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**NITSUKO AMERICA**  
TELECOM DIVISION

*Nitsuko*

Digital System **DS**

TIEUG-001

Multibutton Telephone  
Feature Handbook

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## FOR YOUR NOTES

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## USER-PROGRAMMABLE FEATURES

To program a feature, press PGM# and dial the feature's code. For example, to set Night Ring, press PGM# and dial NR. The remaining steps vary with each feature. Your access level determines the features you can program. See your communications manager. Note that enabling RA or NR disables DRA and vice versa. To disable ringing, disable NR, RA and DRA.

<b>DELAYED RING ASSIGNMENT</b>	PGM + DRA + Line key + Y(es) or N(o) + SAVE
<b>DSS</b>	PGM# + DSS + DSS key + ext. + SAVE
<b>HEADSET</b>	PGM# + HS + Y(es) or N(o) + SAVE
<b>HOTLINE</b>	PGM# + HL + Hotline key + ext. + SAVE
<b>NIGHT RING</b>	PGM# + NR + Line key + Y(es) or N(o) + SAVE
<b>PAGE</b>	PGM# + VP + Y(es) or N(o) + SAVE
<b>PRIME LINE</b>	PGM# + PLA + Line key + Y(es) or N(o) + SAVE
<b>RING ASSIGNMENT</b>	PGM# + RA + Line key + Y(es) or N(o) + SAVE
<b>RINGING LINE PREFERENCE</b>	PGM# + RLP + Y(es) or N(o) + SAVE
<b>SPEED DIAL</b>	PGM# + SD + One-Touch Speed key (or bin + PGM#) + line key (or line/group code + PGM#) or ICM + number (32 digits max.) + SAVE
<b>TIME AND DATE</b>	PGM# + TD + Month (01-12) + PGM# + Date (1-31) + PGM# + YEAR (2 digits) + PGM# + Hour (00-23) + PGM# + Minutes (00-59) + SAVE
<b>VOICE ANNOUNCE</b>	PGM# + VA + Y(es) or N(o) + SAVE
<b>WHISPER PAGE</b>	PGM# + VO + Y(es) or N(o) + SAVE

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## QUICK REFERENCE

### OUTSIDE CALLS

Placing:	Lift handset + Line key + Dial number
Answering:	<b>Lift handset</b> (if not connected, press flashing key)
Answering ringing over <b>paging speakers:</b>	<b>Lift handset + ICM + Dial. 0</b>

### INTERCOM CALLS

Placing:	<b>Lift handset + ICM + Dial extension</b> (if you hear ring-busy, you may be able to dial 1 to get through)
Answering:	If ringing, <b>lift handset</b> . If announced, speak toward <b>phone or lift handset</b> .

Placing call on Hold:	HOLD + Hang up
Retrieving call:	Lift handset + Flashing line key for outside call (or <b>ICM, then HOLD key</b> )

### TRANSFER

<b>Transferring outside call:</b>	<b>ICM + Dial ext. + Announce call + Hang up</b>
-----------------------------------	--

### CONFERENCE

<b>Setting up a three-way conversation:</b>	<b>Establish an outside/Intercom call + CONF + Establish next call + CONF</b>
---	---

### RESPONDING TO SIGNAL TONES

<b>Two tones during handset call:</b>	Then you hear a co-worker's voice over your call. To reply, press and hold MIC/DND.
<b>One tone during speakerphone call:</b>	This means a call is waiting to be answered. Press HOLD + Flashing ICM or Line key.
<b>Fast busy or warble tone anytime:</b>	This means you made a mistake in placing a call or using a feature. Hang up and start over.

## WALKING CLASS OF SERVICE

If you try to place a call from a co-worker's phone and the system prevents it, you can use Walking Class of Service. Walking Class of Service allows you to temporarily override dialing restrictions when you use someone else's extension. Walking Class of Service lets you make the call as you would at your own extension.

### To place a call from a restricted extension:

1. Lift handset.
2. Press ICM.
3. Press **PGM#** twice.
4. Dial Walking Class of Service code.  
*See your communications manager for your code.*
5. Dial line access code (e.g., **801**), or press line key.  
*You may also be able to dial a line group access **code (9, 90-98)**.*
6. Dial telephone number.

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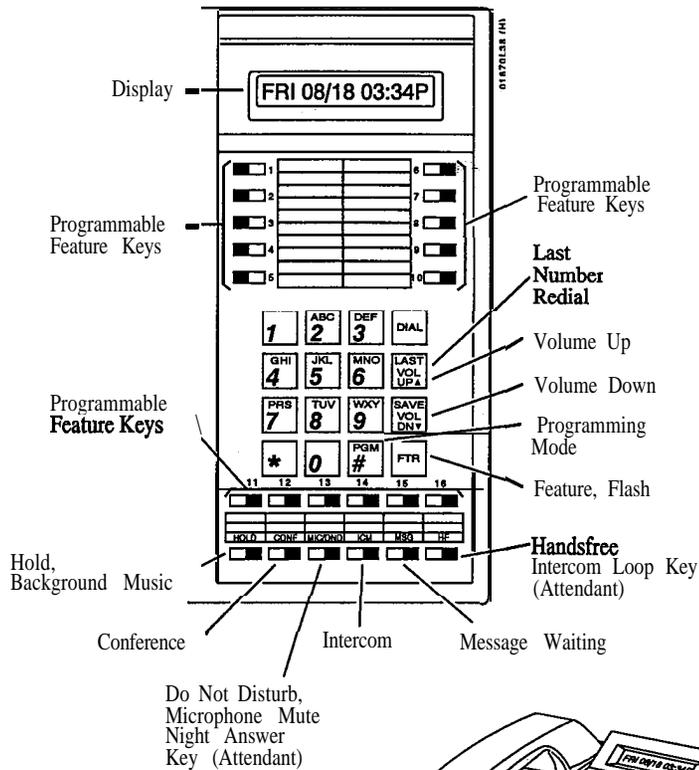
### QUICK REFERENCE AND USER-PROGRAMMABLE FEATURES

There is a Quick Reference and User-Programmable Features card at the end of this guide. Quick Reference gives you abbreviated steps to commonly used features. User-Programmable Features shows you how to customize the User-Programmable Features from a telephone.

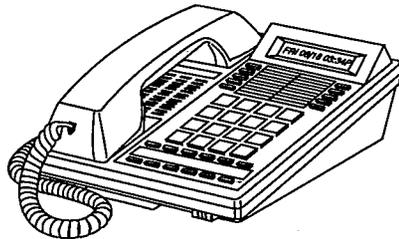
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Your Multibutton Telephone



Note: Programmable keys and feature keys have patents pending.



✓ VOLUME CONTROLS

Your telephone has three volume adjustments: Background Music, handset and Handsfree. The Background Music adjustment also adjusts incoming ringing and paged announcements. If you are an attendant, you don't have Handsfree or the Handsfree volume adjustment.

To adjust the volume of Background Music, incoming ringing and paged announcements:

1. Press VOL UP ▲ or VOL DN ▼ while feature is active or telephone is idle. Pressing VOL UP ▲ or VOL DN ▼ while idle **adjusts the display brightness**. Your phone must be idle (not ringing), with Background Music off

To adjust the handset volume:

1. Press VOL UP ▲ or VOL DN ▼ while on a handset call. When you hang up, the volume level for outside calls reverts to a mid-range value. The volume level for Intercom calls, however, stays at the set value **until** you change it.

