

the Class of Service (COS) assigned to your extension (see the Administration manual). If you want to restrict the appearance of this number use the Calling Line Identification Restriction (CLIR) feature as follows:

1. Dial the CLIR access code.
2. Access the outside line and dial the desired number.

***To cancel the restriction***

1. Press {**CANCEL**}.
2. Dial the CLIR access code.
3. Access the outside line and dial the desired number.

**NOTE**

Whether the calling line identification number is presented (CLIP) or restricted (CLIR) depends on the Class of Service (COS) assigned to your extension (see the Administration manual). The COS programming can be overridden on a call-by-call basis by using the CLIR and CANCEL CLIR features before dialing a call. If the COS does not restrict calling line identification, you can use the CLIR feature to restrict an individual call. If the COS imposes CLIR, you can use the CANCEL CLIR feature to allow CLIP for an individual call. Once you hang up, the system returns to the method that is programmed for your COS.

**4.11.5 Activating external PABX features**

The feature flash option enables you to activate special services and features which can be obtained on lines defined as behind the exchange. This is applicable when the system is connected to another PABX or Centrex exchange.

***To signal the exchange and request a service (after seizing an outside line)***

- Press {**FLASH-SIG**}.
  - Dial tone is heard.
  - Display shows / (slash) at the current position.

**NOTE**

Feature flash may be included in a Speed dial, Redial, Save repeat or ARD string.

**4.11.6 Tone dialing**

The Tone dial feature allows you to switch to DTMF dialing, on a pulse outside line call. This is useful for accessing certain carrier services and external equipment (e.g. answering machine).

***To switch to DTMF dialing while connected to an outside line***

- Press {**TONE DIAL**} or [P→T] button (if defined).

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- [P→T] button (if defined) lights.
- Display shows *T* at the current digit position on the display.
- The dialing method is changed to DTMF.

### NOTE

This is only required on non-ISDN lines.

If the outside line is disconnected, placed on hold or enters a conference, the [P→T] button indicator (if defined) turns off and the *T* disappears.

If a *T* is included in a Speed Dial, Redial or save/repeat sequence activated on a pulse outside line, the above results will be effective.

Attempts to activate Pulse to DTMF dialing during internal dial tone will result in retry tone.

Successive pressings of the {**TONE DIAL**} softkey (or [P→T] button) after DTMF mode is in effect will be recorded in the REDIAL memory and an appropriate number of T's will appear on the display. However, the current dialing state is not affected (remains in DTMF state).

### 4.11.7 Note pad

You can enter a string of up to 16 digits in memory for later reference (e.g. a telephone number) during a conversation.

#### ***To save a number while in conversation***

1. Press  icon.
2. Press {**SPEED DIAL**}
3. Dial an available SPEED DIAL bin number or press an available SPEED DIAL button.
4. Enter up to 16 digits
5. Press  icon.

### NOTE

If 8 seconds pass after the last digit was entered, or you end the conversation, the digits dialed up to then will be saved.

---

## 4.12 ABBREVIATED DIALING

---

You may dial frequently used external numbers using the {**REDIAL**}, {**SPEED DIAL**}, and {**REPEAT**} softkeys, which appear when you seize an outside line. The numbers may include special characters, which can be inserted whenever needed in the string of digits to be dialed (see [Section 3.18.1](#), above).

#### 4.12.1 Last number redial

1. Access an outside line.
2. Press **{REDIAL}**.
  - The number last dialed will be dialed again. The dialed number appears in the display.

#### 4.12.2 Dialing a number from the Repeat memory

A frequently dialed number which was stored in the ATC's Repeat memory can be redialed at the press of a button.

##### *To dial a number stored in the Repeat memory*

1. Access an outside line.
2. Press **{REPEAT}**.
  - The last number programmed in the Repeat memory is dialed (for instructions for programming the Repeat memory, see [Section 4.14.4](#), below).

#### 4.12.3 Speed dialing an outside number

1. Access an outside line.
2. Press the appropriate SPEED DIAL button for the desired number, if programmed,  
**or**  
Press **{SPEED DIAL}** and dial the desired speed dial code (see also Programming speed dial codes, [Section 4.14.2](#), below).
  - The number appears in the display and is dialed by the system.

#### 4.12.4 Speed dialing an extension

The fastest method of dialing an extension is to press a SPEED DIAL or MEMORY button programmed with the desired extension number (see also [Section 4.14.1](#) and [Section 4.14.3](#), below).

---

### 4.13 CALL PICKUP

---

If a call is ringing or on hold at another extension, you can pick it up from your console.

#### 4.13.1 Ringing or hold pickup

When you hear ringing or if there is a call on hold which you wish to pick up:

1. Press **[PICK UP]**.
  - The display shows *PICK UP*.
2. Dial the extension DN,  
**or**  
Press the MEMORY button programmed with the extension number,  
**or**  
Dial the access code of the CO line.

