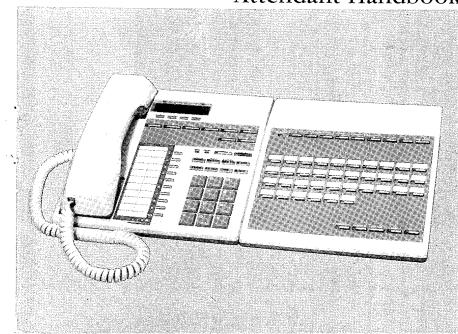
# BUSINESSCOM PLUS TM

## Attendant Handbook







TIE/ communications, Inc. 8 Progress Drive, Shelton, CT 06484

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| CONFERENCE                               |  |
|--|--|
| ONE OUTSIDE/FIVE<br>OTHER INSIDE PARTIES | Establish outside call • Press CONF • Press ICM • Dial extension • Press CONF • Repeat steps 2-5   |
| TWO OUTSIDE PARTIES                      | Establish call • Press CONF • Repeat for second call   |
| MESSAGE WAITING                          |  |
| LEAVE MESSAGE                            | Lift handset • Press DSS Console key (busy or no answer) • Press MW • Hang up  |
| CANCEL MESSAGE                           | Do not lift handset • Press MW • Press DSS Console key   |
| ANSWER MESSAGE                           | Lift handset ● Press ICM ● Dial ★  |
| LAST NUMBER DIALED                       |  |
| REDIAL CALL                              | Lift handset • Press Line key • Press DC • Dial ★  |
| SPEAKERPHONE                             | Subara Su |
| SUBSTITUTION STEP                        | For any instruction that says "Lift handset", you can press<br>the SPK key instead (exceptions noted in handbook).<br>Press SPK again to hang up.  |
| SPEED DIAL                               |  |
| PROGRAM MEMORY                           | Lift handset • Press DC • Dial * • Press Function key • Dial access code • Dial telephone number • Hang up   |
| PLACE CALL                               | Lift handset • Press Line key • Press Function key or (Press DC + Dial code [00-99] for a system-wide number   |

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| cl<br>th<br>b | ou can use the pre-checked ( ) BASICS/FEATURES from the hecklist below. Your communications manager can tell you which of the remaining ones apply to your phone. If a feature you like has not been assigned to your phone, you may be able to request it from your communications manager. |
| BAS           | sics   |
| <b>P</b>      | OUTSIDE CALLS  |
| P             | HOLD   |
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| □ Warning Tone         26           GROUP HUNT TRANSFER         27           HEADSET         27           LAST NUMBER DIALED (LND)         29           ☑ Redial with a few touches (DC, *)             |
| ☐ Redial with single touch (Function key 10)  LINE QUEUING  |
| MESSAGE WAITING       31         MICROPHONE MUTE       32         OFF-HOURS CALLING RESTRICTIONS       33         OFF-HOURS RINGING (NIGHT TRANSFER)       33   |

| PLACE USING<br>LINE KEY    | Lift handset • Press Line key • Dial access code † • Dial call  |
|----------------------------|---|
| PLACE USING<br>LINE NUMBER | Lift handset • Press ICM • Dial 9 • Dial two-digit line number • Dial access code • Dial call   |
| ANSWER                     | Lift handset • Press flashing Line key  |
| HOLD                       | Press HOLD • Hang up  |
| RETRIEVE HOLD              | Lift handset • Press flashing Line key  |
| TRANSFER                   | Press DSS Console key • Announce call • Press RG INV on Console • Hang up   |
| RECEIVE TRANSFER           | Lift handset • Press flashing Line key  |
| INTERCOM CALLS             |   |
| PLACE                      | Lift handset • Press DSS Console key  |
| ANSWER                     | Speak towards phone if call is broadcast or Lift handset if phone rings   |
|                            | nd answering calls on your Display telephone and DSS PEATURES are listed on the other side. † You may not need to perform the steps in italics depending on how your phone is programmed. RENCE |

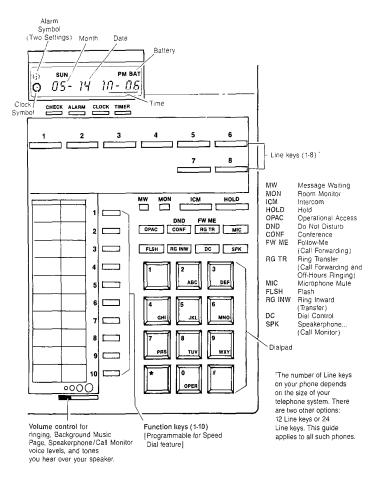
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|            | ~- <del></del>  |            |



## Page Zones

There can be as many as six page zones in your system: four which page only extension groups (Internal Page Zones) and two which page only paging speakers (External Page Zones). An All Call Page pages all those extensions and speakers that are programmed to receive paging.

#### INTERNAL PAGE ZONES

| ZONE | CONSOLE KEY | EXTENSIONS |
|------|-------------|------------|
| 1    | IZ 1        |            |
| 2    | IZ 2        |            |
| 3    | IZ 3        |            |
| 4    | IZ 4        |            |

#### EXTERNAL PAGE ZONES

| ZONE  | CONSOLE KEY | SPEAKERS            |  |
|-------|-------------|---------------------|--|
| 1     | EZ 1        |                     |  |
| 2     | EZ 2        |                     |  |
| 1 & 2 | EZ 3        | All paging speakers |  |

#### ALL CALL

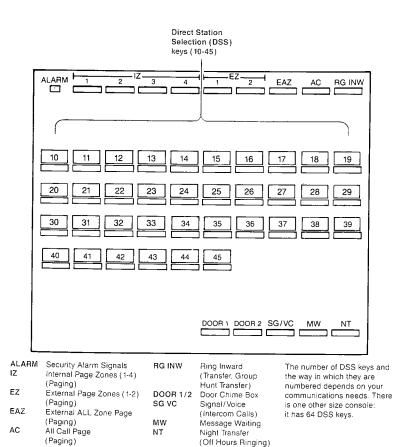
| ZONE     | CONSOLE KEY | EXTENSIONS/SPEAKERS                                   |  |  |
|----------|-------------|---|--|--|
| All Call | AC          | All those listed in Internal and External Page Zones. |  |  |

CONTROL OF THE PROPERTY OF THE

## Hunting Groups

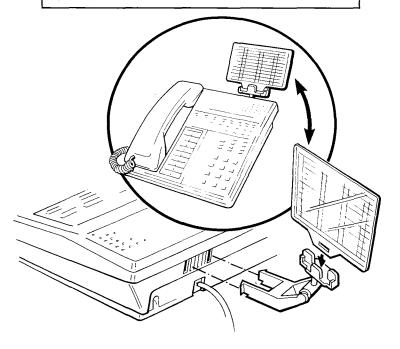
The extensions in your system are grouped together under the following Hunting Group numbers. These numbers are used in conjunction with the Group Hunt Transfer feature.

| HUNTING GROUP<br>NUMBER | EXTENSIONS<br>(in Hunting order) |
|-------------------------|----------------------------------|
| 0                       |                                  |
| 1                       |                                  |
| 2                       |                                  |
| 3                       |                                  |
| 4                       |                                  |
| 5                       |                                  |
| 6                       |                                  |
| 7                       |                                  |
| 8                       |                                  |
| 9                       |                                  |



#### **GETTING STARTED**

A QUICK REFERENCE card is provided on the last page of your handbook to help you easily begin using your new phone. The QUICK REFERENCE card fits into the plastic case that holds the directory card, and the case conveniently attaches to the back of your phone using the special clip that comes with your phone.