To adjust the Handsfree (speaker) volume:

1. Press VOL UP ▲ or VOL DN ▼ while on a Handsfree call. When you hang up, the volume level for outside calls reverts to mid-range. The volume level for Intercom calls, however, stays at a set value until you change it.

The volume level setting for the previous Handsfree Intercom call determines the volume of your incoming voice announcements.

## CI STATION CALL COVERAGE (Cont'd)

**User-Programmable Feature:** To program ringing for your Call Coverage keys, use Ring Assignment and Delayed Ring Assignment in User-Programmable Features. To change a Call Coverage Key extension assignment, use DSS programming. See DSS in User-Programmable Features.

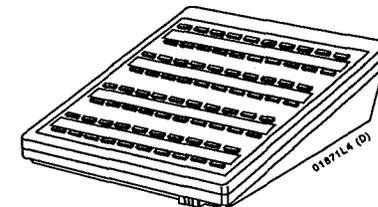
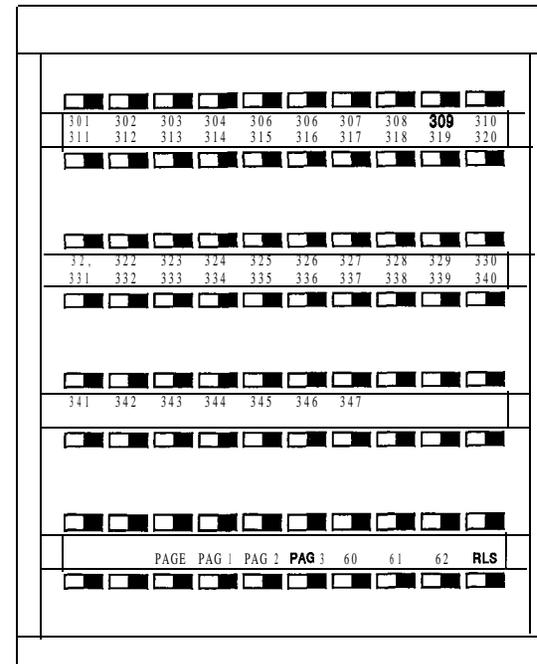
(The Call Coverage key rings for calls to the covered extension. If you are an attendant, you cannot use this option.)

## TIME AND DATE

The time and date appear on display phones.

**User-Programmable Feature:** You may be able to set the time and date using Time and Date in User-Programmable Features.

Your DSS Console





STATION CALL COVERAGE

A Station Call Coverage key gives you one-touch call pickup, Transfer and Intercom for the assigned extension. A Call Coverage key also shows you the status of the covered extension.

When the key is...	The covered phone is...
OFF .....	Idle
ON .....	Busy
Flashing slowly .....	Ringing
Flashing fast .....	DND

To place a call to your covered extension:

1. Press Call Coverage key.
2. If you hear two beeps, go ahead and speak.
3. If you hear ringing, wait for called party to answer.

To Transfer a call to a covered extension:

1. Press Call Coverage key.
2. If you hear two beeps, announce call.  
OR  
If you hear ringing, wait for called party to answer before announcing call.  
OR  
Hang up to Transfer the call unannounced.  
OR  
If you hear ring/busy, dial 1 to send Off-Hook Signaling.. Refer to the Off-Hook Signaling feature.

To pick up a call ringing a covered extension:

1. Press flashing Call Coverage key.

(Cont'd)

## ☐ SPEED DIAL (Cont'd)

To call a System Speed Dial number:

1. Lift handset.  
*You can preselect a line by pressing a line key. If you preselect, press **ICM** instead of **DIAL** before dialing a bin number.*
2. Press **DIAL**.
3. Dial System Speed Dial bin number.  
*If the number includes a pause, press \* to continue dialing.  
If you hear busy tone, press an idle line key. Your call dials out automatically.*

OR

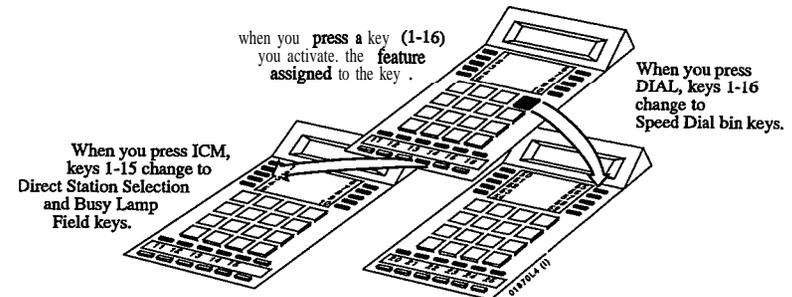
1. Lift handset.  
*You can preselect a line by pressing a line key.*
2. Press System Speed Dial key (One-Touch key for System Speed Dial).  
*If the number includes a pause, press \* to continue dialing.  
If you hear busy tone, press an idle line key. Your call dials out automatically.*

To chain two Speed Dial numbers:

1. Place first call using Speed Dial.  
*Wait for number to dial out.*
  2. Press **DIAL**.
  3. Press Speed Dial key of second number.  
*Do not dial a bin number.*
- OR
1. Place first call using Speed Dial.  
*Wait for number to dial out.*
  2. Press One-Touch Speed Dial key of second number.
- OR
1. Place first call using Speed Dial.  
*Wait for number to dial out.*
  2. Press **ICM**.
  3. Dial Speed Dial bin number (**50-59, 20-29**).

## INTRODUCTION

Using a programmable key with three functions...  
Each of your programmable keys may have up to three functions, such as



Hotline, Speed Dial and Direct Station Selection. Your communications manager can tell you the functions of your programmable keys.

About the key lights...

The lights in your phone's keys help you use the features. At a non-attendant **keyset**, for example,

- n Line keys are on when you are busy on the line; flash slowly when a call is ringing in.
- n **MIC/DND** flashes fast when you are in Do Night Disturb; is on when your phone's mic is muted.

About the display...

Your phone may have an alphanumeric display to guide you when using the features. See Display Messages in the Features section.

#### About your DSS Console...

You may have a DSS Console next to your phone. The DSS Console has 79 keys assigned to features like Hotline, Page, Park, or Personal Speed Dial. Your communications manager can tell you each key's feature.

#### Dialing feature access codes...

You can access many features just by dialing a feature access code. This code is the first letter in the feature name. For example:

To camp-on to a busy extension:      1. Dial C (dial pad key 2).

#### User-Programmable Features...

If you have the correct program access level, you can customize selected features from your phone. Refer to User-Programmable Features at the end of this handbook.

#### System Speed Dial

User-Programmable  
Feature:

You can also use Speed Dial in User-Programmable Features to store System Speed Dial numbers.

To store a System  
Speed Dial number:

1. Lift handset.
2. Press DIAL.
3. Press **PGM#**.
4. Dial System Speed Dial bin number (e.g., 700).  
*If you display shows, "PROGM NAME Y/N," see instructions above for name programming.*
5. Dial line number (e.g., 01) or press line key.  
*You may also be able to dial a line group access code (9, or 90-98) or press a loop key.*
6. Dial number.  
*To enter a pause, press HOLD. For example, to have the system dial 9, pause and then dial 926 5400, enter: 9 (HOLD) **926 5400**.*
7. Hang up.