### 4.13.2 To pick up a page call using Meet me page

During a page call, you can establish a connection with the page initiator:

1. Press **[FEATURE]** and **[M][M]** (**[6][6]**)
  - The display shows *MEET ME PAGE*.
2. Dial the page zone code.
  - The page call is canceled at all stations in the page zone.
  - You are connected to the page call initiator and your display shows the appropriate extension number.

#### NOTE

If the page initiator has a call on hold which is intended for you, but hangs up before you manage to execute meet me page, you may retrieve the call as described above.

### 4.13.3 To pick up an outside line patch

*To rejoin a conversation you had set up between two outside parties*

1. Press **[PICK UP]**.
  - The display shows *PICK UP*.
2. Dial the number of one of the lines participating in the patch.
  - A conference with the parties is reestablished.
  - The display shows the elapsed time for the first outside line.

---

## 4.14 ABBREVIATED DIALING PROGRAMMING

---

You may use several methods to simplify and speed up dialing procedures. This section shows you how to program your console for abbreviated dialing.

### 4.14.1 Programming speed dial buttons

At system setup, some of the buttons appearing to the right of the dialpad may be designated as programmable SPEED DIAL buttons.

*To program a SPEED DIAL button*

1. Press  icon.
  - *PROGRAMMING* appears in the display.
2. Press the desired SPEED DIAL programmable button.
3. Dial the number to be stored.

The number may include the outside line or outside line group access code, the LCR access code, pauses (allows time for getting dial tone) entered by pressing *{PAUSE}*, and the digits 0-9, \*, #, *{FLASH-SIG}* or **[FLASH SIGNAL]** and *{TONE DIAL}* or **[P→T]** (see also [Section 3.18.1](#), above).

- Press  icon.
  - The SPEED DIAL button is programmed.

**To cancel the programming process**

- Press [FLASH] before pressing ✓ icon.

**4.14.2 Programming speed dial codes**

The System Administrator has allocated a certain number of speed dial codes for your personal speed dialing directory.

**NOTE**

Numbers saved in the new Phone Book feature (see [Section Section 5](#)) occupy the personal speed dial directory memories.

If your ATC is designated as the programming station, you are also authorized to program one or more of the system speed dial directories.

**NOTE**

You may be blocked from programming a particular system speed dial code, due to system allocation to the DID Analysis feature (See Administration Manual for details).

**To program a speed dial code**

1. Press  icon.
2. Press {**SPEED DIAL**}.
3. Dial the speed dial code (three digits, starting with “0”).
  - Display shows *SP*, the code number and the string previously entered.
4. Dial the string of digits to be stored for the selected speed dial code. The number may include the outside line or outside line group access code, the LCR (Least Cost Routing) access code, pauses (allows time for getting dial tone) entered by pressing {**PAUSE**} and the digits 0-9, \*, #, {**FLASH-SIG**} or [FLASH SIGNAL] and {**TONE DIAL**} or [P→T] (see also [Section Section 3.18.1](#), above).
  - Press {**SAVE**}.
    - The number is stored.

**To abort the programming process**

- Press [FLASH] before pressing {**SAVE**}.

**4.14.3 Programming MEMORY buttons**

You may program MEMORY buttons with legal extension DNs and feature access codes, for one touch access to extensions and features, and to provide extension Busy Lamp Field (BLF) indications.

To program a feature code, pressing [FEATURE] may be required before entering the code for the specific feature (see [Section Table 2-2](#)).

**To program a MEMORY button**

1. Press  icon.
2. Press the MEMORY button to be programmed.
  - The MEMORY number (e.g. *MEMORY KEY 03*) and the feature or extension number and name programmed previously are displayed.
3. Dial the string to be stored under the selected MEMORY button.
4. Press  icon.

**To abort the programming process**

- Press [FLASH] before pressing  icon.

**4.14.4 To save the number of the external party**

When you are on an outgoing call whose number you wish to save in the REPEAT memory.

- Press  icon.
  - The number is stored for future use (see [Section 4.12.2](#), above).

---

**4.15 MESSAGES**

---

If you call an extension and receive no answer or the extension is busy, you may leave a message at the extension.

Up to six messages may be stored in an extension's message memory at one time - five from other extensions, including one from the Integrated Multiple Application Generator (IMAGEN) system, and one from the Attendant console.

The message may be a "Basic message" (e.g. *CALL ATT*, see [Section 3.10.2](#), above), or you may select one of 30 text messages programmed in the system, which will appear on the called station's display, along with the sender's directory number or name.

Some of the text messages may be edited by dialing the appropriate digits from the dialpad (*CALL ME AT \*\*\*\*\**, *BE BACK AT \*\*: \*\**).

All messages sent to non-display sets and SLTs are Basic Messages. The recipient of the message knows when messages have arrived.