## Outside Lines (continued)

| LINE<br>NO. | LINE KEY<br>OR<br>DIAL-UP? | SERVICE | PBX<br>ACCESS<br>CODE | QUEUE<br>GROUP |
|-------------|----------------------------|---------|-----------------------|----------------|
| 13          |                            |         |                       |                |
| 14          |                            |         |                       |                |
| 15          |                            |         |                       |                |
| 16          |                            |         |                       |                |
| 17          |                            |         |                       |                |
| 18          |                            |         |                       |                |
| 19          |                            |         |                       |                |
| 20          |                            |         |                       |                |
| 21          |                            |         |                       |                |
| 22          |                            |         |                       |                |
| 23          |                            |         |                       |                |
| 24          |                            |         |                       |                |

## Galling Restrictions

You may be restricted from placing certain outside calls during the day and/or while your phone is in the Off-Hours Ringing mode.

| DAY CALLING RESTRICTIONS | OFF-HOURS<br>CALLING RESTRICTIONS |
|--------------------------|-----------------------------------|
|                          |                                   |

Control of the contro

#### CHARTS FOR SYSTEM INFORMATION

#### Outside Lines

This chart contains four different types of information about your outside lines:

- Some of your lines may be accessed by a Line key, while others may have to be accessed by dialing the line number (Column 1).
- Some of your outside lines may be reserved for special services, such as WATS (Column 2).
- If your system is installed behind a PBX switch, you must dial an access code (e.g., 9) before you dial the desired telephone number (Column 3).
- Each line is assigned a queue group number to be used in conjunction with the Line Queuing feature (Column 4).

| LINE<br>NO. | LINE KEY<br>OR<br>DIAL-UP? | SERVICE | PBX<br>ACCESS<br>CODE | QUEUE<br>GROUP |
|-------------|----------------------------|---------|-----------------------|----------------|
| 01          |                            |         |                       |                |
| 02          |                            |         |                       |                |
| 03          |                            | _       |                       |                |
| 04          | _                          |         |                       |                |
| 05          |                            |         |                       |                |
| 06          |                            |         |                       |                |
| 07          |                            |         |                       |                |
| 08          |                            |         |                       |                |
| 09          |                            |         |                       |                |
| 10          |                            |         |                       | _              |
| 11          |                            | _       |                       |                |
| 12          |                            |         |                       | -              |

#### INTERODUCTION

As the attendant, you contribute a great deal to the efficient operation of your work place. Your Executive Display telephone and Direct Station Selection (DSS) Console are part of a sophisticated electronic telephone system that will save you time and help you streamline the daily processing of calls. For example, the SPEAKERPHONE feature allows you to use your phone without lifting the handset, leaving both hands free to work while on a call — you simply have to press the SPK key instead of lifting the handset.

Your Display . . . shows time, day, and date. It shows you the number you dial, up to 11 digits. The display also shows the number of an extension that is calling you, and can display helpful information when using the Message Waiting and Speed Dial features.

Your Phone's Clock . . . can also act as a stopwatch or serve as an alarm clock.

Your Direct Station Selection (DSS) Console . . . allows you to process calls and access certain features without dialing — just press a key or two, and the job is done! The DSS Console also allows you to monitor, at a glance, the operating mode of all extensions in your system.

#### More About Your 1988 Console

The DSS keys on your Console represent the extensions in your system. For example, DSS key 28 represents extension 28. These keys allow you to quickly call other extensions and quickly transfer outside calls. The keys light or flash to let you know the status of an extension (see Busy Lamp Field). The other keys on your DSS Console (e.g., IZ 1, MW, NT) allow you to quickly access certain features, such as Paging, Message Waiting, etc.

#### Charts

At times, some of the BASICS/FEATURES will require technical information before you can use them. Your communications manager has provided you with this information in the CHARTS FOR SYSTEM INFORMATION section. Your handbook will refer you to the charts when appropriate.

#### BASICS

#### P Outside Calls

When an outside call rings your phone, a Line key flashes red. When you answer the call, the Line key stops flashing and turns green. A Line key also lights green when you place a call.

To answer an Outside Call:

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

☐ Ringing Line Preference:
You can answer an Outside Call

by just lifting the handset.

To place an Outside Call:

You may be restricted from placing certain calls (see Calling

Restrictions Chart).

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

☐ Access to Lines Without Key Appearances: You have access to lines that do not appear on the Line keys as follows: press ICM, dial 9, then dial the two-digit line number sited in the Outside

Lines Chart.

3. Dial telephone number.

You may need to dial an access code before dialing the phone number (see PBX Access Code in the Outside Lines Chart).

Press CLOCK to see the time and

date while on a call.

Storing System-Wide Speed Dial Numbers (continued)

## **Display Enhancement**

To display the Speed Dial number stored under a two-digit code:

Do not lift handset.

- 1. Press CHECK.
- 2. Press DC.
- 3. Dial desired two-digit code.

Stored number displays. If it is longer than 10 digits, dial \* to display remaining ones.

 Press CLOCK to return to normal display.

#### Storing System-Wide Speed Dial Mumples

In addition to the ten telephone numbers you can store at your extension for your personal use, you can store up to 100 Speed Dial numbers for system-wide use. The storage codes for these system-wide Speed Dial numbers are the two-digit codes (00-99). All extension users can access the system-wide Speed Dial numbers. Your phone can display, for review/verification purposes, a system-wide number you have stored under a two-digit code.

You will be expected to provide a directory of system-wide numbers you store. Also Speed Dial Numbers, Recording (page 43).

To store a system-wide Speed Dial number:

- Lift handset.
- 2. Press DC.
- 3. Dial \*.
- 4. Dial two-digit code (00-99).
- 5. Dial number to be stored, up to 18 digits including pauses. stops, pulse to tone conversion, and flashes.

access code, store it before you store any number; include the access code in the digit count.