(Cont'd)

## SPEED DIAL (Cont'd)

To program a name for a Speed Dial number (when your display shows PROGM NAME Y/N ?):

1. Press Y to program the name, N to leave the name as it is.  
*If you press Y, the display shows the current name.*
2. Dial the first letter of the desired name.  
*To enter a blank (a space), a Q, or a Z, press 0 (zero). To erase a name, press \*.*
3. Dial the digit (1, 2 or 3) that identifies the desired letter.
4. Repeat the above two steps for additional letters.  
*You can correct a name as you enter it. Press VOL ▼ to backspace (erase) over a character, then enter the correct letters.*
5. Press PGM# when finished.

To call a Personal Speed Dial number:

1. Lift handset.  
*You can preselect a line by pressing a line key. If you preselect, you must press ICM instead of DIAL before dialing a bin number.*
2. Press DIAL.
3. Dial Personal Speed Dial bin number or press Personal Speed Dial key.  
*If the number includes a pause, press \* to continue dialing. If you hear busy tone, press an idle line key. Your call dials out automatically.*  
OR
1. Lift handset.  
*You can preselect a line by pressing a line key.*
2. Press One-Touch Speed Dial key.  
*If the number includes a pause, press \* to continue dialing. If you hear busy tone, press an idle line key. Your call dials out automatically.*

## BASICS

### HANDSFREE

Handsfree lets you place or answer calls without lifting the handset. When you see the instruction, "Lift Handset," you can press HF instead.

*If MIC/DND lights when you press HF, your phone has Monitor, not Handsfree. You can listen to your call, but you must lift the handset to speak. If your phone has Automatic Handsfree, you can press a key without first pressing HE. If you are an attendant, you do not have Handsfree,*

To talk Handsfree: 1. Speak toward phone.

To hang up a Handsfree call: 1. Press HF.

To change a handset call into a Handsfree call: 1. Press HF.  
2. Hang up.

To change a Handsfree call into a handset call: 1. Lift the handset.

## □ OUTSIDE CALLS

You can place an outside call by dialing a code or by pressing a line key. You can also answer an outside call using a line key. You may have line keys on your phone and on your DSS Console.

User-Programmable Feature: You can change the lines that ring your phone. Refer to Ring Assignment and Delayed Ring Assignment in User-Programmable Features.

To place an outside call:

1. Lift handset.
2. Press a line key.  
*Your communications manager can tell you which keys are line keys.  
The line key lights and you hear dial tone.  
You may also be able to press a line group key.*
3. Dial number.  
OR
  1. Lift handset.
  2. Press ICM.  
*You hear dial tone.*
  3. Dial line access code (e.g., 601).  
*You hear dial tone. You may also be able to dial a line group access code (9, or 90-98).*
4. Dial number.

To answer an outside call:

- (A line key flashes and your phone rings.)
1. Lift handset.  
*If you are not connected to the caller, press the flashing line key. The line key fights.  
To answer a call ringing the paging speakers, see the Night Answer feature.*

To store a Personal Speed Dial number:

1. Lift handset and press DIAL.
2. Press PGM#.  
*Your display shows, "ENTER BIN #".*
3. Dial Personal Speed Dial bin number (50-59, 20-29) or press Speed Dial bin key (1-1 6)  
*Your first Personal Speed Dial key is bin 50; your last is bin 25. If your display shows, "PROGM NAME Y/N," see instructions below for name programming.  
Your display shows, "LINE [01-nn, 9X]."*
4. Dial line number (e.g., 01), press line key or press ICM (to store an Intercom feature).  
*You may also be able to dial a line group code (9, or 90-98) or press a loop key.  
If you are storing an outside number, your display shows, "TEL NUMBER. "  
If you are storing a feature code, your display shows, "ENTER FEA T. CODE. "*
5. Dial number.  
*To enter a pause, press HOLD. For example, to have the system dial 9, pause and then dial 926 5400, enter: 9 (HOLD) 926 5400.*
6. Hang up.

(Cont'd)

## ☐ SPEED DIAL (Cont'd)

### System Speed Dial

System Speed Dial numbers are accessible from any extension. If you are an attendant, you normally can store or change these System Speed Dial numbers. If you are not an attendant, you normally cannot change these numbers. Check with your communications manager to see what your System Speed Dial numbers are.

User-Programmable  
Feature:

### Personal Speed Dial

You can also use Speed Dial in User-Programmable Features to store Personal Speed Dial numbers. You must use the User-Programmable procedure to store numbers on One-Touch Speed Dial keys.

## ✓ INTERCOM CALLS

You can voice-announce your Intercom call or have the called extension ring. When you voice-announce, the other party hears you over the phone speaker and can speak Handsfree. You may not be able to voice-announce to some extensions.

To place an Intercom  
call:

### Method 1

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset.
2. Press ICM.  
*You hear dial tone.*
3. Dial extension number, or press DSS key.  
*You hear ringing, Wait for the party to answer.*

OR

*You hear two beeps and can begin speaking.*

*To force the phone to ring, dial 1 before you dial the extension number, You cannot force ringing if you use a DSS key.*

### Method 2

1. Lift handset.
2. Press Hotline key.  
*You hear ringing. Wait for the party to answer,*

OR

1. You hear two beeps and can begin speaking.

*You can also place an Intercom call by pressing a Station Call Coverage key. Refer to the Station Call Coverage feature.*

(Cont'd)

## ✓ INTERCOM CALLS (Cont'd)

To answer a ringing Intercom call: (The ICM key flashes. If you are an attendant, the HF key flashes instead.)  
1. Lift handset.

To answer a voice-announced Intercom call: (If you are an attendant, you cannot receive voice-announced calls.)  
1. Listen for two beeps.  
*ICM* flashes.  
2. Speak toward phone.

User-Programmable Feature: Use Voice Announce in User-Programmable Features to disable or enable voice-announced calls to your extension.

## • SPEED DIAL

Speed Dial gives you quick access to frequently called numbers. There are two types of Speed Dial: Personal and System. Each Speed Dial number can be up to 16 digits long. You can chain (link) two Speed Dial numbers to access longer numbers (up to 32 digits).

### Personal Speed Dial (with One-Touch Speed Dial keys)

Personal Speed Dial numbers are reserved for your own use. You can store up to 20 Personal Speed Dial numbers. By pressing DIAL, your 16 programmable keys become Personal Speed Dial keys. Optionally, your phone may have other keys programmed for One-Touch Speed Dial. Just press these One-Touch Speed Dial keys to dial the stored number. (If you have a DSS Console, you can also have One-Touch Speed Dial keys on your console.) Your communications manager can tell you if you have any of these special keys. Your Personal Speed Dial bins are numbered 50-59 and 20-29.

You can store certain Intercom features under your One-Touch Speed Dial keys. This simplifies accessing features that you use often. Just press the One-Touch Speed Dial key to use the key's programmed feature. You can store any feature that uses the digits 0-9, # and \*. You can also store Intercom features in normal Speed Dial bins.