Your console will at first show the text of an arriving message and the sender's name or number. After a few seconds, the display shows the number of messages waiting (e.g. *CALL HOME 231*, and then *3 MESSAGES*).

If, when you try to leave a message at an extension, an error tone is heard, this means that the allowed number of messages has been left at that extension and you will be unable to leave your message.

**NOTE**

The only type of text message which can be sent to an extension of another networked DIGITAL system is a Basic message

#### 4.15.1 Reading and answering messages

When messages have been received at your console, the number of waiting messages (e.g. 5 MESSAGES) appears in the display and a {MESSAGE} softkey appears.

##### ***To read messages sent to your console***

- Press  icon.
  - Your messages will appear on the display.

##### ***To reply to a particular message***

- Press the adjacent ANSWER softkey to the left of the message.
  - The appropriate extension is called.

##### **NOTE**

If the called extension answers, the message is deleted from the console memory. If the called extension does not answer, the message is retained. If the called extension is busy, busy tone is heard and the message

When you answer a message received from IMAGEN, you will receive recorded instructions on how to proceed with the message answering process.

#### 4.15.2 Softkey operation for IMAGEN

When IMAGEN is activated, softkeys appear in the display to simplify operation. For more information, see the IMAGEN User Guide.

##### ***To delete a message without calling the extension which left the message***

- Press the {DELETE} softkey adjacent to the message.
  - The message disappears from the display and is erased from the console's memory.

##### ***To cancel all messages sent to your extension:***

1. Press {CANCEL}.
2. Press  icon.

#### 4.15.3 Sending messages

If you dial an extension and receive busy tone, or there is no answer, you may send the called extension a message.

If the extension to which you sent a message has a display, you can send a text message to appear in the display.

If the extension does not have a display, (SLTs) you can still leave a Basic call back message to which the called extension can reply, even without knowing which extension left the message.

## Section 4: ATTENDANT CONSOLE OPERATING INSTRUCTIONS

The types of messages available are as follows:

- Basic Message
- Stored Message;
- Confirmed Message;
- Integrated Multiple Application Generator (IMAGEN) Messages.

### **To leave a Basic message**

A Basic message is the simplest message which can be left at an extension.

At non-display extensions (SLT's) a broken tone is heard prior to the regular internal dial tone. Also, the message button (if included on the extension) lights.

When you dial an extension and receive busy tone or no answer:

- Press  icon
  - If the extension called has no display, a Basic message is sent, Otherwise:  
The message screen is displayed.
- Press **[RELEASE]** (instead of hanging up).
  - The call is disconnected and the Basic message is sent.

### **4.15.4 Stored messages**

If the station to which you are sending a message has a display, you may select a text message to be sent to the display of the station. Thirty preprogrammed Stored messages, of up to 10 characters each, are available.

Stored messages in which asterisks appear can be edited using the dialpad, (e.g. *CALL \*\*\*\*\** can be edited to be *CALL 12345*). A maximum of five asterisks can be included in each message.

**Table A-1** in Appendix A, below, provides you with a list of the messages stored in your system.

### **To send a stored message**

When you dial a station and receive a busy tone, or there is no answer:

- Press  icon.
  - The message screen with the first five text messages is displayed.

### **To view more messages**

1. Press  icon continuously to scroll through the messages.

When you locate the message you want to send:

2. Press the softkey adjacent to the desired message.
  - The message appears in the second line of the display.

If the message appears with asterisks, you may edit the message by dialing digits from the dialpad.

If you wish to change the selected message, you may scroll through the messages with the **[LO HI]** button.

**To send the message**

- Press **{SEND MSG}**.
  - The message is sent.

**4.15.5 Confirmed messages**

A confirmed message is a message which the recipient can read and respond to while busy on another call.

If a display set which you called is busy, you may send a message which appears immediately on the called set's display. The called party can acknowledge your message, without interrupting the current call, or reject it.

You are informed, on the Attendant console display, that the called message was accepted or rejected.

**To send a confirmed message**

When you receive busy tone from a display set:

- Follow the regular message sending procedure.

When you press **{SEND MSG}**, *WAIT...* followed by the text of the message appears on the display of your console, instructing you to wait for the recipient to acknowledge your message.

If the message is not acknowledged, *MSG REJECTED* appears on the display.

You may then:

- Press **{SEND MSG}** or **[RELEASE]** to send the message to the called set's memory.
  - If the message is acknowledged, *MSG ACCEPTED* appears on your display

**To abort an unconfirmed message**

If your message is not confirmed:

- Press the **[DROP]** button to disconnect without sending a message (instead of pressing **[FLASH]**).

**4.15.6 Aborting a message prior to sending**

You can abort the message process at any time, without sending a message, and return to normal operation.

- Press **[DROP]** (instead of pressing **[FLASH]**).

