
BUSINESSCOM 16

MULTIBUTTON TELEPHONE



-TIEUG-036

TIE® The Great Communicator.™

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FEATURE HANDBOOK

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FOR YOUR NOTES

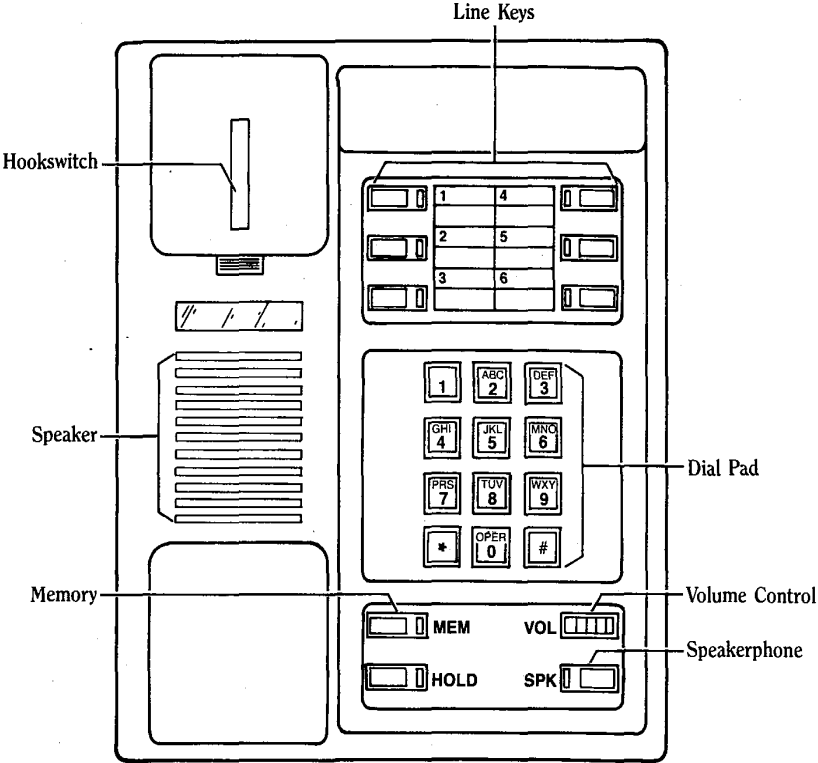
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GETTING STARTED

A QUICK REFERENCE card is attached to the inside back cover to help you quickly get started in using your phone. The card conveniently fits in the directory tray underneath your phone—a handy reference to the Basics and some timesaving Features.

FOR YOUR NOTES



SPECIAL FEATURE NIGHT ANSWER

SPECIAL FEATURE

Night Answer only can be activated from extensions 01 or 06. This feature is primarily intended to be activated by the system manager and/or the attendant (operator).

Night Answer

During off-hours (for example, at night, perhaps), Night Answer can be used to make incoming outside calls ring at extensions that normally do not ring during the day (in addition to those that do). The extensions that ring when Night Answer is activated are selected and programmed during system installation.

To activate Night Answer from extension 01 or 06:

- | | |
|---------------|---------------------|
| 1. Press #. | SPK lights. |
| 2. Dial 91. | You hear a beep. |
| 3. Press SPK. | The light goes out. |

To cancel Night Answer from extension 01 or 06:

- | | |
|---------------|---------------------|
| 1. Press #. | SPK lights. |
| 2. Dial 90. | You hear a beep. |
| 3. Press SPK. | The light goes out. |

INTRODUCTION

Your BUSINESSCOM 16 telephone is part of a sophisticated electronic telephone system that will save you time and help you communicate more efficiently. Your system can accommodate up to six (6) outside lines and up to 16 extensions. In some systems, one extension may be reserved as the primary answering position (attendant/operator).

More About Your Telephone

Your BUSINESSCOM 16 telephone comes equipped with either the **Handsfree** or **Monitor** feature. (Your system manager can tell you which type of phone you have.) These features allow you to use your phone without lifting the handset. Read the description below that applies to your type of phone.

Handsfree allows you to place and answer calls without lifting the handset; your phone's microphone and speaker are used instead. To talk on a Handsfree call, simply speak towards your phone — your phone's microphone picks up your voice. Anytime Handsfree is activated, the SPK key lights. If you choose to lift the handset during a Handsfree call, SPK extinguishes. (You can always lift the handset before placing or answering calls, if you prefer, and you can change to Handsfree anytime during a call.)