Optionally, you can store a name with each Personal Speed Dial number. The name displays on your telephone as the number dials out. You can also use this name with the Directory Dialing feature. (Cont'd)

## q SELECTABLE DISPLAY MESSAGES (Cont'd)

To select a Display Message (by scrolling through the messages):

1. Lift handset.
2. Press ICM.
3. Press **PGM#**.
4. Dial M.
5. Scroll through the messages using VOL UP A or VOL DN ▼.  
*You may add **digits** to the end of messages 00-07.*
6. Press DIAL and SAVE.  
*You hear dial tone,  
If you append a message (00-07), skip this step.*
7. Hang up.  
*MSG flashes slowly.*

To cancel a Display Message:

- (You can program this on a One-Touch Speed Dial key.)
1. Lift handset.
  2. Press ICM.
  3. Press PGM#.
  4. Hang up.  
*MSG goes out.*

## ✓ HOLD

Hold lets you place a call in a temporary waiting state. While the call is on Hold, you can place and receive other calls. There are two types of Hold for outside calls: System Hold and Exclusive Hold. You can retrieve a call from System Hold at any extension. You can retrieve a call from Exclusive Hold only at the extension that placed it on Hold.

If you are an attendant, your phone has Automatic Hold. This means the system places your outside call on Hold automatically when you press:  
ICM or CONF  
A Line, Call Coverage, Hotline or Page key

Things to remember about Hold:

- If a call remains on Hold too long, it recalls the extension that placed it on Hold. If unanswered, the call may ring other extensions.
- If a call is on a line that does not appear on your phone, you can only place the call on Exclusive Hold.
- If you place an Intercom call while you are on an outside call, you automatically place the outside call on System Hold. (If you have a DSS Console, be sure to press ICM or HOLD before pressing a DSS key.)

To place your call on Hold:

- (Do Not Hang Up.)
1. Press HOLD.  
*Press HOLD again to place an outside call on Exclusive Hold.  
The line key flashes for an outside call.  
The HOLD key flashes when the line does not appear on your phone and for an Intercom call.*

2. Hang up. (Cont'd)

## ✓ HOLD (Cont'd)

To retrieve an outside call from Hold:

For a line that appears on your phone:

1. Lift handset.
2. **Press the** flashing line key.

**OR**

For a line you placed on Hold that does not appear on your phone:

1. Lift handset.
2. Press HOLD.

**OR**

For a line somebody else placed on System Hold that does not appear on your phone:

1. **Lift** handset.
2. Press ICM.
3. **Press \***
4. Dial line access code (e.g., 801) or extension number.

To retrieve an Intercom call from Hold:

At your extension:

1. Lift handset.

*If you have Prime Line Selection, press **ICM** before going to the next step.*

2. Press HOLD.

***You cannot put a Handsfree Intercom call on Hold.***

## □ SELECTABLE DISPLAY MESSAGES

You can choose preprogrammed Selectable Display Messages for your extension. Co-workers (with display telephones) calling your extension see the message you select. Your communications manager can tell you about programmed messages -- and the codes you dial to select them. Your system has 18 Selectable Display Messages (00-15).

For example, assume your system has the message, "AWAY ON BUSINESS." You could select this message before going out of town on business. Optionally, you can add digits to the end of the first eight messages. You can use these digits to provide your callers with a phone number where you can be reached.

To select a Display Message:

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset.
2. Press ICM.
3. Press **PGM#**.
4. Dial M.
5. Dial **00-15** to choose one of the messages.  
*You may add digits to the end of messages **00-07**.*
6. Hang up.  
*MSG flashes slowly,*

(Cont'd)

## ✓ SAVE

You can Save the last number you dial and redial it easily later on. Save normally uses the same line to dial the call unless you select a different line. The system stores the saved number until you Save another number in its place.

To Save a number any time after placing a call:

- (Do Not Hang Up.)
1. Press DIAL.
  2. Press SAVE.

*The number you Save can be up to 24 digits long.*

To dial a Saved number:

1. Lift handset.  
*To select a different line, press a line key.*
2. Press DIAL.
3. Press SAVE.

*The system uses the same line and dials the number.  
If you hear busy tone, press an idle line key. Your call dials out automatically.*

## ✓ TRANSFER

You can Transfer an outside call to another extension. If the other party does not answer the transferred call, you can retrieve it.

To Transfer your call:

(Do Not Hang Up.)

1. Press ICM and dial extension number.

*You can press a DSS key instead of dialing the extension number. If you are an attendant, you can also press a DSS Console key.*

OR

1. Press Hotline key.

*To Transfer the call using a Station Call Coverage key, refer to the Station Call Coverage feature.*

2. Announce the call.

*If you hear ringing, wait for party to answer before announcing call To Transfer the call unannounced, skip this step.*

*If you hear busy tone, you can dial C to wait in line. Refer to the Camp-On feature.*

*Also, your display shows, "HOLD/WAIT."*

*This indicates the number of calls on Hold or already camped-on to the busy extension.*

3. Hang up.

To retrieve your transferred call:

1. Lift handset.
2. Press the flashing line key for the call.

OR

1. Retrieve call from Hold.



RINGING LINE PREFERENCE

Ringling tine Preference lets you answer outside calls by just lifting the handset. Ringing Line Preference simplifies the way you answer calls. This helps if you use your phone primarily for answering calls. If more than one call is ringing, Ringing Line Preference answers the call on the lowest numbered line first.

User-Programmable Feature: You can allow or deny Ringing Line Preference for your extension. Refer to Ringing Line Preference in User-Programmable Features.

To answer an outside call:

1. Lift handset.  
*The line key is lit.*  
To place a call instead of answering the ringing call, preselect a line before lifting the handset.

**REMOVING LINES AND EXTENSION FROM SERVICE**  
(Attendants Only)

If a line or extension is causing an Alarm, you can remove it from service until service personnel resolve the problem. This prevents further Alarms on this line or extension. After it is repaired, you can place it back in service.

To remove a line or extension from service:

1. Lift handset.
2. Press ICM.
3. Press PGM#.
4. Dial extension number or line extension number.  
*For example, line 80 1 is line extension number 348.*
5. Dial 0.
6. Hang up.

To place a line or extension back into service:

1. Lift handset,
2. Press ICM.
3. Press PGM#.
4. Dial extension number or line extension number (e.g., 348).

## FEATURES

**ACCOUNT CODES**

For billing or other purposes, you can enter an Account Code (a number up to 10 digits long) to categorize your outside call. This Account Code is included in a report that the system generates. You can enter an Account Code manually as described below, or you can program a One-Touch Speed Dial key for Account Code entry. This eliminates the need to place your call on Hold while you enter the number.

To enter an Account Code when placing an outside call:

(You can program this on a One-Touch Speed Dial key.)

1. Place call.
2. Press PGM# immediately after dialing the number.
3. Enter Account Code.
4. Press PGM#.

To enter an Account Code for the call you are on:

(You can program this on a One-Touch Speed Dial key.)

(Do not hang up.)

1. Press ICM.
2. Press PGM#.
3. Enter Account Code.
4. Press PGM#.
5. Press HOLD.

*You are reconnected to your call.*

## ALARM (Attendants Only)

Your telephone display may show an alarm message. Alarm messages occur when a telephone is unplugged or fails, when a line fails or when a component in the system equipment fails. Telephone and line failures display as Minor Alarms. System component failures display as Major Alarms. Your display also shows you which extension or card failed. Report alarms to your communications manager.