If any outside lines require an

For help with pauses, stops, etc., see Speed Dial Special Entries

(page 44).

6. Hang up.

To call the stored number, see Speed Dial. A stored number is automatically erased by storing another one in its place.

NOTE: If a number you wish to store is more than 18 digits, store it in the usual way, but under two or more codes. Use Speed Dial Numbers, Linking (page 43) to call it.

#### Mold

- System Hold puts an outside call on Hold at your phone so that the call can be picked up at your phone or at any other phone in your system (see A and C below).
- ☐ Automatic Hold puts an outside call on System Hold automatically when you press another Line key — no need to press the HOLD key. So, while on an outside call, you can place or answer a second outside call by just pressing the Line key for the second call; the first call is put on System Hold automatically. Any number of calls can be put on Automatic Hold. Also see System Hold Recall under procedure A.
- ☐ Exclusive Hold puts an outside call on Hold at your phone so that the call can only be picked up from your phone (see B and C below).

You cannot put intercom calls on either type of Hold.

A. To put an outside call on System Hold:

1. Press HOLD.

Line key flashes.

2. Hang up.

☐ System Hold Recall: A call on System Hold re-rings your

extension after a time to remind

you it is on Hold.

B. To put an outside call on Exclusive Hold:

1. Press HOLD button twice.

Your Line key flashes. All other phones will see this line as busy

(steadily lit).

2. Hang up.

A call on Exclusive Hold re-rings your extension after a time to remind you it is on Hold. If unanswered, the call reverts to

System Hold.

#### Hold (continued)

C. To return to an outside call on either type of Mold:

Also see Call Pickup.

Lift handset.

2. Press flashing Line key.

☐ Recall Line Preference: If a call on Hold is re-ringing your extension, you can return to it by iust lifting the handset.

#### 1 Intercom Calls

Intercom Calls let you call the other extension users in your system. When you place an Intercom Call, you hear ringing or a beep. If you hear ringing, simply wait on the line until the person answers; otherwise, state your message after the beep — your voice will be broadcast over the other extension's speaker.

To place an Intercom Call:

If a DSS key is lit or flashing, see Busy Lamp Field on page 7.

1. Lift handset.

2. Press DSS key for desired extension.

You hear two beeps if the microphone is off at the extension.

To convert a voice announced call into one that rings, or vice versa, press SG/VC after you

täätillätelätät ay ayaaka ja leilele ja ja tattattatatatatata taki takin takin ja kiin ja kiin ja kiin ja on n

press the DSS key.

NOTE: You can record the name of each extension user on the adhesive strips provided with your DSS Console, then remove the Console faceplate and apply the strips.

## Setting the Time/Day/Date

The display normally shows the time, day, and date, each of which you can set at your phone.

To set the Time/Day/Date:

This procedure sets the time/day/date for all display phones in your system.

And the second of the second o

- Lift handset.
- 2. Press OPAC.
- 3. Press CLOCK,
- 4. Dial a four-digit number for the vear.
- 5. Dial \* .
- 6. Dial a two-digit number (01-12) for the month.
- 7. Dial a two-digit number (01-31) for the date.
- 8. Dial \*.
- 9. Dial a number (0-6) for the day of the week.
- 10. Diál \* .
- 11. Dial time in terms of a 24 hour clock.
- 12. Dial \*.
- 13. Hang up.

For example, 1987.

Jan. = 01, Feb. = 02, etc.

Sunday = 0, Monday = 1, etc.

For example, dial 1305 for 1:05 P.M.

The display shows the new time,

day and date.

# SYSTEM PROGRAMMING EXTENSION FEATURES

Music On Hold Selections

When anyone in your system puts an outside call on Hold, the party on the line hears synthesized music. The Music On Hold melodies are *GREENSLEEVES* and *HOME ON THE RANGE*. You can program which one will play.

To program Music On Hold:

- 1. Lift handset.
- 2. Press OPAC.
- 3. Press HOLD.
- 4. Dial 1 for *GREENSLEEVES*.

  OR

  Dial 2 for *HOME ON THE RANGE*.
- 5. Hang up.

## Intercom Calls (continued)

To answer Intercom Calls that are broadcast over your phone's speaker:

1. Speak towards the phone. OR

Your phone's microphone picks up your voice. Also see

Lift the handset for privacy.

Microphone Mute.

To answer Intercom Calls that ring:

1. Lift handset.

## **Display Enhancement**

Your phone automatically displays the number of an extension that is calling you.

#### P Transfer

Transfer lets you send an outside call to another extension. You can first announce the call before sending it. Or, you can send the call directly, with ringing, to the other extension. You cannot transfer intercom calls.

#### To Transfer a call:

Press DSS key for desired extension.

2. Announce the call.

3. Press RG INW on the Console.

4. Hang up.

Line key flashes. The outside call is automatically put on Hold.

If the person does not wish to accept the call, press the flashing

Line key to return to it.

To transfer directly, skip step 2. Line key lights steadily and the

call is sent.

If a direct Transfer is not answered, the call re-rings your

phone. Also see Transfer Recall Display.

#### To receive an announced transferred call:

1. Lift handset and wait on the line.

You will be automatically connected.

If the call is voice announced over the speaker, you can accept by speaking toward the phone. Then wait for the call to ring (see

procedure below).

To receive a transferred call that rings:

Transferred calls have a fast

ring.

Lift handset.
 Press flashing green Line key.

☐ Ringing Line Preference: You can receive a transferred call that rings your phone by lifting the handset.

## P Transfer Recall Display

When an outside call that you transfer to another extension goes unanswered and subsequently re-rings (recalls) your phone, your phone can display the line number of the re-ringing call and the number of the extension to which it was transferred. For example, if a call on line 01 that you transferred to extension 11 re-rings your phone, the display will show:

L-01 S-11

If more than one call returns at a time, the display rotates to show each reringing call.

#### To activate or cancel Transfer Recall Display:

Do not lift handset.

- 1. Press OPAC.
- 2. Press RG INW at your Console.

The HOLD key lights steadily while Transfer Recall Display is activated.

#### Stopwatch

Your phone's clock can be used as a Stopwatch to time events. For example, you can use the Stopwatch to time the length of any of your phone calls.

#### To use the clock as a Stopwatch:

- 1. Press TIMER to start and stop clocking time.
- 2. Press CLOCK to return to normal display.

If you put a call on Hold while timing it, the Stopwatch resets back to zero.

#### Three Minute Warning Tone

You will hear a (warning) tone every three minutes while on an outgoing outside call.