**4.15.7 Integrated Multiple Application Generator (IMAGEN) message**

If installed, the Integrated Multiple Application Generator (IMAGEN) option may be used to leave a recorded message for a particular extension. This can be done by calling the IMAGEN access number directly and following the recorded instructions.

Also, if you call an extension and it is busy, press the **{VOICE MSG}** and leave your message when you hear the tone.

If you call an extension which has forwarded its calls to the IMAGEN system for busy or no answer, you will be automatically given instructions for leaving a voice message via the IMAGEN system. If you leave a voice message, the system will automatically leave a text message at the recipient set, to call the IMAGEN system (e.g. *CALL IVM 311*).

### 4.15.8 To cancel all messages

Since the system is limited in the number of messages that may be stored per extension and for the entire system, there are times when the system accumulates unnecessary quantities of messages. The Attendant may erase all messages stored, throughout the entire system.

Before doing so, however, it is best to let all the users know that their messages will be erased.

1. Press **{CANCEL}**.
2. Press  icon.
  - All messages in the system are canceled.

---

## 4.16 CONFERENCE

---

You can set up a conference of up to eight parties (any or all of which may be outside parties). You may leave the conference to handle other calls and later rejoin the conference, if necessary.

### *To establish a three-way conference*

1. Call the first party.

#### **NOTE**

If the first call is on an outside line, press the flashing **[DIAL CONT]** button before dialing the second party, but if the first call is an incoming one, there's no need to press **[DIAL CONT]**.

2. Dial the second party.
  - The first party is placed on **automatic hold**.

#### **NOTE**

If the second party is on an outside line, press the flashing **[DIAL CONT]** button when you hear the party ringing.

When the second party answers, to connect all of the participants in a three-way conference:

- Press **{JOIN}**.

### 4.16.1 To talk with two parties, one at a time

Once you are in conference with two parties, a **{SPLT}** softkey (including the number of the outside line or the name or number of the extension) will appear for each of them. You can consult privately with either of the two parties individually by pressing the party's "split" softkey:

- Press **{SPLT}** for the party you wish to speak with.
  - A conversation is established between you and the selected party.
  - The remaining party to the conference is placed on hold. A **{SPLT}** and a **{JOIN}** softkey will appear for this party.

You can switch between the parties by pressing the other party's **{SPLT}** key.

***To rejoin all parties in the conference***

- Press **{JOIN}**.

#### **4.16.2 Adding parties to the conference**

- Dial the next conferee.  
(On an external call, press the flashing **[DIAL CONT]** button when you finish dialing).
  - You are temporarily disconnected from the conference.

***To return to the conference along with the new party***

When the called party answers:

- Press **{JOIN}**.
  - The connection with the additional conferee is established.

***To return to the conference without a new party***

- Press **{CONF RET}**.

#### **4.16.3 Exiting and rejoining a conference**

You may exit from a conference and place calls or perform any operation.

***To exit from a conference temporarily***

- Dial any digit.

**NOTE**

After exiting a conference temporarily, use **[DROP]** to complete any operation. If you press **[ANSWER]** or **[RELEASE]** you will not be able to return to the conference.

***To return to a conference you left temporarily***

- Press **{CONF RET}**.

#### **4.16.4 To exit a conference permanently**

***To exit a conference permanently, do one of the following***

- Press **{CONF EXIT}**,  
or  
Press **[RELEASE]**,  
or  
Press **[ANSWER]** and answer another call.

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- The remaining parties will still be connected.

### 4.16.5 To disconnect a conference call

During the conference call:

- Press [**DROP**].
  - All parties to the current conference are disconnected.

### 4.16.6 To connect two outside lines together (Trunk Patch)

You can connect two outside parties via the DIGITAL system lines to enable a private conversation between them. At least one of the parties must have DTMF dialing capability.

#### ***To connect two outside parties in a trunk-to-trunk patch***

1. Establish a conference between the two outside parties (see [Section 4.16](#), above).
2. Notify the parties that when a periodic tone is heard, one of them must dial a DTMF digit to continue the conversation. Otherwise, the outside lines will recall the patch initiator (you, the attendant) after a fixed timeout and the call will be disconnected automatically.

To complete the patch:

- Press [**FEATURE**] and dial [**T**][**P**] (**[8] [7]**).
  - The parties are joined in a patch.

#### ***To rejoin the patch***

1. Press [**PICK UP**].
  - The display shows *PICK UP*.
2. Dial the number of one of the outside lines participating in the patch.
  - A conference with the parties is reestablished;
  - The display shows the elapsed time for the first trunk.

#### ***To rejoin a patch which recalls the attendant***

- Press [**PRIVATE RCL**].

#### **NOTE**

If there are other calls in the Private Recall queue, you may first be connected to a different call before retrieving the patch.

### 4.16.7 Intercom loop Conference

The Intercom loop Conference is a special variation on the standard conference in which a designated mediator can speak with up to 30 participants. For details, see [Section 3.6.2](#).