Monitor allows you to dial your calls without lifting the handset; you must, however, lift the handset to talk. (You can always lift the handset before dialing a call, if you prefer.)

Monitor has another use. While you are listening to a call (for example, a recording) or when someone puts you on Hold, Monitor allows you to replace the handset and listen to the call over your phone's speaker — leaving both hands free. Again, however, you must lift the handset to talk. Anytime MONITOR is activated, the SPK key lights.

Your Features

Your phone has been programmed to provide you with those features that will best meet your specific communications needs. Your system manager can tell you which features you have, and you can check them off throughout the book.

Complete privacy is assured on all your calls unless your system is programmed for the **SPECIAL CONFERENCE** — See Conference in the Features section.

Your Feature Handbook

The instructions in your Feature Handbook have been simplified to streamline the daily use of your phone. You can find detailed operating instructions (to supplement these instructions) in the MOD KEY 16 Easy Installation Guide, Part 6: Using Your Telephone.

Speed Dial (continued)

To store a pulse to tone conversion:

1. Press steadily lit Line key 3.

This key can be pressed at any point while storing the number, and only once. The digits stored before pressing LINE 3 are dialed as pulse digits; the digits stored after pressing LINE 3 are dialed as tone digits.

NOTE: When you store a Speed Dial number under two codes (and the dialing mode of the stored line is pulse), the part of the number stored under the first code is pulse dialed and the part under the second code is automatically tone dialed — no need to make a special entry in this case.

To store a flash:

1. Press steadily lit Line key 2.

Speed Dial (continued)

SPECIAL SPEED DIAL ENTRIES

You can enter a pulse to tone conversion, pause, and/or flash when storing a Speed Dial number. A pulse to tone conversion, pause, or flash counts as a digit toward the 17-digit maximum for Speed Dial numbers.

Pauses are most frequently needed when you must wait in a dialing sequence for a tone. For example, this may happen when you dial an access code to one of the special long distance services (such as MCI, SPRINT) and then must pause for a confirmation tone before you can dial more numbers.

Pulse to tone conversion is used if the dialing mode of the outside line you are storing with a Speed Dial number is pulse, and you need the Speed Dial number to be dialed out in tones instead.

Flash is most frequently used to access customized features of your PBX or telephone company. The system manager can provide you with more information on flashes.

NOTE: There are other special entries you can make while storing a Speed Dial number. Detailed descriptions of these special entries can be found in your MOD KEY 16 EASY INSTALLATION MANUAL, Part 6: Speed Dial.

To store a pause:

1. Press steadily lit Line key 1. This key can be pressed at any point while storing a number, and more than once. Your system manager can tell you how long the pause is.

BASICS

Outside Calls

Use the instructions that apply to your type of phone.

FOR HANDSFREE PHONES

To place an outside call Handsfree:

1. Press Line key. Hear dial tone over speaker.
2. Dial telephone number.
3. Speak towards phone when other party answers.

To answer an outside call Handsfree:

1. Press flashing Line key.
2. Speak towards phone.

To hang up a Handsfree call:

1. Press SPK.

To change to the handset during a Handsfree call:

1. Lift handset.

To change to Handsfree during a handset call:

1. Press SPK.
2. Hang up.

(continued)

Outside Calls (continued)

FOR MONITOR PHONES

To place an outside call using Monitor:

1. Press Line key. Hear dial tone over speaker.
2. Dial telephone number.
3. Lift handset to talk when other person answers.

To answer an outside call:

1. Lift handset.
2. Press flashing Line key.

To change to Monitor during a call:

1. Press SPK.
2. Hang up.

To hang up a call while Monitor is in use:

1. Press SPK.

To change from Monitor to handset:

1. Lift handset.

Speed Dial (continued)

To dial a personal or system-wide Speed Dial number:

1. Press MEM.
2. Dial storage code (01-10) for desired personal number.

OR

Dial storage code (11-30) for desired system-wide number.

When the number finishes dialing, you hear a short beep. At Monitor phones you must lift the handset to talk.

If the number is stored under two codes, do steps (1-2) using the first code, wait for the number to dial out, then repeat using the second code.

NOTE: If immediately upon dialing either type of Speed Dial number you hear a busy tone, this means the line stored with the number cannot be used at the moment. In this case, you can manually select any available line before you press MEM and dial the storage code.