## P Busy Lamp Field

The DSS keys on your Console light steadily, flash or don't light at all to indicate the different operating modes of an extension. There are three flash rates. With practice, you will easily be able to distinguish between them.

| Type of Illumination: | Operating Mode:  |
|-----------------------|--|
| None                  | The user is not on a call.   |
| Steadily lit          | The extension is "off-hook"; that is, the handset is lifted (or SPK is pressed). The user may or may not be on a call. |
| Slow flash            | You left a Message Waiting at the extension. <sup>2</sup>  |
| Medium flash          | An intercom call was broadcast over the extension's speaker.3  |
| Fast flash            | The extension is in the Do Not Disturb (DND) mode.4  |

#### NOTES:

- <sup>1</sup> See DSS Off-Hook Signaling on page 8.
- <sup>2</sup> See Message Waiting on page 26.
- <sup>3</sup> You cannot contact an extension while it is in this mode.
- <sup>4</sup> You can contact this extension only if your phone is specially programmed for the DND Override feature. Consult your FEATURE Checklist.

## P DSS Off-Hook Signaling

You can use the DSS Console to send a signal to a busy (off-hook) extension, then wait for a reply. A DSS key lights steadily when an extension is off-hook.

To signal a busy extension:

If the extension is off-hook and the user is not on a call, the following procedure will automatically connect you to the person.

1. Lift handset.

2. Press steadily lit DSS key.

You hear two short bursts of tones.

3. Wait for reply.

## Speed Dial Special Entries (continued)

To store a flash:

Press FLSH.

This key can be pressed at any

point in the sequence.

To store a pulse to tone conversion:

1. Dial #.

The # may be entered at any point while storing the number. The digits stored before entering # are dialed as pulse digits; the digits stored after the # are dialed as tone digits. The telephone reverts to pulse dialing when you

hang up.

When calling a Speed Dial number in which you have stored a pulse to tone conversion, the number stops dialing when it reaches #; dial \* to restart the

dialing.

#### P Speed Dial Special Entries

You can enter pauses, stops, pulse to tone conversion and flashes when storing a Speed Dial number. Each pause, stop, pulse to tone conversion or flash counts as a digit when totaling the number of digits in a Speed Dial number.

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

Pulse to tone conversion is used if the dialing mode of a line is normally pulse (rotary) and you need the Speed Dial number to be dialed out in tones instead.

Flashes are most frequently needed to access certain PABX features. See the communications manager for more information on flashes.

#### To store a pause:

The length of the pause is three seconds.

This key can be pressed at any point in the dialing sequence,

and more than once.

#### To store a stop:

1. Press RG INW.

1. Press CONF.

This key can be pressed at any point in the dialing sequence.

When calling a Speed Dial number in which you have stored a stop, the number stops dialing when it reaches CONF: you must dial \* to restart the dialing.

#### FEATURES

#### Account Codes

Your system automatically records and prints information about the outside calls placed and answered at each extension in the system, including extension number, line number, start time and duration of call. You can manually assign an Account Code to a call to identify a customer or a client you talk to. The Account Code is printed with the other call information. Your company has chosen the following method of assigning Account Codes:

- ☐ Optional Account Code entries are not required. Your company may request that you assign Account Codes to certain calls (see A below).
- ☐ Forced You must enter an Account Code before dialing any outside call (see B below). If you wish, you can enter one anytime during an incoming call (see A below).

#### A. To enter an Account Code after dialing or anytime during a call:

- Dial \*.
- 2. Dial Account Code.

Up to eight digits.

Dial \* .

#### B. To enter an Account Code before dialing a call:

- 1. Lift handset.
- 2. Press Line key.
- 3. Dial \*.
- 4. Dial Account Code.

Up to eight digits.

5. Dial \*.

6. Dial telephone number.

#### Alarm Clock

Your phone's clock can serve as an Alarm Clock. You can set two different alarms, both of which are repeating alarms — they will sound every day at the same time, unless you cancel them.

#### To set an alarm:

- Lift handset.
- 2. Press ALARM.
- 3. Dial 1 to set the first alarm.

Dial 2 to set the second alarm.

4. Dial time in terms of a 24 hour clock.

- 5. Dial \*.
- 6. Hang up.

The display's alarm symbol lights.

For example, dial 1545 for 3:45 P.M.

To CHECK an alarm setting, perform steps 1-3; the set time displays. Hang up.

When the alarm sounds, the alarm symbol flashes.

#### To stop the alarm tone:

Press ALARM.

#### To cancel an alarm:

- Lift handset.
- 2. Press ALARM.
- 3. Dial 1 to cancel the first alarm.

Dial 2 to cancel the second alarm.

- 4. Dial \* .
- 5. Hang up.

Alarm symbol extinguishes.

## P Speed Dial Numbers, Linking

You can link personal and/or system-wide Speed Dial numbers so they dial out one after the other. For example, you can link a system-wide code that stores the number to MCI or SPRINT with a Function key that stores the number of the person you are calling. Speed Dial numbers can be linked in any combination and as many as you wish. You can also manually dial before or after using a Speed Dial number.

#### To link Speed Dial numbers:

- Lift handset.
- 2. Press Line key.
- 3. Press Function key for desired personal number.

OR

Press DC, then dial two-digit code (00-99) for desired system-wide number.

OR

Manually dial a number.

- 4. Wait for the number to dial out completely.
- 5. Repeat steps 3 and 4 for each number you wish to link.

## 

You can record the Speed Dial numbers that you store under the Function keys on the card underneath the plastic panel that is next to the keys. To remove the card, apply pressure along the left side of the panel; the right side will pop up.

For your convenience, the preprinted Directory Card provided with your phone lists all the possible system-wide Speed Dial codes (referred to as ABBREVIATED DIAL NO.). You can record the stored telephone number next to the appropriate codes.

## Speed Dial (continued)

To call a Speed Dial number stored under a Function key:

- 1. Lift handset.
- 2. Press Line key.
- Press Function key which stores desired personal number.

To call a system-wide Speed Dial number:

- 1. Lift handset.
- 2. Press Line key.
- 3. Press DC.
- Dial two-digit code (00-99) which stores desired systemwide number.

To dial a system-wide number stored on two different codes, see Linking Speed Dial Numbers after this section.

## **Display Enhancement**

To display the Speed Dial number stored under a Function key:

Do not lift handset.

- 1. Press CHECK.
- 2. Press DC.
- Press Function key (1-10)
   which stores personal
   number
- 4. Press CLOCK to return to normal display.

The stored number is displayed. If the Speed Dial number is longer than ten digits, dial \* to display the remaining digits.

#### Automatic Line Access

Automatic Line Access gives you access to an outgoing line without pressing a Line Key or dialing a line number. Your communications manager can tell you which of the following methods you can use.