### 4.16.8 Meet me conference (option)

The Meet me conference is a variation on the conference call whereby up to eight potential participants dial a common DN and are connected by the system, in order of arrival. For details, see [Section 3.6.3](#).

---

## 4.17 TO CANCEL CALL FORWARDING

---

If extensions have activated Call Forward to your console (not to "0"), you can cancel it.

1. Press **{CANCEL}**.
2. Press **{FLW TO ME}**.
3. Press **{ALL}**,  
or  
Dial the DN of the extension whose call forward programming you wish to cancel.
  - Call forward programming to the Attendant is no longer active.

---

## 4.18 GETTING ASSISTANCE WITH THE CALL ANSWERING LOAD

---

When the call load becomes too great for you to handle alone, you may direct incoming calls to ring at another extension (called the "Day Alert" extension) in addition to ringing at the Attendant. The extension will receive calls arriving at the Main Call queue of the Attendant Position. Calls directed to the assisting Day Alert extension are held in your Main Call queue as well, and can be answered by either the Attendant or the Day Alert extension, whichever answers first.

### ***To activate Day Alert***

1. Press **[DAY ALERT]**.
  - *DAY ALERT* appears on the display and the **[DAY ALERT]** LED flashes.
2. Dial the number of the extension which is to assist you with the call load.
  - The **[DAY ALERT]** LED is steadily on.

### ***To cancel Day Alert***

- Press **[DAY ALERT]** again.
  - The **[DAY ALERT]** LED goes off.
  - Normal service is resumed.

---

## 4.19 WHEN CALL LOAD BECOMES TOO HEAVY

---

The overflow feature automatically directs incoming calls to a system-defined extension to help the Attendant answer calls, when:

- The number of incoming calls exceeds a predefined limit.  
**and**

A call has been left in the Main Call queue beyond a defined time limit  
**or**

The Attendant activates Night service while calls still remain in queue.

When overflow occurs, the display shows *OF* followed by the number of calls waiting (instead of the normal *CW*).

When the overflow state subsides (i.e. less than the defined number of calls are waiting in the Main Call queue), normal operation is automatically restored, and calls will not be directed to the overflow extension.

---

### 4.20 TO SHUT DOWN YOUR ATTENDANT CONSOLE

---

At times you may want to shut down your ATC so that it will neither accept calls nor allow outward dialing.

- Press [**POSITION BUSY**].
  - The [**POSITION BUSY**] LED lights steadily.

#### *To return the console to operation*

- Press [**POSITION BUSY**] again.
  - The [**POSITION BUSY**] LED goes off.

If your console has been programmed to require a password (this will be indicated on the display):

- Enter the four-digit password (Executive credit code, see [Section 6.2](#), below).
  - The Attendant returns to normal service.

If all members of an Attendant position activate position busy, Night service is induced automatically for that position.

---

### 4.21 REROUTING CALLS FOR NIGHT SERVICE

---

During Night service, a different call ringing and routing program applies. The Attendant and the call queues are not active. The Attendant console can still be used for placing calls.

#### *To change the ATC operation to Night service*

- Press [**NIGHT**].
  - The [**NIGHT**] LED flashes.

#### *To return the console from Night service to Day service*

- Press [**NIGHT**] again.
  - The [**NIGHT**] LED goes off.

#### **NOTE**

If Night service was entered by the last of the Attendants in an Attendant position activating Position Busy, it will be necessary to cancel both Position Busy and Night service states in order to restore normal day operation.

***To activate Night service from outside the system***

The system can be placed in Night service from a DTMF SLT dialing on a Direct Inward System Access (DISA) line from outside the system (see [Section 6.3](#), below).

---

**4.22 CHECKING THE STATUS OF AN OUTSIDE LINE**


---

The Attendant can check the current state of a particular outside line (BUSY VERIFICATION). The console displays the extension number and, if it is using an outside line, it shows the state of the line (e.g. ring, busy, on hold, etc.) and the line number.

***To verify the state of a particular outside line***

- Dial the outside line number.
  - If the line is available, it will be seized and external dial tone will be heard, Otherwise:  
Relevant information is displayed (e.g. the extension connected to the outside line, *BUSY*, *RING*, *HOLD*, etc.) and a busy tone is heard via the handset.

---

**4.23 CLEAR ALARM DISPLAY**


---

The system can be programmed to send alarm messages to the Attendant Console display when certain system faults are detected. The System Administrator should be advised of any alarm indication, but the system will normally be able to continue operation in spite of the fault. You can, therefore, cancel the displayed alarm after you report it to the System Administrator.

***To cancel an alarm display***

- Press [**CLEAR ALARM**].
  - The alarm message is deleted.

---

**4.24 CLASS OF SERVICE (COS) REASSIGNMENT**


---

You may change the day and night COS of any extension in the system. This can be used to limit the capabilities of particular extensions.