(continued)

□ Speed Dial

Speed Dial allows you to store ten outside telephone numbers at your extension so you can later dial them with just a few touches. Each of your personal Speed Dial numbers is stored under a unique two-digit storage code (01-10), and each number can be up to 17 digits long.

In addition to the ten numbers you can store at your extension for your personal use, you also have access to system-wide Speed Dial numbers stored by the system manager at extension 01. The storage codes for system-wide numbers are 11-30, and the system manager can provide you with a system-wide Speed Dial Directory.

To store a personal Speed Dial number:

1. Press #.
2. Press MEM.
3. Dial a two-digit storage code (01-10).
4. Press a flashing Line key. This stores the line with the number.
5. Dial telephone number to be stored, up to 17 digits including special entries (e.g., pauses). For more information on special entries, see the SPECIAL SPEED DIAL ENTRIES section that follows.
6. Press SPK.

NOTE: If the number you wish to store is more than 17 digits, store part of it under one code and the remaining part under another. (When such a number is Speed Dialed on a pulse line, the part under the first code dials out in pulses, and the part under the second [automatically] dials out in tones.)

□ Intercom Calls

When you place an intercom call to another extension, you may hear one beep instead of ringing. If so, you can state your message after the beep — your voice will be broadcast over that extension's speaker. This is called a "voice announced" intercom call. If the intercom call rings through, you have the option of converting it into a voice announced call.

The extension numbers are 01-16, where extension 06 may be reserved for the attendant. The attendant can also be reached by dialing 00.

Use the instructions that apply to your type of phone.

FOR HANDSFREE PHONES

To place an intercom call Handsfree:

1. Dial extension number.
2. Speak toward phone.

To convert an intercom call that is ringing into a voice announced call:

1. Place intercom call; hear ringing.
2. Press and hold MEM. Hear beep.
3. Make announcement.
4. Release MEM to listen to reply. Repeat steps 2-4 to carry on a conversation. (The beep is only heard the first time you press MEM.)

To answer a ringing intercom call Handsfree:

1. Press SPK.
2. Speak toward phone.

If you prefer, you can simply lift the handset to answer the call.

(continued)

Intercom Calls (continued)

To answer an intercom call that is broadcast over your speaker, you have two choices:

1. Just speak towards the phone.

A beep will precede the caller's voice.

OR

Lift the handset if you want privacy.

Your phone's microphone picks up your voice.

To hang up a Handsfree intercom call:

1. Press SPK.

NOTE: While on an intercom call, you can change back and forth between using the handset and using Handsfree. Refer to Outside Calls for instructions.

FOR MONITOR PHONES

To place an intercom call using Monitor:

1. Dial extension number.
2. Lift handset to talk.

To convert an intercom call that is ringing into a voice announced call:

1. Place intercom call; hear ringing.
2. Lift handset.
3. Press and hold MEM.
4. Make announcement.
5. Release MEM to listen to reply.

Hear beep.

Repeat steps 2-4 to carry on a conversation. (The beep is only heard the first time you press MEM.)

Room Monitor (continued)

CANCELING ROOM MONITOR

To cancel Room Monitor at an extension being monitored:

1. Hang up the handset.

MEM key extinguishes. If you replaced the handset while activating Room Monitor, just press SPK to cancel it.

To cancel Room Monitor at your phone:

1. Press SPK.

MEM key extinguishes.

NOTE: If Room Monitor gets *accidentally* canceled at an extension you wish to continue monitoring:

- A) Cancel Room Monitor at your phone.
- B) Reactivate Room Monitor at the extension you wish to continue monitoring, then at your own phone.

□ Room Monitor

From your phone you can monitor (listen to) the sounds going on in any area or room that has an extension in it. You can monitor, at most, two extensions at a time. You must activate Room Monitor at each extension being monitored before you activate it at your phone.

ACTIVATING ROOM MONITOR

To activate Room Monitor at an extension to be monitored:

1. Lift handset.
2. Press HOLD.
3. Do *not* hang up.

MEM key flashes.

Or, you can press SPK and *then* replace the handset if you like. The SPK key lights steadily. However, the key extinguishes once you activate Room Monitor at your phone.

To activate Room Monitor at your phone:

1. Do *not* lift handset.
2. Press HOLD.

MEM key flashes.

Intercom Calls (continued)

To answer an intercom call that rings:

1. Lift handset.

To answer an intercom call that is broadcast over your speaker, you have two choices:

A beep will precede the caller's voice.

