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Telephone Handbook

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CONFERENCE	
ONE OUTSIDE/FIVE 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
DIRECT STATION SELECTION	
PROGRAM FUNCTION KEY FOR INTERCOM	Lift handset • Press DC • Dial # • Press Function key • Dial extension number • Hang up
PLACE CALL	Lift handset • Press Function key
MESSAGE WAITING	
LEAVE MESSAGE	Place intercom call (no answer or busy) • Dial 0 • Hang up
CANCEL MESSAGE	Lift handset • Dial * • Dial extension where you left the message • Dial * • Hang up
ANSWER MESSAGE	Lift handset • Press ICM • Dial *
LAST NUMBER DIALED	
REDIAL CALL	Lift handset • Press Line key • Press DC • Dial *
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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► You can use the pre-checked (☑) BASICS/FEATURES from the checklist 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.

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OUTSIDE CALLS	
PLACE USING LINE KEY	Lift handset • Press Line key • *Dial access code* † • Dial call
PLACE USING 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 ICM • Dial extension • Announce call • Hang up
RECEIVE TRANSFER	Lift handset • *Press flashing Line key*
INTERCOM CALLS	
PLACE	Lift handset • Press ICM • Dial extension number
ANSWER	Speak towards phone if call is broadcast ***or*** Lift handset if phone rings

The BASICS of placing and answering calls on your Multibutton/Display phone are above. Some FEATURES are listed on the other side.

† You may not need to perform the steps in italics depending on how your phone is programmed.

QUICK REFERENCE

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System Display Messages

Your telephone system can store up to 50 system display messages for the Display Messaging feature. For your convenience, 20 messages are prestored under the codes 00-19 (shown below). Check with your communications manager to see if these 20 messages have been changed. As you will note, some messages have blanks. You can fill in the blanks just before you send the message.

00 CALL _ _ _ _ _ _ _ _
01 CALL AFTER _ _ : _ _
02 CALL EXT. _ _
03 CALL ME ASAP
04 DO NOT DISTURB
05 IN CONFERENCE
06 IN MEETING
07 LEFT FOR THE DAY
08 ON BREAK
09 ON VACATION
10 OUT OF OFFICE
11 OUT TO LUNCH
12 OUT UNTIL _ _ : _ _
13 OUT UNTIL _ _ / _ _
14 PAGE ME
15 PLEASE SEE ME
16 SEE ME ASAP
17 WITH A CLIENT
18 WITH A PATIENT
19 WITH A VISITOR

OPTIONAL EQUIPMENT

Busy Lamp Field Telephones
Call Accounting (3001)
Data Telephone
Directory Dialing
Facsimile Machine (TFX-200, TFX-250)
Handset Cords, 13/25 Foot
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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	DIAL CODE	EXTENSIONS
1	81	
2	82	
3	83	
4	84	

EXTERNAL PAGE ZONES

ZONE	DIAL CODE	SPEAKERS
1	86	
2	87	
1 & 2	85	All paging speakers

ALL CALL

ZONE	DIAL CODE	EXTENSIONS/SPEAKERS
All Call	80	All those listed in Internal and External Page Zones.

NOTE: If your phone has three (3) or five (5) Line keys, you will only have access to Dial Codes 80-82, and 85.

Calling 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 CALLING RESTRICTIONS

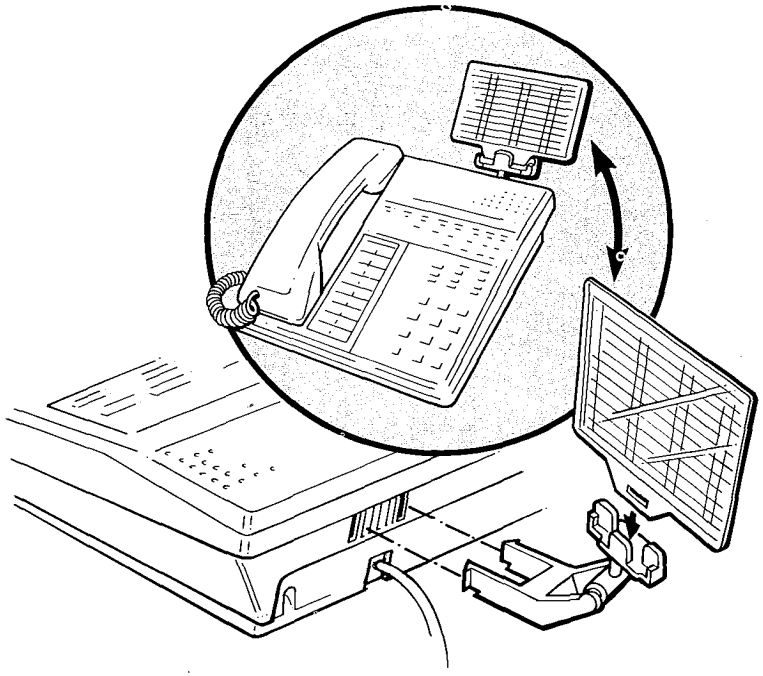
Hunt Groups

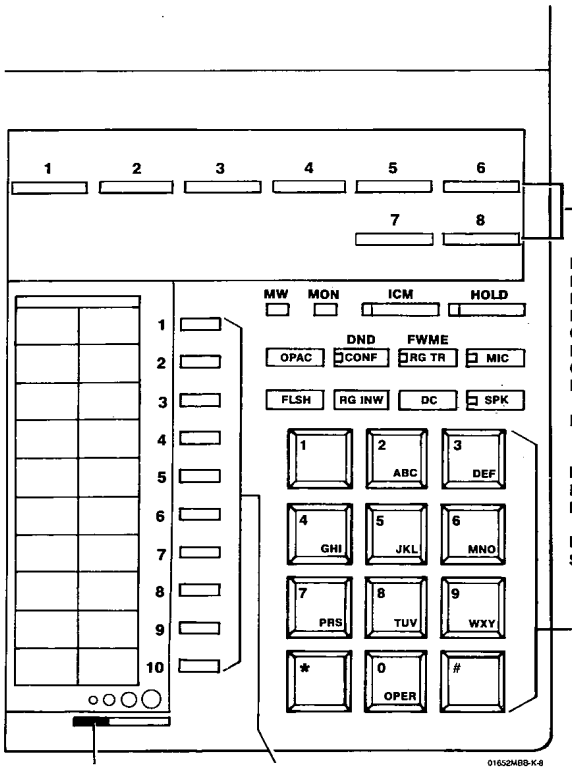
The extensions in your system are grouped together under the following Hunt Group numbers. These numbers are used in conjunction with two features: Group Hunt and Group Hunt Transfer.