- You can press SPK, then dial a queue group number. These steps automatically access the first available line in the queue group.
- You can press SPK, then dial 0. These steps automatically access the first available line among all the lines assigned to your phone.
- You can just dial 0 while the handset is on-hook. This single step gives you access to the first available line among all the lines assigned to your phone.

In each case, dial tone comes over the speaker of the phone, and the call can be dialed. When the call goes through, you must lift the handset to speak if your phone is equipped with Call Monitor; otherwise, you can just speak toward the phone. (The Outside Line Charts list the lines and queue groups you have access to.)

#### ☐ Background Music

You can receive music through your telephone's speaker when the phone is not in use.

To turn Background Music on or off while your phone is not in use:

Do not lift handset.

Dial #.

The Background Music automatically turns off when you place a call, when a call comes in or when a paging occurs, then resumes when the phone is idle again.

#### Call Duration Timer

Your phone automatically times the length of your outgoing outside calls starting \_\_\_\_\_ seconds after you press the Line key, and stops when you hang up. The duration of the call is shown on your display. If you press the HOLD or FLSH keys while a call is being timed, the timer resets back to zero.

#### E Call Forwarding

Call Forwarding allows you to reroute your incoming calls so they ring at another extension. You can forward the following types of calls:

- Intercom (see A below)
- Outside (see B on next page)
- Both intercom and outside (see C on next page)

When someone forwards calls to you (intercom and/or outside) the RG TR key at your phone flashes fast.

A. To forward your intercom calls to another extension:

Do not lift handset.

- 1. Press RG TR.
- 2. Dial your extension number.
- 3. Dial the extension number to which calls will be forwarded.
- 4. Press RG TR.

RG TR flashes intermittently and you hear one short beep over your speaker as confirmation. (No flashing and one long beep means you cannot forward calls to that extension.)

NOTE: You can re-forward your intercom calls by simply repeating steps (1-4) at your own phone or at the phone receiving your forwarded calls (Follow-Me).

#### F Speed Dial

Speed Dial allows you to store ten of your most frequently called outside numbers in your phone's memory so you can call them with just a single touch. The storage locations for the Speed Dial numbers are the ten Function keys.

In addition to the numbers you store at your extension for your personal use, you also have access to system-wide Speed Dial numbers stored at the System Programming Extension. The access codes for these numbers are the two-digit codes (00-99). The communications manager or the user of the System Programming Extension can supply you with a directory of the system-wide numbers.

Your phone can display, for review/verification purposes, a number you have stored under a Function key. Your phone also has special places where you record the numbers (see Recording Speed Dial Numbers after this section).

To store a Speed Dial number under a Function key:

- Lift handset.
- 2. Press DC.
- 3. Dial \*.

6. Hang up.

- 4. Press a Function key (1-10).
- 5. Dial number to be stored, up to 18 digits including pauses. stops, pulse to tone conversion, and flashes.

If any outside lines require an access code, store the code before you store any number; include the access code in the digit count.

For help with pauses, stops, etc., see Speed Dial Special Entries after this section.

A stored number is automatically erased by storing another one in its place.

NOTE: If a number you wish to store is more than 18 digits, store the number under two or more keys.

## Speakerphone (continued)

To place a Speakerphone call:

1. Press SPK instead of lifting handset.

SPK lights steadily.

2. Place outside or intercom call in the normal way.

You hear dial tone, dialing, ringing, and the other person answer - all over your phone's speaker.

☐ Single Step Access: You do not need to press SPK in step 1; just pressing the Line key or ICM automatically activates the Speakerphone — SPK lights and you hear dial tone over your

speaker.

To hang up a Speakerphone call:

1. Press SPK.

SPK extinguishes.

To change to the Speakerphone during a handset call:

1. Press SPK.

SPK lights steadily.

2. Replace handset.

To change to handset during a Speakerphone call:

1. Lift handset.

SPK extinguishes.

## Call Forwarding (continued)

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To cancel Call Forwarding for intercom calls:

You can cancel it only from your own phone — not from the phone receiving your forwarded calls.

Do not lift handset.

- 1. Press RG TR.
- 2. Dial your extension number.
- 3 Press RG TR

RG TR extinguishes.

3. To forward the ringing from your outside calls to another extension:

Your outside calls will ring elsewhere, but the Line key still flashes. You still have the option of answering them from your own phone.

- Lift handset.
- 2. Press RG TR.
- 3. Dial extension number to which calls will be forwarded.
- 4. Press \*.

RG TR flashes slowly and you hear one short beep over your speaker as confirmation. (No flashing and one long beep means you cannot forward calls to that extension.)

5. Hang up.

To cancel Call Forwarding for outside calls:

- Lift handset.
- 2. Press RG TR button twice.
- RG TR extinguishes.

- 3. Hang up.
- C. To forward both your intercom and outside calls:
- 1. Perform Call Forwarding procedures A and B.

To cancel this type of Call Forwarding, simply perform the canceling procedures for A and B.

Call Pickup allows you to answer, from any phone, an intercom call you hear ringing or voice announced at another phone (see A below). Call Pickup also allows you to retrieve a call on System Hold when the Line key for the held call does not appear on your phone (see B below).

- A. To answer an intercom call you hear ringing or voice announced at another phone:
- 1. Lift handset.

Do not press SPK.

2. Dial the extension number of the ringing phone.

OR

Dial #.

You can do this only if the ringing phone is in the same Internal Page Zone as yours (see Page

Zones Chart).

- B. To retrieve a call on System Hold for which there is no Line key:
- 1. Lift handset.
- 2. Press ICM.
- 3. Dial 99.
- Dial the number of the extension that placed the call on System Hold.

If your system has Flexible Line Appearance, you may not be able to retrieve the call. Ask your communications manager.

## Security Alarm Signals

The ALARM light on your DSS Console flashes and you will hear repeated tones at your phone when a customer provided security alarm is activated. If your system is in the Night Transfer Mode, the repeated tones are heard at all extensions programmed to receive night ringing. (See Off-Hours Ringing.) The signals received at your DSS Console or at the extensions stop when the security system alarm stops.

## ☐ Speakerphone

The Speakerphone allows you to use your phone without lifting the handset. For any instruction in this handbook that says "Lift handset," you can press SPK instead (unless a comment specifically instructs you otherwise).

For example, the Speakerphone allows you to place calls or answer calls that ring without lifting the handset. To converse on a Speakerphone call, simply speak towards your phone — your phone's microphone picks up your voice.

To answer an outside call without lifting the handset:

- Press SPK instead of lifting handset.
- 2. Press flashing Line key.

☐ Ringing Line Preference: You can answer a call by just pressing SPK.