When an alarm displays, your phone does not ring normally for incoming calls. If your phone has Off-Hook Ringing, it rings with a single beep (repeated). If your phone does not have Off-Hook Ringing, calls do not ring while the alarm displays. Your communications manager can tell you if you have Off-Hook Ringing.

### To see the cause of an Alarm:

(Do not lift the handset.)

1. Press MSG.  
*Display shows cause of Alarm. For example: "S TA 305 FAIL ED" or "LINE 02 FAILED. "*
2. Press MSG to see if there is more than one failure.  
*When you see the first failure message again, you have gone through the entire list.*
3. Lift and replace handset to clear the alarm display.

## PRIME LINE SELECTION

With Prime Line Selection, you automatically connect to an outside line when you lift the handset. You can use your Prime Line for placing or answering calls. Prime Line Selection simplifies handling calls on your most frequently-used line. Check with your communications manager to see if you have a Prime Line.

User-Programmable  
Feature:

You may be able to assign Prime Lines from your phone. Refer to Prime Line in User-Programmable Features.

## PRIVACY GROUPS

If your extension is in a Privacy Group, you can enter another group member's outside call unannounced and uninvited. Each member of the group can select Privacy. This prevents members from entering the call.

To join a conversation with a member of your Privacy Group:

1. Lift handset.
2. Press the desired line key.  
*The fine and CONF keys light. You are connected to the two parties. No more than two extensions in the Privacy Group can join the same call. You cannot enter a Conference call using these steps.*

To select privacy for the call you are on:

(Do Not Hang Up.)

1. Press the line key of the call you are on.  
*You have privacy for the call.*

PARK (Cont'd)

To pick up a Parked call:

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset.
2. Press ICM.
3. Dial Park Orbit access code.  
*To use **System** Park, dial 60-69. To use **Personal Park**, dial \* and the extension number. You are connected to the party. **Your display shows, "CALL FROM ORBIT."***

OR

1. Lift handset.
2. Press Park Orbit key.  
*You are connected to the party. Your display shows, "CALL FROM ORBIT." You may have Park Orbit keys on your phone and on your DSS Console,*

ALTERNATE ATTENDANT (Attendants **Only**)

Alternate Attendant allows **you** to reroute your incoming calls to another extension (your Alternate Attendant). You may want to reroute calls when you are busy or you must leave your phone. Outside calls ring at both your extension and the Alternate Attendant. The **MIC/DND** and **MSG** keys flash slowly while the Alternate Attendant is assigned.

When you assign the Alternate Attendant, **you** cancel your Selectable Display Message (if any). The Alternate Attendant must be a **keyset**. You cannot assign another attendant as your Alternate Attendant.

To assign the Alternate Attendant:

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset.
2. Press ICM.
3. Press PGM#.
4. Dial Alternate Attendant's extension number.
5. Dial 3.  
*Your display shows, "**ALT OPR ASSIGNED.**"*
6. Hang up.

To cancel the Alternate Attendant assignment:

1. Press **MIC/DND**.  
*Your display shows, "**CANCEL ALT OPR.**" To return to the Time and Date display, lift and replace the handset*

## □ BACKGROUND MUSIC

You can receive Background Music over your telephone's speaker. The music stops whenever a call comes in or you lift the handset. You can turn the music on or off only when your telephone is not in use. To have Background Music, your system must have an optional music source connected.

The volume setting for Background Music also sets incoming ringing and paged announcement levels over the telephone's speaker.

To turn Background Music on or off:

(Do not lift handset.)  
1. Press HOLD.

To adjust the volume of Background Music:

1. Press VOL UP ▲ or VOL DN ▼ while feature is active or telephone is idle.

## ✓ PARK

When you must transfer an outside call to someone you cannot readily locate, use Park. Park puts the call in a special holding state (called an Orbit) so you can page the person. The person you page can then pick up the call from any extension.

There are two types of Park Orbits: System Park and Personal Park. With System Park, you may Park a call in one of ten system orbits (60-69). With Personal Park, you can Park a call at an extension. In either case, the call recalls to you if not picked up.

To Park the call you are on:

(Do Not Hang Up.)

1. Press ICM.
2. Dial Park Orbit access code.  
*To use System Park, dial 60-69. To use Personal Park, dial \* and the extension number.*  
*You hear dial tone. If you hear busy tone, press ICM and dial another orbit.*
3. Page party to receive call and announce the Park Orbit access code.
4. Hang up.  
OR
  1. Press the Park Orbit key.  
*You hear dial tone.*
  2. Page party to receive call.
  3. Hang up.

(Cont'd)

**PAGE (Cont'd)**  
 To make an All Call  
**Page or a Zone Page:**

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset.
2. Press **ICM**.
3. Dial Page Zone access code, as follows:

Page Zone	Access Code
All Call .....	1 *
1 .....	2 *
2 . . . . *	3 *
3 . . . . *	4 *
4 .....	5 *
5 .....	6 *
6 . . . *	7 *
7 . . . . * . . . . a . . . . .	8 *

*You hear two beeps.*

4. Make announcement.
5. Hang up.  
OR
1. Lift handset.
2. Press Page key.  
*You hear two beeps. If the zone is busy, you hear fast busy tone instead.*  
*You may have Page Zone keys on your phone and your DSS Console. The key is lit when the zone is busy.*
3. Make announcement.
4. Hang up.

**CALL FORWARDING**

With Call Forward incoming calls to outside number. Service allows or are an attendant, Forwarding. Use

To forward calls: (This may be pro Speed Dial key.)

1. Press ICM.
2. Press **PGM#**
3. Dial extension  
*Do one of t  
Dial 1 to for  
Dial 2 to for  
when busy.  
Dial 3 to for*
4. Press HF to h  
*MSG flashe*

To forward calls to an outside number:

1. Press ICM.
2. Press **PGM#**
3. Dial 1.
4. Dial line num  
*You may a  
code (9, 9C*
5. Dial telephon calls.
6. Press HF to h

To cancel Call Forwarding:

1. Press ICM.
2. Press **PGM#**
3. Press HF to h  
*MSG goes*

## CALL FORWARDING CANCEL (Attendant Only)

Call Forwarding reroutes incoming calls to another extension, or to an outside number. As the attendant, you cannot use Call Forwarding (see the Alternate Attendant feature instead). You can, however, cancel all Call Forwarding for the system (including Selectable Display Messages). This also cancels Do Not Disturb for the system.

To cancel all Call Forwarding:

1. Lift handset.
2. Press ICM.
3. Press PGM#.
4. Press \*.
5. Hang up.

## CALL TIMER

With Call Timer, you can use your phone's display to time your outside calls. You can time either incoming or outgoing calls.

To start the Call Timer (if you have a Timer key):

1. Press Timer key.  
*The Timer key is ON. Your display starts timing your call. Press the Timer key before you place or answer your call -- or while idle. If your phone has Auto Timer, it starts automatically for outside calls. You don't have to press the Timer key.*

To stop the Call Timer (if you have a Timer key):

1. Press Timer key.  
*The Timer key is OFF. You can stop the timer before or after you hang up. To restart the timer from 00:00, press the Timer key again.*

## PAGE

You can make an announcement (Page)-to other extensions and external speakers.