HUNT GROUP NUMBER	EXTENSIONS (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.





MW Message Waiting
MON Room Monitor
ICM Intercom
HOLD Hold
OPAC Operational Access
DND Do Not Disturb
CONF Conference
FW ME Follow-Me (Call Forwarding)
RG TR Ring Transfer (Call Forwarding and Off-Hours Ringing)
MIC Microphone Mute
FLSH Flash
RG INW Ring Inward (Transfer)
DC Dial Control
SPK Speakerphone or Call Monitor

†The number of Line keys on your phone depends on the size of your telephone system. There are four other options: 3, 5, 12, or 24 Line keys. This handbook applies to all such phones.

Volume control for ringing, Background Music, Page, Speakerphone or Call Monitor voice levels, and tones you hear over your speaker.

Function keys (1-10) Programmable for Direct Station Selection and/or Speed Dial features.

MULTIBUTTON TELEPHONE

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

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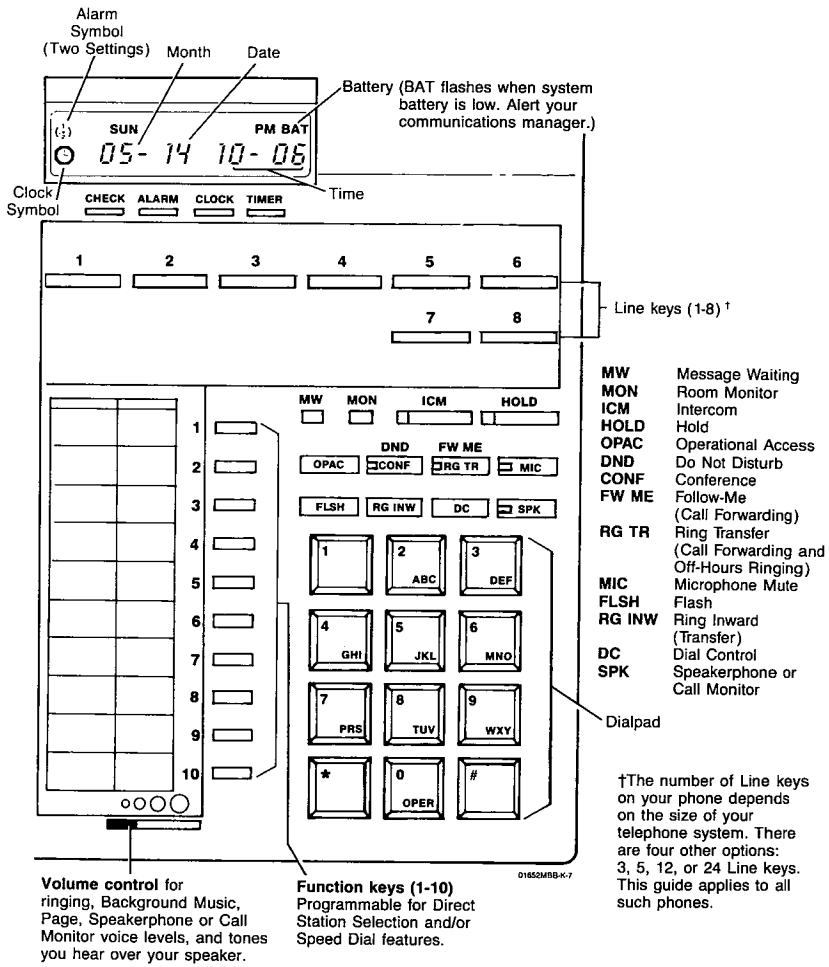
CHARTS FOR SYSTEM INFORMATION

Outside Lines

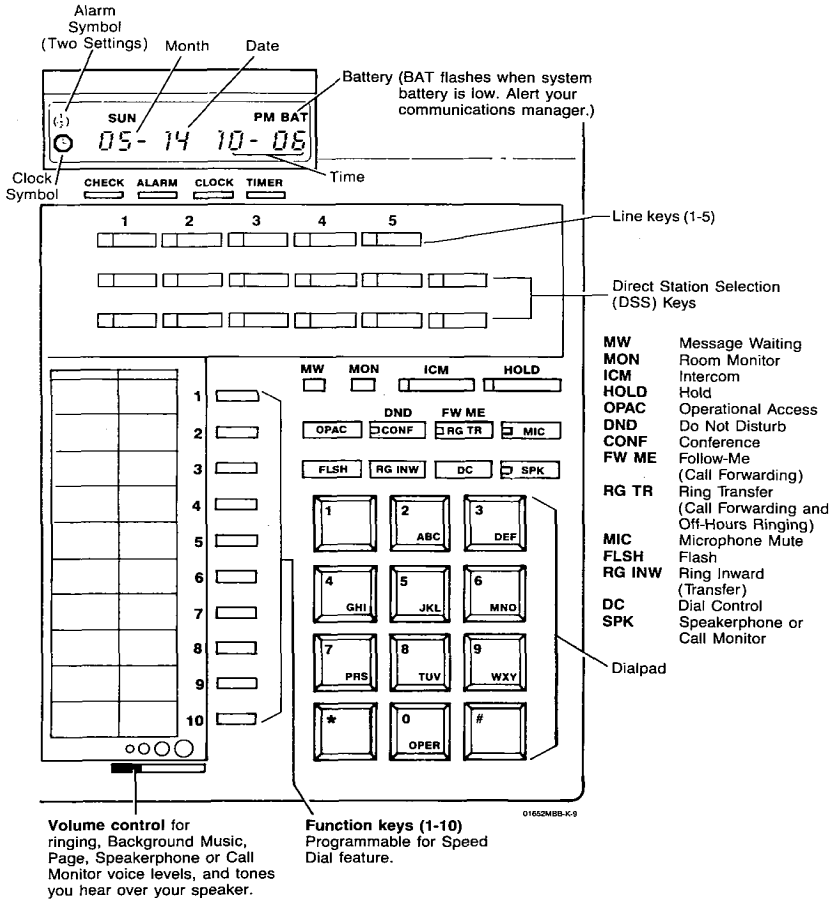
This chart contains four different types of information about your outside lines:

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



EXECUTIVE DISPLAY TELEPHONE



BLF DISPLAY TELEPHONE
(See BLF Display Phone Special Feature)

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.
4. Press CLOCK to return to normal display.

☐ Storing System-Wide Speed Dial Numbers

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 see Speed Dial Numbers, Recording (page 59).