To answer a ringing intercom call without lifting the handset:

1. Press SPK instead of lifting handset.

## Save (continued)

- C. To Save a number under Function key 9:
- 1. Lift handset.
- 2. Press Line key.
- 3. Dial telephone number.
- 4. Press Function key 9 anytime before hanging up.
- D. To call a number saved under Function key 9:
- 1. Lift handset
- 2. Press Line key.
- 3. Press Function key 9.
- E. To restore Function key 9 to Save:
- 1. Lift handset.
- 2. Press DC.
- 3. Dial \*.
- 4. Press Function key 9.
- 5. Press OPAC.
- 6. Dial #.
- 7. Hang up.

#### □ Call Waiting

While you are busy on a call, you will receive signals when a second call is trying to reach you. You do not have to answer the second call if it is inconvenient to do so.

#### **Call Waiting Signal:**

## ☐ One short burst of tones/ Intercom Call Flashing ICM key (see A below)

- Muted ringing or one short burst of tones/Flashing Line key
- Outside Call (see B below)

Type of Call:

In the contract of the contract and MANAGER CONTINUES, All Soft of the Angeles Annual Street

An outside call signals you with one short burst of tones when you are on a Speakerphone call (intercom or outside); otherwise, you hear muted ringing.

- A. To answer a Call Waiting signal from an intercom call:
- Press flashing ICM.

You are connected to the waiting call. An outside call that was in progress is automatically put on Hold and an intercom call that was in progress is terminated; intercom calls cannot be put on Hold.

- B. To answer a Call Waiting signal from an outside call:
- 1. Put an outside call in progress on Hold.

Intercom calls cannot be put on Hold. If on an intercom call, skip

to step 2.

Press flashing Line key.

You are connected to the waiting

call.

## Conference

Conference allows you to establish multiple-party telephone conversations from your phone.

#### You can place a Conference call with:

- One outside and up to five other inside parties (see A below)
- ☐ Up to five other inside parties (see B on next page)
- ☐ Two outside parties (see C on next page)
- ☐ Two outside parties, and then drop out of the conversation, leaving the outside parties connected (Unsupervised Conference—see D on page 18)
- A. To place a Conference call with one outside and up to five other inside parties:
- Place outside call first; wait for party to answer.
- 2. Press CONF.
- 3. Press ICM.
- Dial extension number of invited inside party; wait for the party to answer.
- Press CONF once if no further parties are to be added. OR

Press CONF **twice** if more parties are to be added.

Do *not* use the Console to call an inside party. The person must answer using the handset.

All parties are connected.

Repeat steps 3-5 for each additional party you wish to add.

To exit the Conference, hang up; the remaining parties will stay connected. To reenter the Conference, press the Line key of the Conference.

#### Z Save

- Save allows you to store an outside telephone number in your phone's memory so that you can call the number with just a few touches (see A and B below).
- ☐ You can Save (store) an outside telephone number under the ninth Function key and later redial it with a single touch (see C and D on the next page). If you store a Speed Dial number under the ninth Function key, it will not function as a Save key. You can, however, restore Function key 9 to its Save capability using procedure E.
- A. To Save a number in your phone's memory:
- Lift handset.
- 2. Press Line key.

If you need to dial an access code on this line, dial it after you

press the Line key.

3. Dial telephone number.

The number can be saved regardless of whether the call was answered, unanswered or encountered a busy signal.

- 4. Press OPAC.
- 5. Press DC.
- 6. Hang up.

The saved number is retained until you store another one in its

place.

- B. To redial a number saved in your phone's memory:
- 1. Lift handset.
- 2. Press Line key.
- 3. Press DC.
- 4. Dial #.

#### Room Momiltor

From your phone you can monitor the sounds going on in a room or area that has an extension in it. This feature must be activated at the phone to be monitored and at your phone. While Room Monitor is activated, both phones can still place and receive calls; however, Room Monitor is disabled until the call is terminated.

To activate or cancel Room Monitor at the phone to be monitored:

- 1. Lift handset.
- 2. Press OPAC.
- 3. Press FLSH.

MON flashes while Room Monitor

is activated.

4. Hang up.

To activate or cancel Room Monitor at your phone:

Do not lift handset.

- 1. Press OPAC.
- 2. Press FLSH.

MON flashes white Room Monitor is activated.

#### Conference (continued)

- B. To place a Conference call with up to five other inside parties:
- 1. Place intercom call; wait for the party to answer.
- 2. Press CONF.
- 3. Dial extension number of next inside party; wait for the party to answer.
- 4. Press CONF once if no further parties are to be added. OR

Press CONF twice if more parties are to be added.

You cannot use the Console to call the inside parties.

The person must answer using the handset.

Hear dial tone.

그 가지 않는 그는 사람들은 가고 있는 마음을 다른 모양 문학 문제를 다 가장 한 수학에 전혀 전혀하는 것으로 다 되었다.

The person must answer using the handset.

All parties are connected.

Repeat steps 3-4 for each additional party you wish to add. To exit the Conference, hang up; the remaining parties will stay connected.

- C. To place a Conference call with two outside parties:
- 1. Place first outside call; wait for the party to answer.
- 2. Press CONF.
- 3. Place second outside call on another Line key; wait for the party to answer.
- 4. Press CONF.

Line key flashes.

Both Line keys are steadily lit and the Conference call is established. As the only inside party, if you hang up the Conference is terminated. If one outside party hangs up, you remain connected to the other.

## Conference (continued)

#### D. To place an Unsupervised Conference call:

1. Place first outside call; wait for the party to answer.

2. Press CONF.

Line key flashes.

3. Place second outside call; wait for the party to answer.

4. Press CONF.

All parties are connected.

5. Press CONF.6. Hang up.

The two outside parties remain connected and can converse.

To reenter the Unsupervised Conference, lift handset and press either Line key. To exit again, repeat steps 5-6.

## ] Confirmation Tone

You can program your phone to emit a tone each time you press a key (Line key, Feature key [e.g., SPK] or dialpad key). The tone confirms that the key was fully pressed:

To program or cancel Confirmation Tone:

Do not lift handset.

Dial \*.

## Paging (continued)

#### D. To page all external paging speakers:

- 1. Lift handset.
- 2. Press EAZ.
- 3. Make announcement.
- 4. Hang up.

#### Pulse to Tone Conversion

If the dialing mode of a line is pulse (rotary dialing), you can temporarily change it to tone while dialing an outside call. You may have to do this in order to use special services such as MCI, SPRINT, etc.

#### To convert your dialing mode from pulse to tone:

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

Listen for dial tone. If you need to dial an access code for this line, dial it after you press the Line key.

- 3. Dial #.
- 4. Dial number.

The # may be entered at any point while dialing the number. The digits you dial before entering # are dialed as pulse digits; the digits you dial after # are dialed as tone digits. The telephone reverts to pulse dialing as soon as you hang up.