Your system can have up to seven Internal Paging Zones and an All Call Paging Zone. When you Page an Internal Zone, only those telephones in the zone receive the announcement. When you make an All Call Page, all phones receive the announcement.

Additionally, your system may have External Paging Zones. All Call Paging is broadcast to all External Paging Zones (speakers). External paging speakers may also receive announcements made to the first Internal Paging Zone. Your communications manager can tell you if your system has this capability.

User-Programmable Feature:

You can allow or deny Pages to your phone. Refer to Page in User-Programmable Features.

(Cont'd)

OFF-HOOK SIGNALING (Cont'd)

To signal an off-hook extension:

1. **Lift** handset.
2. Use DSS or Hotline.  
*If the called party is busy on a handset call and you press a DSS or Hotline key, Off-Hook Signaling is automatic.*  
*If the called party is busy on a Handsfree call and you press a DSS or Hotline key, Camp-On is automatic.*  
 O R
1. Lift handset.
2. Press ICM.
3. Dial extension number.
4. When you hear ring-busy, dial 1.  
*If you hear several beep tones, go ahead and speak. If you hear ringing instead, wait for called party to answer.*

CALLBACK

When you call a busy extension, you may leave a Callback request for a return call. You do not have to repeatedly call the busy extension back, hoping to find it idle. You will note that the Callback ring cadence is longer than other ringing signals. If you are an attendant, you cannot use Callback.

*To leave a Callback for an outside line, see the Line Callback feature.*

To request a Callback (after calling a busy extension):

- (Do not hang up.)**
1. **Dial C.**  
*You hear ringing.*

2. Hang up.  
*You can use your phone for other calls while you wait for Callback to ring you back.*

To answer when Callback rings you back:

1. Lift handset.
2. If you hear ringing, wait for party to answer.  
 O R
1. If you hear two beeps, go ahead and speak.

To cancel a Callback request to a specific extension:

1. Call busy extension again.
2. You hear busy tone.
3. Press \*.
4. Hang up.

To cancel all your Callbacks simultaneously:

- (This also cancels your Line Callbacks.)**
1. Lift handset.
  2. Press ICM.
  3. Press \*.
  4. Press **FTR.**
  5. Hang up.

## CAMP-ON

Camp-On allows you to call a busy extension or line and wait off-hook until that extension or line becomes free. Your extension's Class of Service allows or denies Camp-On.

To Camp-On to a busy extension or line:

**(Do Not Hang Up.)**

1. **Dial C.**

*If **you** Camp-On to a busy extension...*

***You** hear ringing in your handset.*

*When the party is free, their phone rings.*

OR

*You hear two beeps and you can begin speaking.*

*If you Camp-On to a busy line...*

*Busy tone stops. When you hear dial tone, dial your outside call,*

To answer a Camp-On:

(You hear two beeps while you are on a call.)

(Do not hang up.)

1. Press ICM.

*Your **first** call goes on Hold. You connect to the calling party.*

To return to the first call and switch (split) between calls:

1. Press ICM.

2. Press \* and dial S (dial pad key 7).

## OFF-HOOK SIGNALING

While on a call, Off-Hook Signaling alerts you when you have another call waiting to be answered. The off-hook signal is a tone through the speaker when the call is ringing in. You can answer the waiting call.

Off-Hook Signaling also allows you to signal a busy extension when you want to talk to them. If the busy party is on a handset call, they hear your voice in their handset (called Whisper Page) or beeps over the speaker. The party can select to talk to you or their initial caller. If the busy party is on a Handsfree call, they hear a beep. You cannot use Whisper Page if you are an attendant.

User-Programmable Feature:

You can allow or deny Whisper Page for your extension. Refer to Whisper Page in User-Programmable Features.

To respond to a Whisper Page signal:

Whisper Page

(You hear two beeps before your caller's voice.)

1. Press and hold **MIC/DND**.

*To talk to the first party, release **MIC/DND**.*

To respond to an Off-Hook Signal (one beep over your speaker):

Off-Hook Signaling

(Do Not Hang Up.)

1. (Optional) Press HOLD to save your first call.

*If you are an attendant, your phone saves outside calls automatically. You can skip this step.*

2. Press the flashing ICM or line key.

(Cont'd)

## ☐ NIGHT ANSWER

If you are an attendant, you can place the system in Night Answer. While in Night Answer, the system reroutes incoming calls to preselected extensions or through the paging system. The **MIC/DND** key flashes only at your extension while the system is in Night Answer.

To place the system in Night Answer (attendants only):

1. Press **MIC/DND**.  
*The **MIC/DND** key flashes. Your display shows, "NIGHT MODE ON."*

To take the system out of Night Answer (attendants only):

1. Press **MIC/DND**.  
*The **MIC/DND** key goes out. Your display shows, "NIGHT MODE OFF."*

User-Programmable Feature:

You can change the lines that ring your phone at night. Refer to Night Ring in User-Programmable Features.

To answer a call during Night Answer:

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset.
2. Press ICM.
3. Press \*.
4. Dial 0.

*You are connected to the caller.*

OR

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

## ✓ CONFERENCE

Conference allow two inside parties each.

To set up a Conference:

1. Place first call.
2. Press CONF.
3. Place next call.
4. Press CONF.  
*The CONF key flashes. The CONF key are **Conf**.*

To cancel a Conference:

1. Hang up.  
*If your Conference call, your call, you hang up.*
2. Place Conference call.
3. Disconnect call.
4. Hang up on call.

## DIALING NUMBER PREVIEW

Dialing Number Preview (DNP) allows you to dial, review, and correct a number before the system dials it out for you. You can only use Dialing Number Preview if you have a display telephone.

To dial using DNP:

1. Lift handset  
*This is optional unless you are an attendant.*
2. Press \*.  
*Your display shows, "DIAL PREVIEW. "*
3. Dial number.  
*Your display shows digits dialed, with a cursor(-) after the last digit.*

To correct digits:

1. Press DN ▼ to move the cursor left to the incorrect digit. Press UP ▲ to move the cursor to the right, one digit at a time.
2. Dial correct digit.  
*Your display shows new digit and the cursor moves one space to the right.*
3. Press FTR to move the cursor to the end of the digits.  
*The system dials only the digits up to the cursor.*
4. Press DIAL.  
*The system automatically selects a line and dials the number.*  
OR  
*Your display shows, "SELECT IDLE LINE, " and you must press a line key. The system then dials the number.*

To exit DNP at any time:

1. Press HF.

## MONITOR (Attendants Only)

Monitor allows you to listen to somebody else's phone conversation, without them hearing you or knowing you are on the line. When you monitor someone on an outside call, you hear both parties. However, when you monitor someone on an inside call, you only hear their caller. You cannot Monitor a Conference call.

CAUTION: Unauthorized monitoring of calls using this feature may be interpreted as an invasion of privacy.

To monitor a call:

1. Lift handset.
2. Press ICM.
3. Press PGM#.
4. Dial the extension number.
5. Dial M.  
*You hear the conversation.*

## MICROPHONE MUTE

Microphone Mute allows you to turn off your phone's Handsfree microphone at any time. When you activate Microphone Mute, you can still listen to your caller but your caller cannot hear your voice. If you are an attendant, you cannot use Microphone Mute.