To store a system-wide Speed Dial number:

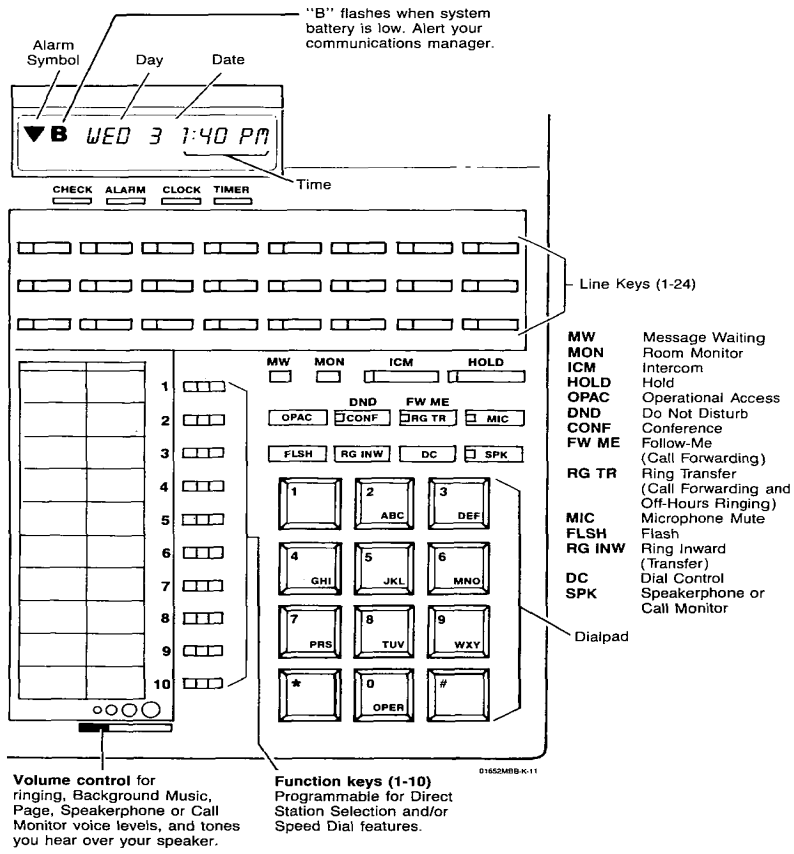
1. Lift handset.
2. Press DC.
3. Dial *.
4. Dial two-digit code (00-99).
5. Dial number to be stored, up to 18 digits including pauses, stops, pulse to tone conversion, and flashes.

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

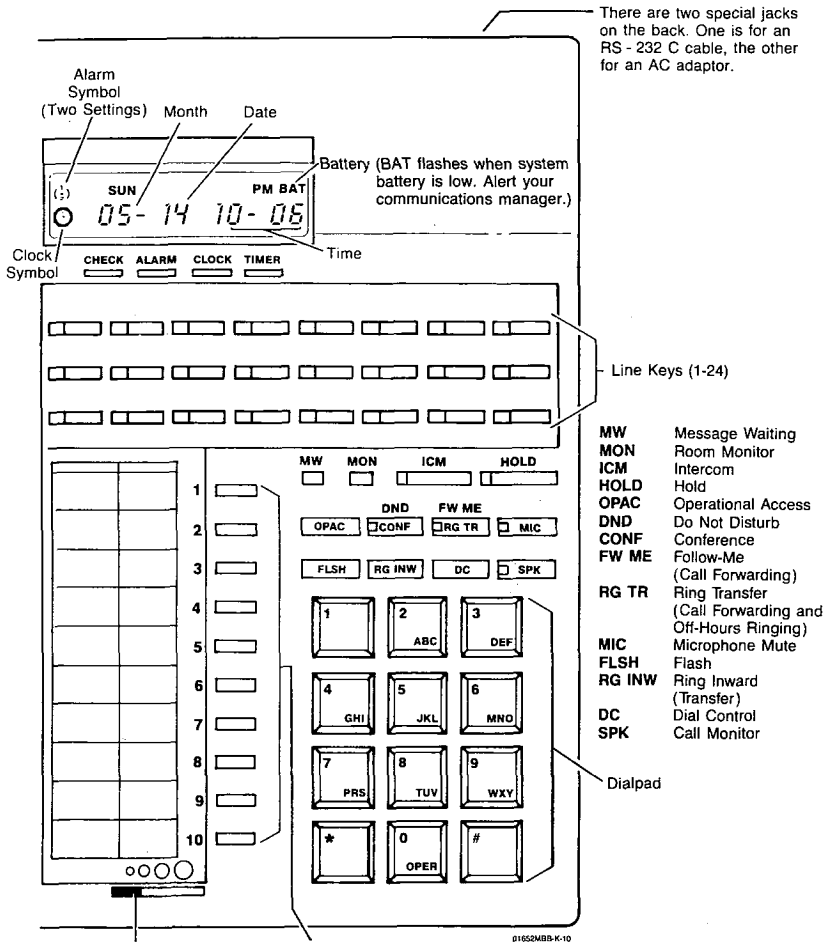
   For help with pauses, stops, etc., see Speed Dial Special Entries (page 60).
6. Hang up.

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

NOTES: (1) 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 59) to call it. (2) If you have a Message Display Phone, you can store a name for each System Speed Dial number (see Storing Directory Names in this section).



MESSAGE DISPLAY TELEPHONE



DATA TELEPHONE

☐ Storing System Display Messages

From a Message Display Phone, you can store up to 50 display messages under codes 00-49 for the Display Messaging feature. Codes 00-19 already store messages (see the System Display Messages Chart in the back of your handbook). You can, however, edit them or replace them with new ones.

To store a message under a system code (00-49):

Do not lift handset

1. Press CHECK, then OPAC.
2. Dial a code (00-49).
3. Dial *.
4. Use the dialpad to enter a message, up to 16 characters.
5. Press CHECK.
6. Dial * to store the message under the code specified in step 2.
7. Press CLOCK to see date and time.

See instructions on page 32.

Or, select a different code for the message, then dial *.

To use the dialpad to store Display Messages or to enter other characters not on the dialpad:

(see page 32).

☐ Storing Line Names

From a Message Display Phone, you can store a name for each line. A line's name displays when a Message Display Phone user accesses that line.

To store a name for an outside line:

Do not lift handset.

1. Press DC twice.
2. Press desired Line key, dial *.
3. Use the dialpad to enter a name, up to 7 characters long.
4. Press any other Line key (preferably the ***next*** line you want to assign a name to).
5. Press CLOCK to see date and time.

See the instructions on page 32.

This stores the name for the line you selected in step 2. You then see: LINE XX.

Or, you can dial * and return to step 3 to assign a name to the line on your display (XX).

NOTE: Although you can enter 8 characters for a line name, we recommend that you enter 7. This is because of the transfer recall display, which contains a line name and station name. If both names are 8 characters, they will run into each other because the display only holds 16 characters.