If you put a call on Hold after making the conversion, the line automatically reverts to pulse.

|  | Pa   | nging  |  |  |
|--|--|--|--|--|
| Yo   | You can page from your telephone to:   |  |  |  |
|  | <ul> <li>□ All phones and paging speakers in your system that are programmed to receive paging (see A below)</li> <li>□ A selected group of extensions (see B below)</li> <li>□ A selected group of external paging speakers (see C below)</li> <li>□ All external paging speakers (see D on page 35)</li> </ul> |  |  |  |
| A. To page all phones and paging speakers:   |  |  |  |  |
| <ol> <li>Lift handset.</li> <li>Press AC.</li> <li>Make announcement.</li> <li>Hang up.</li> </ol> |  |  |  |  |
|  | 3. To page a selected group of extensions:   |  |  |  |
| <ol> <li>3.</li> </ol>   | <ol> <li>Lift handset.</li> <li>Press one of IZ (1-4), See Page Zones Chart for whichever pages the desired group of extensions.</li> <li>Make announcement.</li> <li>Hang up.</li> </ol>  |  |  |  |
| C. To page a selected group of external paging speakers:   |  |  |  |  |
| 2.   | applies<br>wish to   | EZ1 or EZ2, whichever<br>s to the speakers you<br>o page.<br>announcement. | See Page Zones Chart for speakers to be paged. |  |

|         | Dir   | ect Inward System Access  |
|---------|-------|---|
| feature | es of | ard System Access (DISA) allows you to directly access certain your telephone system from a phone outside your company. A bypasses the system operator.   |
|         |       | You can call into the system and directly contact an extension user (see A below).  |
|         |       | You can call into the system and access the Group Hunt feature (see B below).   |
|         |       | You can call into the system from home, for example, and use your DISA security code to place a call on one of the system's outside lines. The communications manager can tell you your DISA code, the times of the day you can use it, the system lines you can access, and whether or not you can assign Account Codes to these calls (see C on next page). |

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You must use a tone generating phone to make the DISA call. Your communications manager can tell you the number of the DISA line.

A. To use DISA to call an extension user:

Call the DISA line.
 Your telephone this call with D

2. Dial desired extension number.

Your telephone system answers this call with DISA dial tone.

You hear Music on Hold if installed; otherwise, silence. If not answered within 30 seconds, your call disconnects.

B. To use DISA to access Group Hunt:

1. Call the DISA line.

You telephone system answers this call with DISA dial tone.

2. Dial 8.

3. Dial desired Hunting Group number (0-9).

You hear Music on Hold if installed; otherwise silence. If not answered within 30 seconds, your call disconnects.

## DISA (continued)

#### C. To use DISA to place a call on a system line:

1. Call the DISA line.

Your telephone system answers this call with DISA dial tone.

2. Dial #.

6. Dial #.

3. Dial security code.

Receive confirmation tone.

 Dial queue group number (1-6) for desired line.

5. Dial telephone number.

Wait for dial tone. If the line requires a PBX access code, dial it before the phone number — you'll hear a new dial tone.

Dial 9, then the two-digit line number.

To enter an Account Code after dialing the call: dial \* . Account

Code number, then \* again.

You hear your call ringing.

To hang up the call on the system line and place another one:

1. Dial \*, #, \*,

Hear DISA dial tone.

2. Repeat steps 2-6 in the previous procedure.

To force disconnect both the DISA line and the

You must do this before hanging up.

1. Dial \*, #, #.

system line:

## □ Off-Hours Calling Restrictions

While your telephone system is in the Off-Hours Ringing — perhaps at night, when your company is closed for business — you are restricted from placing certain outside calls. See the Calling Restrictions Chart.

## P Off-Hours Ringing (Night Transfer)

During off-hours, when you may not be processing calls at your attendant phone, you can make your incoming outside calls ring at other extensions. The extensions to receive the ringing are selected and programmed during system installation.

To activate or cancel Off-Hours Ringing:

Do not lift handset.

1. Press NT.

NT lights steadily while Night Transfer is activated.

## Message Waiting (continued)

#### Display Enhancement

To display the extension that left a Message Waiting indication at your phone:

Do not lift handset.

- 1. Press CHECK.
- 2. Dial \*.

One or two extension numbers display.

3. Press CLOCK to return to normal display.

## E Microphone Mute

Microphone Mute allows you to turn off your telephone's microphone in two different instances:

- You can turn it off during a Speakerphone conversation intercom or outside. This allows you to have a conversation in your office without sending your voice to the party on the line.
- You can turn it off while your phone is not in use. This ensures that a new intercom caller, whose voice is broadcast over your phone's speaker, will not hear what is being said in the vicinity of your phone at the moment the call comes through.

You must, however, turn on the microphone or lift the handset to converse.

To turn the microphone off or on:

1. Press MIC.

MIC is steadily lit while the microphone is turned **off**.

When an intercom call comes over your speaker while your microphone is off, you hear two beeps (instead of one).

#### □ Do Not Disturb Override

You can use the DSS Console to override an extension's Do Not Disturb (DND) mode. A DSS key flashes fast when an extension activates DND.

To activate Do Not Disturb Override:

- Lift handset.
- 2. Press flashing DSS key.

Your call automatically goes through.

|  | Do  | oor Chime Box                |  |
|--|---|------------------------------|--|
| A Door Chime Box, which is most often placed alongside an entrance door, allows a visitor to send a chime tone to the extension users inside to announce his or her arrival. When an extension user answers the chime, a two-way conversation is possible and the user may be able to unlock the door. A Door Chime Box can also be placed in a room or office, instead of a telephone, when only intercom communication is necessary. |   |                              |  |
|  | ☐ You can call the Door Chime Box (see A below).  |                              |  |
|  | ☐ Your phone receives the chime tone (see B below).   |                              |  |
|  |   | You can unlock the door from | n your phone (see C below).  |
| Α.   | To ca<br>Box:   | ill the Door Chime           | There may be two boxes.  |
|  | Lift hai  | ndset.<br>DOOR 1 or DOOR 2.  | Your communications manager can tell how the keys are assigned.   Door Alert Tone: You hear a tone after you press a DOOR key. |
| 8.   | To an<br>tone:  | swer the chime               | The chime tone can only be answered from a phone that receives the chimes.   |
| 1.   | Lift ha   | ndset.                       |  |
| C.   | c. To unlock the door after you have called the Door Chime<br>Box or answered the chime tone: |                              |  |
| 1  | Press   | FI SH                        |  |

## W Message Waiting

When you make an intercom call to a busy extension, or to a co-worker who is away from the phone, Message Waiting lets you leave a visual indication at that phone requesting a return call. You can use your phone in the meantime and you can leave Message Waiting indications at more than one extension.