To activate  
Microphone Mute:

1. Press **MIC/DND** until it lights.  
*You can do this while on a call or when your phone is idle (to turn off Handsfree reply to a voice-announced call).*

To deactivate  
Microphone Mute:

1. Press **MIC/DND** until it goes out.  
*If **MIC/DND** flashes fast, your phone is in Do Not Disturb. Refer to the Do Not Disturb feature,*

## DIRECT STATION SELECTION

Direct Station Selection keys (the third-level function of programmable keys 1-1 5) provide easy access to other extensions. They also act as busy lamps, indicating the status of an associated extension.

When the key is...	The extension is...
OFF .....	Idle
ON .....	Busy
Flashing .....	DND

User-Programmable  
Feature:

When programming DSS keys, you can use the User-Programmable Feature or the procedure below. If a DSS key is also a Station Call Coverage key, changing DSS also changes the Call Coverage assignment.

To program your DSS  
keys:

1. Lift handset.
2. Press ICM, then **PGM#**.
3. Press the desired DSS key.
4. Dial the extension number you want assigned to the key. To clear a DSS key, press \*.  
*Program additional keys by repeating the last three steps. All unprogrammed keys call extension 300.*
5. Hang up.

To call an extension  
using a DSS key:

1. Lift handset.
2. Press ICM.  
*The key lights show you the status of the assigned extensions.*
3. Press the DSS key for the desired extension.

## ✓ DIRECTED CALL PICKUP

Directed Call Pickup allows you to answer a call ringing another extension.

*You may also have Call Coverage keys on your phone. You can use these keys instead of Directed Call Pickup to answer a call to the covered extension. Refer to the Station **Call** Coverage feature.*

To Pickup a call ringing at another phone:

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset.
2. Press ICM.
3. Press \*.
4. Dial ringing extension number.

*You are connected to the caller.*

*This procedure also picks up a call on System Hold or Parked at the extension you dial. Refer to the Hold and Park features.*

To select the message you want to answer (from **your display phone**):

(Do not lift handset.)

1. Press MSG.  
*Your display shows the extension which **left** you the message. Press MSG again until you see the message you want to answer.*
2. Lift handset.
3. Press MSG.  
*The system calls the extension you selected.*

To cancel a Message Waiting you left at an extension:

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

To cancel all the messages left on your phone:

(This also cancels your Intercom and Line Callbacks.)

1. Press ICM.
2. Press **PGM#**.
3. Press I .
4. Press HF to hang up.

## ✓ MESSAGE WAITING

You can leave a Message Waiting indication at a busy or unanswered extension requesting a return call. The indication is a flashing MSG key. If you are an attendant, another extension user cannot leave a Message Waiting at your extension.

To leave a Message Waiting after calling an extension:

**(Do Not Hang Up.)**

**1. Press MSG.**

*You hear dial tone. You cannot leave a Message Waiting while using Whisper Page. See Off-Hook Signaling.*

**2. Hang up.**

To answer a Message Waiting left at your extension:

(Your MSG key flashes fast.)

**1. Lift handset and press MSG.**

*The system calls the extension that left you the message. Your MSG key continues to flash if you have additional Messages Waiting.*

## □ DIRECTORY DIALING

Directory Dialing lets you call a Speed Dial or Intercom number by selecting the name associated with the number. There are three types of directories:

1. Intercom (dials extension numbers)
2. Personal (dials your Personal Speed Dial numbers)
3. Company-wide (dials the first 100 System Speed Dial numbers)

To dial a number using Directory Dialing:

1. Lift handset (attendant only).
2. Select type of directory.

*For Intercom Directory, dial I.  
Your display shows, "ICM DIRECTORY."  
OR*

*For Personal Directory, dial P.  
Your display shows, "PERSONAL DIR. "  
OR*

*For Company-wide Directory, dial C.  
Your display shows, "COMPANY WIDE DIR. "*

*If your display shows, "NO RAM INSTALLED" when you press P or C, you can only use Intercom Directory Dialing.*

3. Dial the first letter of the desired name.  
*To enter a Q or a Z, press 0 (zero).*
4. Dial the digit (1, 2 or 3) that identifies the desired letter.

*The display shows the first name beginning with that letter. If there are none, the display shows: X-UNLISTED NAME (X is the letter you entered).*

(Cont'd)

**q** DIRECTORY DIALING (Cont'd)

5. Press UP A or DN ▼ to scroll through the names beginning with this letter. Stop at the desired name.  
*To begin with the first name in the list (so you can scroll through all the names), press PGM#.*
6. Press DIAL.  
*The system dials the number stored with that name.*

To cancel Directory Dialing at any time:

1. Hang up.

DISPLAY MESSAGES

Messages appear in the display window to provide helpful information at a glance. When your phone is not in use, the date and time display. When you use your phone, messages display to explain what is happening or to help you remember what to do next. If you have a question about the displays, check with your communications manager.

To adjust the brightness of your telephone display:

1. Press UP A or DN ▼ while your phone is idle.  
*Your phone must be idle (not ringing), with Background Music off.*

**✓** MEET-ME CONFERENCE

Meet-Me Conference allows you to set up a Conference with up to two other inside parties. Each party joins the Conference by dialing a Meet-Me Conference access code.

To set up a Meet-Me Conference:

1. Page desired parties and announce Meet-Me Conference access code (11 or 12).
2. Press ICM.
3. Dial Meet-Me Conference access code.

To join a Meet-Me Conference:

1. Lift handset and press ICM.
2. Dial announced Meet-Me Conference access code (11 or 12).  
*The CONF key lights when the three parties join the Meet-Me Conference.*

## q LINE CALLBACK

You can leave a Callback request for a busy outside line. The system rings you when the outside line is available. You do not need to keep checking the line, hoping to find it idle. You will note that the Callback ring cadence is longer than other ringing signals. To leave a Callback for an extension, see the Callback feature. If you are an attendant, you cannot use the Line Callback feature.

To request a Callback for an outside line on a line key:

1. Press illuminated line key.  
*You hear busy tone.*
2. Dial C.  
*Busy tone stops.*
3. Hang up.  
*Use your phone for other calls while you wait for Callback to ring you back.*

To request a Callback after dialing a code for an outside line:

1. Dial C and hang up.  
*You can use your phone for other calls while you wait for Callback to ring you back.*

To answer when Callback rings you back:

1. Lift handset.  
*You hear dial tone on the line you requested.*
2. Place call.

To cancel a Callback request to a specific line:

1. Try to access busy line again.  
*You hear busy tone.*
2. Press **1** and hang up.

To cancel all your Callbacks simultaneously:

- (This also cancels your Intercom Callbacks.)
1. Lift handset.
  2. Press ICM and dial **\***.
  3. Press **FTR**.
  4. Hang up.

## DO NOT DISTURB

Do Not Disturb (DND) blocks Page or ringing at your extension. If you call an extension that is in DND, you hear a reorder tone. You may be able to override DND. If you are an attendant, you cannot place your phone in DND.

To put your phone in Do Not Disturb:

1. Press **MIC/DND** until it flashes.

To cancel Do Not Disturb:

1. Press **MIC/DND** until it goes out.

To Override your Hotline partner's DND:

- (The Hotline key for your partner flashes on your phone.)
1. Lift handset.
  2. Press Hotline key twice.  
*The phone rings if idle; wait for an answer,*  
OR
1. Place Intercom call to extension in DND.
  2. Dial **1**.  
*The phone rings if idle; wait for an answer.*

## FLASH

While you are on an outside (CO) call, Flash allows you to regain dial tone without giving up control of the line. You can then place another call. Flash also allows access to PBX features when using a PBX line.