INTRODUCTION

Your telephone is part of a sophisticated electronic telephone system that will save you time and help you communicate more efficiently. For example, the **SPEAKERPHONE** and **CALL MONITOR** features allow 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. Consult the checklist to see which feature applies to your phone.

The Display Provides Helpful Information at a Glance

If you have an Executive Display, BLF Display, or Data Telephone, the display will show you time, day and date while your phone is not in use. When you place a call, the number you dial is displayed. And when you receive an intercom call, the caller's extension number is displayed. The display can also provide helpful information when you use certain features, namely: Message Waiting, Direct Station Selection, and Speed Dial.

If you have a Message Display Phone, the display shows you all the information described above plus...status confirmation displays. For example, when you make an all call page, the display shows, PAGING ALL CALL—a nice confirmation that you correctly activated the feature. And when you use a line, the line number or name is displayed. (Also see Display Messaging and Directory Dialing.)

About the 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.

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BASICS

☑ Outside Calls

On a Multibutton phone, the Line keys light red. On a Display phone, the Line keys light red or green: red when a call rings in, green when it is answered. A Line key also lights green when it is pressed to 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).

On Display phones, you can press CLOCK to see the time and date while on a call.

☐ Storing Directory Names

From a Message Display Phone, you can store a name for each extension number and System Speed Dial number. These names are used for the Directory Dialing feature. The extension names also appear in any display that normally contains an extension number. For example, if you store the name JIM for extension 11, the display, CALL FM 11, changes to, CALL FM JIM.

To store a name for an extension or System Speed Dial number:

Do not lift handset.

1. Press DC twice.
2. Press HOLD or ICM.

Press HOLD for Speed Dial names, ICM for extensions.

3. Dial desired Speed Dial code (00-99) or extension (10-79).
4. Dial *.
5. Use the dialpad to enter a name, up to 8 characters long.

See the instructions on page 32.

6. Press HOLD or ICM.

Press HOLD for Speed Dial names, ICM for extensions.

7. Press CLOCK to see date and time.

Or, you can dial the code for the next Speed Dial or extension number and repeat.

To use the dialpad to Store Directory Names or to enter other characters not on the dialpad:

(see page 32).

☐ 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.

1. Lift handset.
2. Press OPAC.
3. Press CLOCK.
4. Dial a four-digit number for the year. — For example, 1989.
5. Dial *.
6. Dial a two-digit number (01-12) for the month. — Jan. = 01, Feb. = 02, etc.
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. — Sunday = 0, Monday = 1, etc.
10. Dial *.
11. Dial time in terms of a 24 hour clock. — For example, dial 1305 for 1:05 P.M.
12. Dial *.
13. Hang up. — The display shows the new time, day and date.

Hold

- **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 procedures A and C).
- ☐ **Exclusive Hold** puts an outside call on Hold at your phone so that the call can only be picked up from your phone (see procedures B and C).

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.

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

Also see Call Pickup.

1. 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 just lifting the handset.***

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:

Also see Direct Station Selection. If you have a Message Display Phone, also see Directory Dialing.

1. Lift handset.
2. Press ICM. — Hear dial tone.
3. Dial extension number. — 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, dial 1 after the number.

NOTE: You can record the name of each extension user on the Directory Card (STATION NO. side) provided with your phone.

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

1. Speak towards the phone. — Your phone's microphone picks up your voice. Also see Microphone Mute.

   OR

   Lift the handset for privacy.

To answer Intercom Calls that ring:

1. Lift handset.

Display Enhancement

Your phone automatically displays the number of an extension that is calling you. If you have a Message Display Phone, your phone may, instead, display the name of the extension.

Off-Hours Ringing

You can send the ringing for your incoming outside calls to extensions that normally do not receive it. The extensions to receive the ringing are selected and programmed during system installation.

To activate Off-Hours Ringing:

1. Lift handset.
2. Press RG TR.
3. Dial #. — RG TR is steadily lit.
4. Hang up.

To cancel Off-Hours Ringing:

1. Lift handset.
2. Press RG TR twice. — RG TR extinguishes.
3. Hang up.

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.

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:

1. Press ICM.	Line key flashes. The outside call is automatically put on Hold.
2. Dial extension number.	
3. Announce the call.	If the person does not wish to accept the call, press the flashing Line key to return to it.
	To transfer directly, skip step 3.
4. Press RG INW.	Line key lights steadily and the call is sent.
5. Hang up.	If a direct Transfer is not answered, the call re-rings your phone.

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.

1. Lift handset.
2. Press flashing Line key (green on Display phones).

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

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 procedure A).
- ☐ **Forced** — You **must** enter an Account Code before dialing any outside call (see procedure B). If you wish, you can enter one anytime during an incoming call (see procedure A).

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

1. Dial *.
2. Dial Account Code. Up to eight digits.
3. 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.

☐ Three Minute Warning Tone

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

Universal Answer

Right from your phone you can answer an outside call that is ringing at a co-worker's extension (you cannot answer ringing transfers or DISA calls).

To use Universal Answer: You must have incoming access to the ringing line.

1. Lift handset.
2. Press ICM.
3. Dial 96. You are connected to the caller.

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Step Calling (continued)

To activate Step Calling:

1. Place intercom call; hear busy tone or no answer.
2. Press #.

The next extension is automatically called. If busy tone continues or there is no answer, press # again.

If Step Calling reaches a non-existent extension, it will not search beyond it.

☐ 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.

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

2. Press CLOCK to return to normal display.

☐ 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:

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

   The display's alarm symbol lights.
4. Dial time in terms of a 24 hour clock.

   For example, dial 1545 for 3:45 P.M.
5. Dial *.
6. Hang up.

   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:

1. Press ALARM.

To cancel an alarm:

1. Lift handset.
2. Press ALARM.
3. Dial 1 to cancel the first alarm.
   OR
   Dial 2 to cancel the second alarm.
4. Dial *.
5. Hang up.

   Alarm symbol extinguishes.

☐ 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 Lines Chart lists 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.

1. 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.

To store a flash:

1. Press FLSH.

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

To store a pulse to tone conversion:

1. Press #.

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.

☑ Step Calling

When you make an intercom call and get a busy signal or no answer, Step Calling lets you call the remaining extensions — in sequential order — by just dialing a code. For example, if extension 11 is busy, Step Calling calls extension 12; if there is no answer at 12, it calls extension 13, and so on.

(continued)

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 PBX features. See the communications manager for more information on flashes.

To store a pause:

The length of the pause is three seconds.

1. Press RG INW.

This key can be pressed at any point in the dialing sequence, and more than once.

To store a stop:

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.