1. Press  icon.
2. Press **{COS}**.
3. Dial the number of the extension you want to change.
4. Press **{DAY COS}** (or skip to Step 6 if you don't wish to change the day COS number).
5. Dial the new day COS number.

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6. Press **{NIGHT COS}** (or skip to Step 8 if you don't wish to change the night COS number).
7. Dial the new night COS number
8. Press  icon to repeat the procedure for another extension,  
**or**  
Press **[RELEASE]** once or  icon three times, to exit the programming function while saving the changes,  
**or**  
Press **[DROP]**, to exit the programming function without saving the changes.

### NOTE

If you receive the message PLEASE TRY LATER, this means that the configuration PC is connected online to the system. When the PC completes its online procedure. You will be able to program COS reassignments (See also the Administration manual).

---

## 4.25 SETTING THE SYSTEM TIME

---

Usually, an Attendant console is assigned to set the system time and date, (although this task may be given to any station in the system).

This setting applies to all extensions in the system, even if tenant systems are configured.

### ***To set the time and date from your console***

#### NOTE

To abort the time setting procedure, press **[#]** at any point before pressing .

1. Press  icon.
  - The display shows *PROGRAMMING*
2. Press  icon.
  - The display shows the current time.
3. Enter four digits for the current time (00 to 23 for hours and 00 to 59 for minutes).
4. Enter two digits for the date (01-31).
5. Enter two digits for the month (01-12).
6. Enter two digits for the year (00-99).
  - The display shows the digits as you enter them.
7. Press  icon.
  - The new time and date are displayed.

If you hear an error tone, check that you have entered the correct number of digits for each element of the time and date.

---

## 4.26 TIME ALARM

---

You may program the Attendant console to sound an alarm at any desired time.

### ***To set the alarm time***

1. Press  icon.
2. Press  icon.
  - The most recent alarm time programmed is displayed (if it was programmed and has not yet rung).
3. Use the dialpad to enter the desired alarm time according to the 24 hour clock (e.g. 3:15 pm is set as 1515).
4. Press  icon.

### ***To stop the alarm while it is ringing***

- Press  icon.

### ***To check the time for which the alarm is set***

1. Press  icon.
2. Press  icon.
  - The alarm time is shown at the upper right-hand corner of the display.
3. Press **[RELEASE]** or **[DROP]** to return to idle state.

### ***To cancel an alarm setting***

1. Press **{CANCEL}**.
2. Press  icon.
  - The current alarm time setting is canceled.

---

## 4.27 OPERATING THE DOOR UNIT

---

If your system is equipped with a door unit, you can control the entry of visitors. When someone presses the doorbell, a call waiting ring sounds at the programmed Attendant console. You may speak to the visitor and open the electric door latch from the console.

### ***To speak to the visitor***

When Door unit ringing arrives at your console:

- Press **[ANSWER]**,  
OR  
Press the blinking **[EXT PAGE]** button or dial the external page code assigned to the door unit.
  - Door unit ringing stops.
  - Your EXTERNAL PAGE button indicator (if defined) lights. You are in conversation with the person at the door. The display shows the external page display.

***To open the electric door latch***

- Press [\*].
  - The door opens.

***To end the conversation with the person at the door***

- Press [RELEASE] or [DROP].
  - The extension is disconnected from the door unit.
  - The EXTERNAL PAGE button indicator goes off.

---

## 4.28 ANSWERING POSITION

---

Systems with small configurations, and large systems that wish to define an Attendant position for a small number of extensions, may program an answering position in place of an ATC as the logical answering position.

The answering position is a regular telephone set, with "key system" Attendant features.

All routing of internal and external calls to the answering position is programmed and performed in precisely the same way as for a regular Attendant.

However, the answering position has the Main queue and can be programmed with ICI queues, but is not assigned an Attendant console button map.

The Answering position receives all calls entering the Main queue, including outside calls, recalls and "Dial Attendant" calls placed by dialing the Attendant access code ("0" by default).

An Attendant telephone set is not required. The Answering position operates like a DIGITAL telephone set. See [Section 3](#), above, for appropriate operating instructions. Unlike the Attendant console, however, internal dial tone is heard when you lift the handset (or press [SPKR]).

---

## 4.29 DSS ADD-ON UNIT

---

The Attendant console may be configured with up to four DSS Add-on units which provide additional MEMORY buttons for Direct Station Selection (DSS), and personal SPEED DIAL buttons for personal speed dials. Pressing a button on the Add-on unit is equivalent to dialing from the Attendant console. The LEDs on buttons representing extensions also serve as Busy Lamp Field (BLF) extension status indicators.

An Add-on unit can represent up to four button maps. The four buttons on the left side are used for selecting the desired map MAPs 1-4 and MAPS 5-8 in a DIGITAL KEY BX system (and in addition, MAPS 9-12 in a 400 system). See also [Section 2.2.7](#) and [Figure 2-7](#), above.