To flash the line you are on:

- (Do Not Hang Up.)
1. Press **FTR**.
  2. Dial number.

## INTRUSION (Barge-h)

Intrusion allows you to break into another conversation. Your extension's Class of Service allows or denies Intrusion.

**CAUTION:** Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

To intrude on a busy extension:

(Do Not Hang Up.)

1. Dial **I** (dial pad key 4).  
*Busy party hears two short beeps.  
You cannot intrude on a Conference call.  
If you hear fast busy tone, you cannot intrude.*
2. Wait about four seconds, until the CONF key lights.  
*You and the other two parties are in Conference.*

## ✓ LAST NUMBER REDIAL

With Last Number Redial, you can easily call the last outside number you dialed. Each time you place an outside call, the system saves the number you dialed (up to 24 digits). You can redial the call whether it was answered, unanswered or busy. Redial uses the same line to dial out unless you select a different line.

To place a call using Last Number Redial:

1. Lift handset.  
*To select a different line, press a line key.*
2. Press **DIAL**.
3. Press **LAST**.  
*If you hear busy tone, press an idle line key. Your call dials out automatically.*

## INTEGRATED VOICE MESSAGING (Cont'd)

- To forward calls to your mailbox:
1. Lift handset.
  2. Press **ICM**.
  3. Press PGM#.
  4. Press MSG.
  5. Dial Call Forwarding option.  
*Dial 1 to forward calls not answered.  
Dial 2 to forward calls not answered or when busy.  
Dial 3 to forward all calls.*
  6. Hang up.  
*MSG flashes slowly.*

- To cancel Call Forwarding:
1. Lift handset.
  2. Press **ICM**.
  3. Press PGM#.
  4. Hang up.  
*MSG goes out.*

- To Transfer a call to someone else's mailbox:
1. Press **ICM**.
  2. Press **MSG**.
  3. Dial extension number.  
*If you dial the Voice Messaging System master number, your outside caller can select the mailbox they want.*
  4. Hang up.

## FORCED LINE DISCONNECT (Attendants Only)

Forced Line Disconnect allows you to disconnect a call on an outside line. This may be necessary, for example, when a call is terminated but the line remains locked up (line key stays lit).

- To disconnect a line:
1. Lift handset.
  2. Press desired line key.
  3. Press PGM#.
  4. Hang up.
- OR
1. Lift handset.
  2. Press **ICM**.
  3. Dial line access code (e.g., 801).
  4. Press PGM#.
  5. Hang up.

## GROUP CALL PICKUP

Your extension may be in a special group with some of your co-workers' extensions so you can easily pick up each other's calls. You can answer a call that is ringing any extension in the group by dialing a Group Call Pickup access code. You may have Group Call Pickup keys on your phone, which you can also use to answer calls. You don't have to be a group member to have Group Call Pickup keys.

To answer a call ringing in a Pickup Group from a phone within that Pickup Group:

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset.
2. Press ICM.
3. Press **1** and dial 1.

*You are connected to the caller. Your display shows, "P (+ name)" or "PICKUP FROM (+ extension number). "*  
OR

1. Lift handset.
2. Press the flashing Group Call Pickup key.  
*You are connected to the caller. Your display shows, "P (+ name) " or "PICKUP FROM (+ extension number). "*

User-Programmable Feature:

Use Ring Assignment/Delayed Ring Assignment in User-Programmable Features to assign Pickup Group key ringing.

## INTEGRATED VOICE MESSAGING

Your system may have Integrated Voice Messaging. Integrated Voice Messaging lets you exchange recorded messages with co-workers. It also lets your outside callers leave recorded messages for you. You and every other user has a mailbox which holds your recorded messages. You "call your mailbox" to listen to your messages and use other Integrated Voice Messaging features.

To call your mailbox:

1. Lift handset.
2. Press MSG.
3. When Integrated Voice Messaging answers, dial your security code.

*Your communications manager can tell you your security code. Refer to your **Integrated** Voice Messaging User's Guide for the specifics.*

*You can have a **One- Touch Speed Dial** key for simplified security code entry.*

HOTLINE

Hotline gives you one-button calling and Transfer to another extension (your Hotline partner). The Hotline key on your phone shows the status of your partner's extension.

When the Hotline key is...	Your partner is...
OFF .....	Idle
ON .....	Busy
Flashing .....	DND

You may be able to override an extension in Do Not Disturb using your Hotline key. Refer to the Do Not Disturb feature.

User-Programmable Feature: If you have a Hotline key, you can use Hotline in User-Programmable Features to change your Hotline assignment.

To place a call using a Hotline key:

1. Lift **handset**,
2. Press the Hotline key.  
*If the Hotline key to your partner is lit, see the Off-Hook Signaling feature.*

To transfer the call you are on using a Hotline key:

(Do Not Hang Up.)

1. Press the Hotline key.
2. Hang up, or wait for an answer.

To answer a call from your Hotline partner:

(ICM flashes.)  
If you are not an attendant..

1. Listen for two beeps.
2. Speak toward the phone.

If you are an attendant...

1. Lift handset.
2. Press HF (Intercom loop key).

GROUP LISTEN

Group Listen lets you talk into your handset and have your caller's voice broadcast through your telephone speaker. With Group Listen, others in your work area can listen to your conversation. If you are an attendant, you cannot use Group Listen.

To initiate Group Listen:

1. Establish handset call.
2. Press HF (but do not hang up).  
*HF lights.*

To cancel Group Listen:

(Do not hang up.)

1. Press HF.  
*HF goes out.*

## □ GROUP RING

During installation, certain extensions in your system were arranged into Ring Groups. When you call a Ring Group number, all extensions in the Ring Group ring. You can also answer a Ring Group call.

To place a call to a Ring Group:

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset and press ICM.
2. Dial Ring Group number (e.g., 364).  
*You hear ringing; wait for an answer.*

To answer a Ring Group call at any phone:

(You can program this on a One-Touch Speed Dial key.)

1. Lift handset and press \*.
2. Dial Ring Group number (e.g., 364).  
*You are connected to the caller.*

To answer a Ring Group call if your extension is in the group:

1. Lift handset.  
*The ICM or a Line key lights.*

## □ HEADSET

If you have a Headset, you can use it instead of the handset. Using the headset frees up your hands for other work.

To install the headset:

1. Leave the headset in the cradle.
2. Unplug the handset and plug in the headset.

For Non-attendant **Keysets**

Use the HF key to hang up calls in place of the handset.

To operate a Headset:

1. Press HF whenever you see the instruction, "Lift handset."
2. Press HF whenever you see the instruction, "Hang up."

For Attendants

To answer a call using the headset:

1. Press RLS on the DSS Console.  
*If you have Ringing Line Preference, this answers the call.*
2. Press the flashing line or Intercom loop key.

To place a call using the headset:

1. Press RLS on the DSS Console.
2. Press the flashing line or Intercom loop key.  
*If you have Ringing Line Preference, press the line or Intercom loop key before pressing RLS.*

User-Programmable Feature:

You can allow or deny Headset operation for your phone. Refer to Headset in User-Programmable Features.