☐ BLF Display Phone Special Feature (Businesscom Plus 5/12 Systems only)

The 12 Direct Station Selection (DSS) keys (underneath the Line keys) on your phone represent the extensions in your system. They allow you to quickly place an intercom call or quickly transfer an outside call to another extension. In addition, when any extension user lifts the handset, the associated DSS key lights. The communications manager can tell you which extensions the DSS keys represent.

To place an intercom call using the DSS keys:

1. Lift handset.
2. Press DSS key for desired extension.

You may hear one or two beeps instead of ringing. If so, you can state your message after the beeps — your voice will be broadcast over that extension's speaker.

To convert a voice announced intercom call into one that rings, or vice versa, dial 1 after you press the DSS key.

☐ ***Speakerphone and Single Step Access: You can make an intercom call by pressing the DSS key while the handset is on-hook. The SPK key lights and the call goes through — just speak toward the phone.***

(continued)

BLF Special Feature (continued)

To transfer an outside call to another extension using a DSS key:	You cannot transfer intercom calls.
1. Press DSS key for desired extension.	Line key flashes. The outside call is automatically put on Hold.
2. Announce call if you wish to speak to the receiving party. OR Press RG INW to make the outside call ring the extension.	You can return to the outside call by pressing the flashing Line key. Line key is steadily lit; you cannot return to the outside call.
3. Hang up.	If an unannounced transfer is not answered, the call will re-ring your phone after a time.

☐ 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.

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:

1. 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.

Speed Dial Numbers, Recording

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.
3. 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.
4. Dial two-digit code (00-99) which stores desired system-wide number.

To dial a system-wide number stored on two different codes, see Speed Dial Numbers, Linking 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.
3. Press Function key (1-10) which stores personal number.

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

4. Press CLOCK to return to normal display.

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 procedure A)
- Outside (see procedure B)
- Both intercom and outside (see procedure C)

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 mean 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).

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.

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Call Forwarding (continued)

B. 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.

1. 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 mean you cannot forward calls to that extension.)
5. Hang up.

To cancel Call Forwarding for outside calls:

1. 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.

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.

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

To store a Speed Dial number under a Function key:

1. Lift handset.
2. Press DC.
3. Dial *.
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.
6. Hang up.

   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.

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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 Monitor

Call Monitor lets you dial your calls without lifting the handset — a key is pressed instead. When the call goes through, you must lift the handset to talk (see procedure A).

Call Monitor also allows you to replace the handset while on Hold (or while listening to a recording), leaving both hands free. You can listen to the call over your phone's speaker, but likewise, must lift the handset to talk (see procedures B and C).

A. To dial a call using Call Monitor:

1. Press SPK instead of lifting the handset.	SPK lights steadily.
2. Place intercom or outside call in normal way.	You hear dial tone, the dialing, ringing, and the other person answer — all over your phone's speaker.
3. Lift handset to talk.	☐ *Single Step Access: You do not need to press SPK in step 1; just pressing ICM or a Line key automatically activates Call Monitor — SPK lights and you hear dial tone over your speaker.*

B. To change to Call Monitor during a call:

1. Press SPK.	SPK lights steadily.
2. Hang up.	

C. To change to handset during Call Monitor:

1. Lift handset.	SPK extinguishes.

Call Pickup

Call Pickup allows you to answer, from any phone, an intercom call you hear ringing or voice announced at another phone (see procedure A). 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 procedure B).

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

1. Lift handset.
2. Dial the extension number of the ringing phone.

   OR

   Dial #.

Do *not* press SPK.

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.
4. 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.

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:

1. 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.

(continued)

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.

☐ Security Alarm Signals

Your telephone system is connected to your security alarm system. When the security alarm is activated, you will hear repeated tones (signals) at your phone. The alarm tones can only be cleared by resetting the alarm system; they cannot be cleared through your phone.

☐ Call Waiting

There are two parts to Call Waiting:

Sending Signals — When you place an intercom call to an extension that is busy, Call Waiting allows you to send a signal to the busy user to indicate you are trying to get through — you can wait for a reply (see below).

Receiving Signals — 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 (see next page).

Sending Signals

- ☐ Manual signals (see procedure A)
- ☐ Automatic signals (see procedure B)

A. To manually send a signal to a busy extension:

1. Place intercom call; hear busy tone.	
2. Dial 1.	You hear one short burst of tones.
3. Wait for a reply — do not hang up.	If the person does not answer, you can dial 1 again to send another burst of tones.

B. To automatically signal a busy extension:

1. Simply place intercom call in usual way.	Your phone is programmed to send one short burst of tones to any extension that is busy.
2. Wait for a reply after you hear the tones — do not hang up.	If the person does not answer, you can dial 1 to send another burst of tones.

(continued)

Call Waiting (continued)
Receiving Signals

The types of signals you may receive while on a call are listed below.

Call Waiting Signal:	Type of Call:
☐ One short burst of tones/ Flashing ICM key	Intercom Call (see procedure C)
☐ Two short bursts of tones/ Flashing ICM key	Intercom Call from attendant (see procedure C)
☐ Muted ringing *or* one short burst of tones/ Flashing Line key	Outside Call (see procedure D)

An outside call signals you with one short burst of tones when you are on a Handsfree call; otherwise, you hear muted ringing.

C. To answer a Call Waiting signal from an intercom call:

1. 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.

D. 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.
2. Press flashing Line key.	You are connected to the waiting call.

☑ 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 procedures A and B).

☐ You can Save (store) an outside telephone number under the ninth Function key and later redial it with a single touch (see procedures C and D). 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:

1. 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 DC twice.	
5. 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 #.

(continued)

☐ Room Monitor

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 while Room Monitor is activated.

While monitoring, you can lift the handset or press SPK to place a call (or use another feature); however, Room Monitor is temporarily disabled until you hang up.

☐ Callback

When you make an intercom call to a busy extension, rather than retry your call later, you can use Callback. As soon as both the busy extension and your extension are free, Callback alerts you by ringing your phone. When you answer the ring, the call to the previously busy extension is automatically placed (dialed) for you.

To activate Callback: — You can leave Callback requests at more than one extension.

1. Place intercom call; hear busy tone.
2. Dial *. — Busy tone stops. One beep over your phone's speaker confirms Callback.
3. Hang up. — You can place other calls in the meantime.

To answer when Callback rings your phone: — Callback is canceled if you do not answer within 20 seconds.

1. Lift handset. — Your ICM button lights, and you hear ringing in your handset.

To cancel a Callback request before it rings your phone:

1. Lift handset.
2. Dial *.
3. Dial 1.
4. Dial *.
5. Hang up.

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☐ Camp-On

When you make an intercom call to a busy extension, rather than hang up, you can dial the Camp-On code and wait for the extension to become available. When it does, your call automatically goes through.