1. Just speak towards the phone when MEM key lights.

Your phone's microphone picks up your voice, but only while the MEM key is lit.

OR

Lift the handset if you want privacy.

NOTE: While using the handset for an intercom call, you can change to Monitor, then back to the handset again. Refer to Outside Calls for instructions.

□ Hold

There are two types of Hold for outside calls: *Regular* and *Exclusive*. When a call is put on Regular Hold at your phone, the call can be picked up at your phone or at any other phone that has access to that outside line. When a call is put on Exclusive Hold at your phone, the call can only be picked up at your phone. You cannot put intercom calls on Hold.

To put an outside call on Regular Hold:

1. Press HOLD.

If using the handset, you can hang up.

Depending on programming, a call left on Hold too long may re-ring your phone. If not answered, the call rings at all extensions that normally ring on that line.

To put an outside call on Exclusive Hold:

1. Press HOLD key twice.

If using the handset, you can hang up.

Depending on programming a call left on Exclusive Hold too long may re-ring your phone. If not answered, the call rings at all extensions that normally ring on that line and can be picked up at any of those phones.

To return to a call on either type of Hold:

1. Press flashing Line key.

At Monitor phones you must lift the handset to talk.

□ Pulse to Tone Conversion

If the dialing mode of an outside line is pulse, you can temporarily change it to tone at any point while dialing a telephone number. This is useful, for example, when you want to use special services such as, MCI or SPRINT.

To change the dialing mode from pulse to tone:

1. Press #.

You can press # at any point while dialing an outside number. The digits you dial before pressing # are dialed as pulse digits. The digits you dial after pressing # are dialed as tone digits. The system reverts to pulse dialing on that outside line as soon as you hang up.

Example: To use a special long distance service:

- (1) Dial the access number to the service on the pulse dialed line, then immediately press #
- (2) Wait for confirmation tone/dial tone
- (3) Dial your authorization code(s) and then the number you wish to reach.

NOTE: After 25 digits are dialed on a pulse line, the dialing mode of the line *automatically* converts to tone. A pulse to tone conversion can also be stored in a Speed Dial number. See Special Speed Dial Entries.

Paging

You can make a paged announcement from your telephone to:

- All phones that are programmed to receive paging (see A below)
- A selected group of extensions (see B below)
- Paging speakers that may be installed in ceilings or walls (see C below)

NOTES:

- A page to a large group of extensions will be softer than a page to a small group.
- At Monitor phones you must lift the handset to make the announcement in all three procedures below.
- At Handsfree phones, press SPK to hang up a Handsfree page.

A. To page all phones:

1. Dial 20.
2. Make announcement.
3. Hang up.

B. To page a selected group of extensions:

1. Dial paging code (21-24) for desired group of extensions. See your system manager for appropriate code to dial.
2. Make announcement.
3. Hang up.

C. To page the paging speakers:

1. Press Line key specially reserved for paging. Your system manager can tell you which Line key to press.
2. Make announcement.
3. Hang up.

Transfer

You can transfer an outside call to another extension. You cannot transfer intercom calls.

To transfer an outside call:

1. Press HOLD.
2. Dial extension number.
3. Press #.

See NOTE.

If you wish, you can wait for the receiving party to answer and announce the transfer. If there is no answer or the person does not wish to accept the transfer, you can return to the outside call by pressing the flashing Line key.

4. Hang up.

To hang up a Handsfree call, press SPK.

NOTE: If you hear a busy signal when you dial the extension number, you have three choices; you can: A) Return to the outside call by pressing the flashing Line key; B) Press # and hang up (steps 3 and 4). This automatically sends a beep to the receiving party to indicate an outside call is waiting to be answered; C) Or, you can manually send a beep and *wait* for a reply (see Call Waiting).

To receive a transferred call:

You can also receive a transferred outside call while busy on another call. See Call Waiting for instructions.

1. Press flashing Line key.

At Monitor phones you must lift the handset to talk.

FEATURES

Call Waiting

When you place an intercom call to an extension that is busy, Call Waiting allows you to send a signal (beep) to indicate you are trying to get through, then allows you to wait for a reply.

While you are on a call, a beep during your conversation means that a call is waiting to be answered. When you hear a beep, glance at your phone to see which keys are lit, not lit, or flashing. The lights on your phone will tell you what *type* of call is waiting. You can choose not to answer a waiting call if it is inconvenient to do so.