When someone leaves you a Message Waiting indication, the MW light flashes fast at your phone. Before responding to a Message Waiting, your phone can display the extension number that left the indication.

#### To leave a Message Waiting:

- Lift handset.
- 2. Press DSS key (busy or no answer).
- 3. Press MW at your Console.

MW and DSS key flash slowly as

confirmation.

4. Hang up.

To call a person who left a Message Waiting at your phone:

- 1. Lift handset.
- 2. Press ICM.
- 3. Dial \*.

This automatically rings the person's extension. If there is no answer, you can leave a Message Waiting at that phone by dialing 0 before hanging up.

To cancel a Message Waiting indication you have left:

Do not lift handset.

- 1. Press MW.
- 2. Press DSS key.

DSS key extinguishes (MW also extinguishes if you have left only one Message Waiting.

## 🗹 Line Queuing

When all lines in a particular line group are busy (e.g., all the WATS lines), you can use Line Queuing to ring your phone as soon as a line in the group becomes available.

To queue for an outside line:

- 1. Lift handset.
- 2. Press HOLD.
- Dial queue group number (1-6) assigned to the line you desire.

Hear dial tone.

See Outside Lines Chart for queue group numbers.

HOLD flashes and dial tone stops to indicate queue is accepted.

4. Hang up.

**NOTE:** When you queue for an outside line, the last outside number you manually dialed is erased from your phone's memory. (See Last Number Dialed.)

To answer when Line Queuing rings:

HOLD extinguishes and Line key

flashes.

1. Lift handset.

2. Press flashing Line key. You hear dial tone on the line.

☐ Recall Line Preference: You hear dial tone on the line by just

lifting the handset.

3. Dial telephone number.

If you normally dial an access code for this line, dial it before the

telephone number.

#### Dual Handsfree Hotline

Dual Handsfree Hotline links your extension with designated pairs of extensions, allowing you to simultaneously call both extensions in a pair. You can make a voice-announced intercom call over the speaker of both extensions as long as both are idle. The two extension users can respond Handsfree (over the speaker), and all three of you can converse. If either extension user in the pair lifts the handset to talk, the other is automatically disconnected.

The pairs of extensions you can call simultaneously are:

| )     | (3) L and L |
|-------|-------------|
| ) and | (4) L and L |

#### To activate Dual Handsfree Hotline:

- 1. Lift handset.
- 2. Press ICM.
- 3. Dial either extension number in the pair.

You are connected to both phones.

If the extensions ring, you can dial 1 after step 3 to annouce the call over the speakers.

|   | d |
|---|---|
|   | Г |
| ı | Ŀ |
| ı | H |
| ľ | J |
| ł | h |
| l | h |
| ı |   |

|  | ] Executive Call Forwarding                |                   |  |
|--|--|-------------------|--|
| Executive Call Forwarding allows you to reroute your incoming calls so they ring at your (preprogrammed) "partner" extension. Your partner extension is: |  |                   |  |
| You can f  | orward the fo                              | ollowing types of | calls to your partner:   |
|  | Just outside<br>Outside & ir<br>reach you. |                   | ly a call from your partner can  |
| To activate or cancel Executive Call Forwarding:   |  |                   |  |
| Do not lift<br>1. Press  | handset.<br>DND.                           |                   | DND lights steadily while intercom and outside calls are forwarded. DND flashes while just outside calls are forwarded. If both box are checked, you must press DND a second time to see it flash. |

## 2 Last Number Dialed (LND)

- Your telephone automatically stores in its memory the last outside number you manually dialed so you can redial it with just a few touches (see A below).
- Your telephone automatically stores in its memory the last outside number you manually dialed so you can redial it using Function key 10. If you have stored a Speed Dial number under Function key 10 it will not function as an LND key. You can, however, restore Function key 10 to its LND capability (see B and C below).
- A. To redial LND:
- 1. Lift handset.
- 2. Press Line key.
- 3. Press DC.
- Dial \*.
- B. To redial LND using Function key 10:
- 1. Lift handset.
- 2. Press Line key.
- 3. Press Function key 10.
- C. To restore Function key 10 to LND:
- Lift handset.
- 2. Press DC.
- 3. Dial \*.
- 4. Press Function key 10.
- 5. Press OPAC.
- 6. Dial \*.
- 7. Hang up.

## Headset (continued)

#### **Answering Calls**

To answer an outside call:

- 1. Press SPK.
- 2. Press flashing Line key.

To answer an intercom call that is voice announced in your headset earpiece:

1. Just speak into the headset mouthpiece.

To answer a ringing intercom call:

- 1. Press SPK.
- 2. Press flashing ICM.

#### Executive Override

You can break into a co-worker's conversation on an outside line to deliver an urgent message.

To activate Executive Override:

- 1. Lift handset.
- 2. Press steadily lit Line key.
- ☐ Warning Tone: When you press the Line key, a short tone sounds over your co-worker's speaker (yours, too) to let your co-worker know you are breaking into the call.

- 3. Deliver message.
- 4. Hang up.

## Group Hunt Transfer

The extensions in your system are grouped together in Hunting Groups, and each group is assigned a number (0-9). For example, your sales department might be Hunting Group 7. Group Hunt Transfer hunts for the first idle extension in the desired Hunting Group, and then allows you to transfer an outside call to that extension (see the Hunting Groups Chart for the extension groupings).

#### To use Group Hunt Transfer:

1. Establish outside call.

5. Announce the call.

- 2. Press ICM.
- 3. Dial #.
- 4. Dial desired Hunting Group

number (0-9).

extension. If there is no answer, you can press #, and this feature will hunt for another idle extension in the group.

Call is automatically put on Hold.

You are connected to the first idle

If you hear busy tone, all extensions in the group are busy.

If the person does not wish to accept the call, press the flashing

Line key to return to it.

To transfer directly, skip step 5.

Line key lights steadily and the

call is sent.

7. Hang up.

6 Press RG INW.

If a direct Transfer is not answered, the call re-rings your phone.

#### Headset

You can replace the handset on your telephone with a headset for quicker, easier call processing. When using the headset, one general rule applies: for any instruction in the handbook that says "Lift handset," you must "Press SPK key" instead (SPK lights). To hang up, you must press the SPK key again (SPK extinguishes). For quick reference, specific calling instructions are provided below.

#### **Placing Calls**

To place an outside call:

- 1. Press SPK.
- 2. Access an outside line and dial your call in the usual way.

To place an intercom call:

- 1. Press SPK.
- 2. Press ICM, then dial extension number.

OR

Press DSS key for desired extension.

**NOTE:** If a Single Step Access is programmed and you are using a Line key or the ICM key to place your call, you can skip step 1. Just pressing a Line key or the ICM key makes the SPK key light (automatically) and you can dial your call.