To activate Camp-On:

1. Place intercom call; hear busy tone.	
2. Dial 2.	Busy tone stops.
3. Do *not* hang up.	When the extension becomes available, you hear it ringing in your handset. To cancel Camp-On, just hang up.

☐ 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 procedure A)
- ☐ Up to five other inside parties (see procedure B)
- ☐ Two outside parties (see procedure C)
- ☐ Two outside parties, and then drop out of the conversation, leaving the outside parties connected (Unsupervised Conference—see procedure D)

☐ Private Line

You have a private outside line. The Private Line may be reserved exclusively for your use, or the line may be reserved for you and a few co-workers. Your Private Line is line number ☐☐. The instructions under Outside Calls, Hold and Transfer apply to a Private Line as they do to any other line.

Your communications manager can give you more details about your Private Line.

☑ 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 #.	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.
4. Dial number.	If you put a call on Hold after making the conversion, the line automatically reverts to pulse.

Paging (continued)

4. Page person; request that the person "pick up" and dial #.
5. Dial # at your phone.
6. Do ***not*** hang up; wait for the answer.

To respond to a Meet-Me Answer request:

You can only respond from a phone that received the page.

1. Lift handset.
2. Dial #.

Do ***not*** press SPK.

F. To Initiate Meet-Me Conference Paging:

1. Lift handset.
2. Press ICM.
3. Dial desired page zone code (80-84).

See Page Zones Chart for information on codes. If you dial 80, the page can be answered from any phone that receives Paging.

4. Page the parties; request that they "pick up" and press CONF.
5. Press CONF at your phone.
6. Do ***not*** hang up; wait for the answer.

You hear a tone each time a party joins the conference.

To respond to a Meet-Me Conference request:

You can only respond from a phone that received the page.

1. Lift handset.
2. Press CONF.

Do ***not*** press SPK.

A. To place a Conference call with one outside and up to five other inside parties:

1. Place outside call first; wait for party to answer.
2. Press CONF.
3. Press ICM.
4. Dial extension number of invited inside party; wait for the party to answer.

The person must answer using the handset.

5. Press CONF **once** if no further parties are to be added.

OR

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

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.

B. To place a Conference call with up to five other inside parties:

1. Place intercom call; wait for the party to answer.

The person must answer using the handset.

2. Press CONF.

Hear dial tone.

3. Dial extension number of next inside party; wait for the party to answer.

The person must answer using the handset.

4. Press CONF **once** if no further parties are to be added.

OR

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

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.

(continued)

Conference (continued)

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

1. Place first outside call; wait for the party to answer.	
2. Press CONF.	Line key flashes.
3. Place second outside call on another Line key; wait for the party to answer.	
4. Press CONF.	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.

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.

B. To page all phones and speakers using Function key 10:

1. Lift handset.
2. Press Function key 10.
3. Make announcement.
4. Hang up.

NOTE: If you have programmed Function key 10 for Direct Station Selection, it will not function as a page key. You can, however, restore Function key 10 to its Paging capability by using the programming procedure described in the Direct Station Selection feature; just enter 80 when the procedure asks for the extension number.

C. To page a selected group of extensions:

1. Lift handset.	
2. Press ICM.	
3. Dial page zone code (81-84) for desired extension group.	See Page Zones Chart for extension groupings.
4. Make announcement.	
5. Hang up.	

D. To page just the paging speakers:

1. Lift handset.	
2. Press ICM.	
3. Dial page zone code (85-87) for desired speakers.	See Page Zones Chart for speakers to be paged.
4. Make announcement.	
5. Hang up.	

E. To initiate Meet-Me Answer Paging:

1. Lift handset.	
2. Press ICM.	
3. Dial desired page zone code (80-84).	See Page Zones Chart for information on codes. If you dial 80, the page can be answered from any phone that receives Paging.

(continued)

☐ Paging

You can page from your telephone to:

- ☐ All phones and paging speakers in your system that are programmed to receive paging — by dialing a code (see procedure A)
- ☐ All phones and paging speakers in your system that are programmed to receive paging — using Function key 10 (see procedure B)
- ☐ A selected group of extensions (see procedure C)
- ☐ Any paging speakers that may be installed in ceilings or walls (see procedure D)

There are two special types of Paging:

- ☐ **Meet-Me Answer Paging** allows a person you have paged to answer your page — with just a single touch — from nearly any phone (see procedure E).
- ☐ **Meet-Me Conference Paging** allows you to initiate a Conference call with a page. More specifically, up to five people you have paged can answer your page from nearly any phone and everyone can jointly converse (see procedure F).

A. To page all phones and paging speakers by dialing:

1. Lift handset.
2. Press ICM.
3. Dial 80.
4. Make announcement.
5. Hang up.

☐ 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.
1. Dial *.

☐ Data Phone Features

Your Data Phone has an internal modem and all the features of an Executive Display phone except Speakerphone (it has the Call Monitor feature instead). With the Data Phone, you can:

- Activate ***Auto Answer*** so that the internal modem automatically answers any ringing incoming call. You can still use the phone's features while the phone is in the Auto Answer mode. If, however, you are on a call during Auto Answer, the modem will not answer an incoming call.
- Establish an intercom or outside call with another person, then send or receive data.
- Place a data call, without first establishing a voice connection. This is useful when, for example, you need to call a computerized bulletin board service.

A listing of all modem commands can be found in a separate booklet that is packed with your Data Phone.

Note: When a Data Telephone is connected to any station position, the following features will be disabled automatically for proper mode function:

1. Intercom Handsfree Talk-Back.
2. Mic Mute is always activated.
3. No Off-Hook tone muting.

(continued)

Data Phone Features (continued)

To activate Auto Answer:

1. If you are using PC communications software, prepare it to receive data.
2. Do not lift handset.
3. Press Function key 9 on your phone.

The MON light winks. When the modem answers a call, SPK lights and transmission tones come over the speaker.

To cancel Auto Answer:

Do not lift handset.

1. Press Function key 9 on your phone.

The MON light goes out.

To send or receive data after establishing a call with another person:

If you or the other person is on a voice announced intercom call, lift the handset.

1. Prepare your PC communications software (and/or terminal) to send or receive data.
2. Press Function key 10 on your phone, then hang up.
3. To send data: type ATD, then press Return.
   OR
   To receive data: type ATA, then press Return.
4. Wait for a CONNECT message.

The MON light flashes and your voice call gets disconnected.

To terminate the data call, press Function key 10 on your phone.

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).

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.