Call Waiting Signal:

Type of Waiting Call:

1 beep/flashing Line key†	Outside Call
1 beep (not accompanied by a flashing key)	Intercom Call

†If when you hear a beep you see all the lit keys on your phone momentarily extinguish except one flashing Line key, this means the outside call was transferred from another extension.

To send a Call Waiting signal when you call a busy extension:

1. Place intercom call; hear busy tone.
2. Press MEM. You and the busy extension hear a beep.
3. Do not hang up; wait for a reply.

Last Number Redial

Your telephone stores in its memory the last outside number you dialed (up to 25 digits) so you can redial it with a single touch. The redialed call automatically dials out on the line used for the original call, or if busy, on any available line in the same line group used for the original call. You can, however, manually select a different line before redialing the call.

To use Last Number Redial:

1. Press *.

You hear the call dialing out over your speaker. When it finishes dialing, you hear a short beep. At Monitor phones you must lift the handset to talk.

NOTE: If immediately upon pressing * you hear busy tone, this means all the lines in the line group used for the original call are busy; use the procedure below instead.

To manually select an outside line before using Last Number Redial:

1. Press Line key.
2. Press MEM.
3. Press *.

You hear the call dialing out over your speaker. When it finishes dialing, you hear a short beep. At Monitor phones you must lift the handset to talk.

Door Chime Box

A Door Chime Box, which is most often placed beside an entrance door, allows a visitor to send a chime tone to your extension to announce his/her arrival. When you answer the chime tone, you can conduct a conversation with the person at the door.

To answer the chime tone:

You can answer only if your extension is programmed to receive the chime tone.

1. Dial 08.
2. Press and hold MEM key, then speak.
3. Release MEM key to listen to reply.

At this point, you can hear (monitor) the person at the door. At Monitor phones you must lift the handset before speaking. Repeat steps 2-3 to carry on a conversation with the person at the door.

Flash

Flash is a programmable opening on a line for purposes of signaling. Depending on how your system is installed, Flash may allow you to regain dial tone on a line you are using (for example, after you finish a call) without hanging up — just press the Line key again.

In addition, you may be able to use the Flash feature to access customized features of your PBX or telephone company. See the system manager for more information.

Call Waiting (continued)

To answer a waiting outside call:

1. If you are on an outside call, either put it on Hold or hang up.
2. Press flashing Line key.

If on an intercom call, you must hang up; intercom calls cannot be put on Hold.

You are connected to the waiting caller.

To answer a waiting intercom call:

1. If you are on an outside call, put it on Hold, wait a few seconds, then speak — you are connected.

If you are on intercom call, skip to the second choice in step 1; intercom calls cannot be put on Hold.

OR

Hang up the handset to terminate the call in progress; the waiting call will ring your phone. Lift the handset to answer.

□ Conference

Conference calls allow three-party telephone conversations: you and two other people can jointly converse. You can place a Conference call with:

- Two outside parties (see A below)
- One outside and one other inside party (see B and Special Conference on next page)

A. To place a Conference call with two outside parties:

1. Place first outside call; wait for person to answer.
2. Press HOLD key **twice**.
3. Place second outside call; wait for person to answer.
4. Press MEM.
5. Press HOLD.

All parties are connected. To stay connected to just one outside party, press the Line key of the call you wish to continue; the other call automatically disconnects. If you hang up the Conference call, all parties are disconnected.

CAUTION: WHEN TWO OUTSIDE LINES ARE CONFERENCED, THE QUALITY OF AUDIO RECEPTION AND TRANSMISSION MAY BE DEGRADED.

To place a two-line Conference on Hold:

1. Press HOLD. If using the handset, you can hang up after you press HOLD.

Conference (continued)

To return to a two-line Conference call on Hold:

1. Press MEM.
2. Press HOLD.

You are connected. At Monitor phones, you must lift the handset to talk.

B. To place a Conference call with one outside and one other inside party:

1. Place outside call first; wait for person to answer.
2. Press HOLD key **twice**.
3. Place intercom call to invited inside party; wait for answer.
4. Press MEM.
5. Press HOLD.

All parties are connected. When one inside party hangs up, the other remains connected to the outside party.

NOTE: This type of Conference cannot be put on Hold.

SPECIAL CONFERENCE

This type of Conference allows you to join into someone else's conversation on an outside line — with a single touch. However, your system must be specially programmed for this feature.

To join someone else's outside call:

1. Press Line key of the conversation you wish to join. At Monitor phones you must lift the handset to talk.