The Add-on unit provides up to 120 additional buttons (four maps, 30 buttons per map).

Up to eight physical Add-on units (up to 16 in a DIGITAL 400 system) may be assigned in the system.

***To change the active map***

- Press the appropriate [MAP] button.

---

### **4.30 CALL COST DISPLAY**

---

If programmed as the system setting station, the attendant can view the current cost or message units (depending on programming) for a call in progress at another extension or for all toll calls currently in progress in the system.

1. Dial the CALL ACCOUNT MONITOR code.
2. Dial the password (ECC code).
3. Dial the Directory Number of the desired extension or the ALL code (default = \*) for the current total of all calls in the system.

To display another extension

- press {**CANCEL**} and dial the desired Directory Number.
- Press \*1 icon to quit.

# Section 5

## PHONE BOOK FEATURE

### OPERATING INSTRUCTIONS

---

#### 5.1 GENERAL

---

The purpose of the Phone Book feature is to dial a number from your private Phone Book list (which you program), or from one of the ten Phone Book lists your System Administrator may have programmed.

The Phone Book entries are stored in speed dial bins in alphabetical order. When you program a Phone Book entry, it is stored in an available speed dial bin and has a name associated with it. If you change the number stored in that speed dial bin by pressing , **{SPEED DIAL}**, and the number of that speed dial bin, you also change the number for the Phone Book entry.

You can use the Phone Book feature to dial a number only when your telephone set is in idle state. You can make entries into the Phone Book when the telephone is idle or during a conversation, by programming a speed dial bin with a number and name.

---

#### 5.2 GENERAL KEY FUNCTIONS

---

The following is a list of buttons and their functions, that are used for the Phone Book feature:

**[LO HI]** - to scroll through the menu of lists and through the entries in the Phone Book lists.

**{PREVIOUS}** or **[FEATURE]** - to return to the previous display.

 or **{EXIT}** - to exit from the Phone Book feature.

**{SAVE&EXIT}** or **[PROGRAM]** - to save your programming and exit from the Phone Book feature.

**[MUTE]** or **{DELETE SYM}** - to delete the last character(s) or digit(s) you entered.

---

## 5.3 PHONE BOOK OPERATION

---

The following sections include dialing instructions for the Phone Book feature and programming instructions for creating a Phone Book list.

### 5.3.1 Phone Book dialing instructions

(from idle state only)

1. Press **[F1]**, **{PHONE BOOK}**, or **[FEATURE]** and the feature access code for the desired Phone Book list (see your System Administrator).
2. Press **{PRIVATE}** or the softkey to the left of the system Phone Book list you want to access. If the desired system Phone Book list is not shown, use the **[LO HI]** button to scroll to the desired list.
3. Press **{SHOW LIST}** or **[HI]**.
4. Use the **[LO HI]** button to scroll through the list or use the dial pad to enter appropriate characters until the name appears on the display.
5. Press the softkey on the right side of the appropriate name, under **<DIAL>** or press **[PAUSE]**.

The Phone Book feature automatically dials the number.

If you want to see details of the entry before dialing the number, press the softkey on the left side of the appropriate name, under **<DETAILS>** or press **[TRANSFER]**. The display shows the name for the entry, the number of the speed dial bin where the entry is stored (e.g. 003), and the telephone number for the entry.

You can then press **{DIAL}** or **[PAUSE]** to dial the number, **{UPDATE}** or **[2]** to change the name or number for the entry, or **{REMOVE}** or **[3]** to remove the entry from the Phone Book.

### 5.3.2 Programming a Phone Book list

For each entry in your private Phone Book list, you enter both a name and a telephone number.

When your telephone is in the idle state:

1. Press **[F1]**, **{PHONE BOOK}** or **[FEATURE]** and the feature access code for the desired Phone Book list (see your System Administrator).
2. Press **{PRIVATE}**.
3. Press **{ADD NEW}** or **[HOLD]**.
4. Enter the characters in the name (up to 16) by using the dialpad. The table at the end of this section shows the dialpad equivalents of each character.
5. Press **{NUMBER}**.
6. Enter up to 16 digits for the telephone number.

## Section 5: PHONE BOOK FEATURE OPERATING INSTRUCTIONS

7. Press **[HOLD]** to save and continue programming, or skip to next step.
  - The previous display returns so that you may make the next entry, in the next available speed dial bin.
8. Press **{SAVE&EXIT}** or **[PROGRAM]** when you have finished programming all the entries for the list.

### To delete an entry from your private Phone Book

1. Access Phone Book as if you are about to dial a number (steps 1-4 in “**Phone Book dialing instructions**” above) until you see the screen containing the entry you want to delete.
2. Press the softkey to the left of the entry, under **<DETAILS>** or press **[TRANSFER]**.
3. Press **{REMOVE}** or **[3]**.