Message Waiting (continued)

To cancel all Message Waiting indications you have left:

1. Lift handset.
2. Dial *.
3. Dial 0.
4. Dial *.
5. Hang up.

To cancel an individual Message Waiting indication you have left:

1. Lift handset.
2. Dial *.
3. Dial the extension number where you left the Message Waiting.
4. Dial *.
5. Hang up.

Display Enhancement

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

Do not lift handset.

1. Press CHECK.
2. Dial *.
3. Press CLOCK.

One or two extension numbers display. Normal display returns.

☐ Messages (To Create)

With a Message Display Phone, you can create display messages using the dialpad and Function keys on your phone. A message can contain symbols, such as a colon, as well as the letters on the dialpad. The entry instructions on page 32 apply to Directory Dialing, Display Messaging, Storing Directory Names, Storing Line Names and Storing System Display Messages.

To place an outside data call when using tone lines:

1. Prepare your PC communications software to dial a call.
2. Type: ATDT, then the telephone number (do not press Return).
3. Press Function key 10 on your phone.
4. Press a Line key.
5. Press Return.
6. Wait for a CONNECT message.

Make sure the distant modem is set up to answer your call.

The MON light flashes.

The call dials out.

To terminate the data call, press Function key 10 on your phone.

To place an outside data call when using pulse lines:

1. Prepare your PC communications software to send data.
2. Place the outside call using your phone.
3. Press Function key 10 on your phone, then hang up.
4. Type: ATD, then press Return.
5. Wait for a CONNECT message.

Make sure the distant modem is set up to answer your call.

The MON light flashes.

To terminate the call, press Function key 10 on your phone.

(continued)

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Data Phone Features (continued)

To place an intercom data call:

Make sure the distant modem is set up to answer your call.

1. Prepare your PC communications software to send data.
2. Lift handset, press ICM.
3. Dial extension number.

If you hear a beep, dial 1 to convert it to ringing. If you hear fast or slow busy tone, try again later.

4. Press Function key 10 on your phone, then hang up.

The MON light flashes.

5. Type: ATD, then press Return.
6. Wait for a CONNECT message.

To terminate the data call, press Function key 10 on your phone.

☐ Direct Inward System Access

Direct Inward System Access (DISA) allows you to directly access certain features of your telephone system from a phone outside your company. A DISA call bypasses the system operator.

- ☐ You can call into the system and directly contact an extension user (see procedure A).
- ☐ You can call into the system and access the Group Hunt feature (see procedure B).

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, the MW light flashes fast. If you have a Display phone, your phone can display the extension number that left the Message Waiting.

To leave a Message Waiting:

1. Place intercom call (no answer or hear busy tone).
2. Dial 0.

MW flashes intermittently as confirmation.

3. 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.

If MW continues flashing fast, you have another Message Waiting. Repeat steps 1-3 to answer it.

(continued)

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.	Hear dial tone.
3. Dial queue group number (1-6) assigned to the line you desire.	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.

☐ 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 procedcure C).

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:

1. Call the DISA line.	Your telephone system answers this call with DISA dial tone.
2. Dial desired extension number.	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 Hunt Group number (0-9).	You hear Music on Hold if installed; otherwise, silence. If not answered within 30 seconds, your call disconnects.

(continued)

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 #.	
3. Dial security code.	Receive confirmation tone.
4. Dial queue group number (1-6) for desired line. OR Dial 9, then the two-digit line 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.
5. Dial telephone number.	To enter an Account Code after dialing the call: dial *, Account Code number, then * again.
6. Dial #.	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 system line:	You must do this before hanging up.
1. Dial *, #, #.	

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 procedure A).
- ☐ 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 procedures B and C).

A. To redial LND:

1. Lift handset.
2. Press Line key.
3. Press DC.
4. 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:

1. 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.

Direct Station Selection

Each Function key can be programmed to call another extension in your system. A Function key lights when the associated extension is in use (unless your phone has Function keys that are entirely silver). If you have a Display phone, your phone can display, for review/verification purposes, the extension number a Function key is programmed to call.

To program a Function key for Direct Station Selection:

1. Lift handset.
2. Press DC.
3. Dial #.
4. Press a Function key.
5. Dial extension number.
6. Hang up.

NOTE: You can record the extension numbers on the card underneath the clear plastic panel which is next to the keys. To remove the card, apply pressure along the left side of the panel; the right side will pop up.

To call an extension using Direct Station Selection:

1. Lift handset.
2. Press Function key assigned to desired extension.

You may hear one or two beeps instead of ringing. If so, state your message after the beeps — your voice will be broadcast over that extension's speaker.

To convert a voice announced call into a call that rings, or vice versa, dial 1 after step 2.

☐ *Speakerphone and Single Step Access: You can make the call by pressing the Function key while the handset is on-hook. The SPK key lights and the call goes through — just speak toward the phone.*

(continued)

Direct Station Selection (continued)

Display Enhancement

To display the extension number a Function key represents:

Do not lift handset.

1. Press CHECK.
2. Press ICM.
3. Press Function key. — Four digits display; first two are key number, second two are extension number.
4. Press CLOCK. — The normal display returns.

☐ Directory Dialing

Directory Dialing lets you dial a call by name. It works like this: Your telephone system stores a directory of extension and System Speed Dial numbers, and each number has a corresponding name. (See Storing Directory Names/Speed Dial.) For instance, extension 11 may have the name JIM. To call extension 11, you would simply display "JIM" on your phone, then press a key—your phone dials the call for you.

To call an extension or System Speed Dial number using Directory Dialing:

Do not lift handset.

1. Press DC.
2. Dial 6 for Speed Dial names or dial 4 for extension names. — *How to Remember the "6" and "4" codes:* A Speed Dial call is an (o)utside call, and the "6" button has "O" on it. A call to an extension is an (i)nside call, and the "4" button has an "I" on it.
3. Dial # or * until you see the desired name. — Dialing # scrolls from low extensions to high; dialing * scrolls from high to low.

OR

☐ 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.

(continued)

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☐ Group Hunt Transfer

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

To use Group Hunt Transfer:

1. Establish outside call.	
2. Press ICM.	Call is automatically put on Hold.
3. Dial #.	
4. Dial desired Hunt Group number (0-9).	You are connected to the first idle extension. If there is no answer, you can press #, and this feature will hunt for another idle extension in the group. If you hear busy tone, all extensions in the group are busy (see the last comment under Group Hunt).
5. Announce the call.	If the person does not wish to accept the call, press the flashing Line key to return to it. To transfer directly, without announcing the call, skip step 5.
6. Press RG INW.	Line key lights steadily and the call is sent.
7. Hang up.	If a direct Transfer is not answered, the call re-rings your phone.

Use the dialpad to enter the first letter of the name you want to call (see pg. 31).

A name displays. If it's the one you want, go to the next step. If it is not, dial # or * until you see the desired name.

4. Press a Line key to make the Speed Dial call, *or* ICM for the intercom call.

☐ Display Messaging

When you make an intercom call to a Message Display Phone that does not answer, is busy, or is in Do Not Disturb, you can send a display message to that extension user. For instance, you may wish to send the message, CALL ME ASAP. You can choose from up to 50 messages stored in system memory (also see the System Display Messages Chart in the back of your handbook). Or, you can create two messages and store them under Function keys 1 and 2 (the top two Function keys in the left column).

You can also set up your phone so that it automatically sends a display message to a co-worker who calls you on the intercom. For example: If you need to leave the office, you could store the message, BE BACK AT 11:00. When someone with a Message Display Phone calls you, that message displays at the caller's phone.

To send a display message after making an intercom call to a busy/no-answer/DND extension:

1. Dial 0.	You see: LEAVE MESSAGE ?
2. Dial 0 again.	
3. Dial code (00-49) for desired system message, then dial *.	If you display the wrong message, press # and repeat step 3.
OR	
Press Function key for desired message.	If the message contains blanks, dial the desired numbers.
4. Dial * to send the message.	
5. Hang up.	

(continued)

Display Messaging (continued)

To cancel a display message you sent:

1. Lift handset.
2. Dial *.
3. Dial 0 to cancel all messages.
   OR
   Dial the number of the extension that received the message.
4. Dial *.
5. Hang up.

To have a message automatically display at your co-workers' phones when they call you:

Do not lift handset

1. Press CHECK, then OPAC.
2. Dial code (00-49) *or* press F1 or F2 key for desired message.
3. Dial *, then press DND.

The message stays on your phone. To cancel it, press CLOCK.

☐ Group Hunt

The extensions in your system are grouped together in Hunt Groups, and each group is assigned a number (0-9). For example, your sales department might be Hunt Group 7. This feature "hunts" through the extensions in the group and calls the first idle one it finds. (See the Hunt Groups Chart for the extension groupings.)

To activate Group Hunt:

1. Lift handset.
2. Press ICM.
3. Dial #.
4. Dial desired Hunt Group number (0-9).

You are connected to the first idle extension.

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

If you hear busy tone, all extensions in the group are busy. Rather than retry your call later, you can use Callback or Camp-On. These features will automatically connect you to the first extension in the group as soon as it becomes idle.

☐ 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.

To view messages people have left for you:

Your MW light flashes when you have messages.

Do not lift handset.

1. Press CHECK.
2. Dial *.

If you see:

- **MW FM XX,** this means ext. XX only left a flashing MW indication (not a display message). Call ext. XX.
- **MSG FM...,** this means there is a display message. Dial 0 to see it.
- **VMSG,** this means there is a voice message. Call your mailbox to listen to it.

3. Repeatedly dial * (or * + 0) to see other messages.
4. Press CLOCK to see date and time.

NOTE: To erase a message you have received, you must call the sender and have a handset-to-handset conversation.

To call the person who left you a message:

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

This rings the person's extension. If there is no answer, you can dial 0 and leave a display message.

(continued)

Display Messaging(continued)

To store a message under a Function (F) key 1 or 2:

Do not lift handset.

1. Press CHECK, then OPAC.
2. Press F1 or F2 key.
3. Dial *.
4. Use the dialpad to enter the message (up to 16 characters).
5. Press CHECK, then dial *.
6. Press CLOCK to see date and time.

See the instructions below.

Using the dialpad to create messages:

1. Press F1 key to use the first letter, F2 to use the second, or F3 to use the third.
2. Press the dialpad button which contains the desired letter.

Since there are three letters on each dialpad button, you must specify which one you want to use. You do this by pressing a Function (F) key.

For example, to enter the letter "C" (which is the third letter on dialpad button 2):

- Press F3 key.
- Dial 2.

The dialpad buttons 1 and 0 contain these characters:

☐ 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 forward the following types of calls to your partner:

- ☐ Just outside calls
- ☐ Outside and intercom calls (only a call from your partner can reach you)

To activate or cancel Executive Call Forwarding:

Do not lift handset.

1. Press DND.

DND lights steadily while intercom and outside calls are forwarded.

DND flashes while just outside calls are forwarded. **If both boxes are checked, you must press DND a second time to see it flash.**

☐ 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:

(1) ⌊_⌋⌊_⌋ and ⌊_⌋⌊_⌋ (3) ⌊_⌋⌊_⌋ and ⌊_⌋⌊_⌋
(2) ⌊_⌋⌊_⌋ and ⌊_⌋⌊_⌋ (4) ⌊_⌋⌊_⌋ and ⌊_⌋⌊_⌋

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.

To enter other characters that are not on the dialpad:

1. Press F4 to insert a blank space.
   OR
   Press F5 to delete a character.
   OR
   Press F6 to delete the message.
   OR
   Press # to move the cursor right.
   OR
   Press * to move the cursor left.
   OR
   Press F2, then dial 1 to insert a space that can later be filled in with a number.

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☐ Do Not Disturb

Do Not Disturb (DND) prevents incoming calls from ringing your phone. You can activate DND while your phone is idle (not in use) so you can work undisturbed. Or, you can activate DND while you are on a call to block signals from other calls that may try to reach you (see Call Waiting).

DND blocks the following types of calls:

- ☐ Just outside calls
- ☐ Outside and intercom calls; only a call from the attendant can reach you. Paged announcements are also blocked.

You can still place calls while your phone is in the Do Not Disturb mode.

To activate Do Not Disturb:

1. Press DND, while your phone is idle (handset on-hook). OR Press OPAC, then DND while you are on a call.	DND lights steadily to indicate both outside and intercom calls are blocked. DND flashes to indicate just outside calls are blocked. **If both boxes (above) are checked, you must repeat step 1 to see DND flash.** DND is automatically canceled if someone forwards calls to you using Executive Call Forwarding.

To cancel Do Not Disturb:

1. Press DND while your phone is idle (handset on-hook). OR Press OPAC, then DND while you are on a call.	DND extinguishes. If it doesn't, repeat step 1.

☐ Door 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 procedure A).
- ☐ Your phone receives the chime tone (see procedure B).
- ☐ You can unlock the door from your phone (see procedure C).

A. To call the Door Chime Box:	There may be two boxes.
1. Lift handset. 2. Press ICM. 3. Dial 88 or 89.	Your communications manager can tell how the access codes are assigned to the boxes. ☐ *Door Alert Tone: You hear a tone after you dial.*
B. To answer the chime tone:	The chime tone can only be answered from a phone that receives the chimes.
1. Lift handset.	

C. To unlock the door after you have called the Door Chime Box or answered the chime tone:

1. Press FLSH.