### To revise an entry in your private Phone Book

1. Access the entry you want to revise.
2. Press the softkey to the left of the entry, under **<DETAILS>** or press **[TRANSFER]**.
3. Press **{UPDATE}** or **[2]**.
4. Enter the correct characters for the name.
5. Press **{SAVE&EXIT}** to save the change or **{NUMBER}** or **[LOW HIGH]** if you want to change the number.
6. Enter the correct number.
7. Press **{SAVE&EXIT}**.

**Table 5-1 Phone Book dialing equivalents**

Dialpad number	For the following character -- press the dialpad button the indicated number of times, rapidly				
	1x	2x	3x	4x	5x
1	1	_	"space"	/	
2	A	B	C	2	
3	D	E	F	3	
4	G	H	I	4	
5	J	K	L	5	
6	M	N	O	6	
7	P	Q	R	S	7
8	T	U	V	8	
9	W	X	Y	Z	9
0	0				

As shown in the above table, you press the dialpad button once for the first letter appearing on it, twice for the second letter appearing on it, and three times for the third letter appearing on it.

With each press of the button, the corresponding character appears on the display.

If you want to enter two characters from the same button on the dial-pad, for example D followed by E, wait two seconds between entering characters (until you see the cursor “\_” at the next position), or press the **[NEXT]** (if programmed) to enter to the next character.

Enter “Z” by pressing **[9]** four times.

Enter “Q” by pressing **[7]** two times.

Enter an underline by pressing **[1]** twice.

Enter a dash by pressing **[1]** four times.

### **Warning signal**

You will hear a three-beep warning tone in the following situations:

- When you try to access a Phone Book list that you are not authorized to use;
- When you try to save a name without entering a number for it;
- When you try to add a new name to your private list and you have no available speed dial bins; or
- When you try to access a list which has no names defined (empty).

### **Caller ID**

If you receive a call made from a telephone number that appears in your Phone Book, and if your system supports Caller ID, the name programmed for that number in the Phone Book appears on your telephone display, instead of the number.

# Section 6

## REMOTE FEATURES

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### 6.1 GENERAL

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The only Remote feature whose operation is slightly different for the Avanti sets is the Executive Credit Code (ECC). For all other Remote features, consult the Release 6 Operating Instructions, Section 6.

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### 6.2 EXECUTIVE CREDIT CODE (ECC)

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The Executive Credit Code (ECC) is a four-digit secret password which is programmed from your extension and then used:

- To enable access to various system features via DISA (see [Section 6.3](#), of the Release 6 Operating Instructions.);
- To reactivate an Attendant console (ATC) which has operated the Position busy mode (see [Section 4.20](#), of the Release 6 Operating Instructions).

ECC is also used internally to activate Travel Class Of Service, as described in [Section 3.7](#) and [Section 5.4.7](#), of the Release 6 Operating Instructions.

#### *To program an ECC*



**Avanti 3025  
set**

#### *To program your ECC code for the first time*

1. Press icon.
  - Display shows PROGRAMMING
2. Press **{ENTER ECC}**.
  - Display shows *NEW ECC*
3. Dial the desired four-digit code.
  - Display shows the digits entered.
4. Press icon.

#### *To change your ECC*

1. Press icon.
  - Display shows *PROGRAMMING*
2. Press **{ENTER ECC}**.
  - Display shows *OLD ECC*
3. Dial your old four-digit code.
  - If you entered the old ECC incorrectly, retry tone is heard. If it is correct, the display shows *NEW ECC*

4. Dial a new four-digit code.
  - Display shows the digits entered.
5. Press ✓ icon.



**All other sets** *To program your ECC code for the first time*

1. Press **[FEAT] [3][9]** (FEAT **[E][X]**).
  - Display sets show *NEW ECC*
2. Dial the desired four-digit code.
  - Display sets show the digits entered.
3. Hang up.

**To change your ECC**

1. Press **[FEAT] [3][9]**. (FEAT **[E][X]**).
  - Display sets show *OLD ECC*
2. Dial your old four-digit code.
  - If you entered the old ECC incorrectly, retry tone is heard. If it is correct, display sets show *NEW ECC*
3. Dial a new four-digit code.
  - Display sets show the digits entered.
4. Hang up.

# Appendix A

## STORED AND DND MESSAGES

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### A.1 STORED AND DND MESSAGE TABLES

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Table A-1 contains the list of Stored Messages, and Table A-2 contains the list of DND Messages.

**Table A-1 Stored messages**

Message No.	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 LETTER	
21	WELL DONE	
22		
23		
24		
25		
26		
27		
28		
29		
30		

(1) Indicates messages for which the user can enter appropriate digits from the dialpad (one digit per asterisk shown),

Table A-2 DND messages

Message No.	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) indicates messages for which the user can enter appropriate digits from the dialpad (one digit per asterisk shown).