

**THE COMPLETE
VOICE/DATA
COMMUNICATIONS
SYSTEM THAT
KEEPS GIVING
YOU MORE...
...FOR LESS!**



DATA STAR



-TEUG-022

005093150

FOR YOUR NOTES

You can adjust the loudness of what you hear over your phone's handset and speaker. Volume control does not affect the loudness of signals or voice transmissions sent out by your phone.

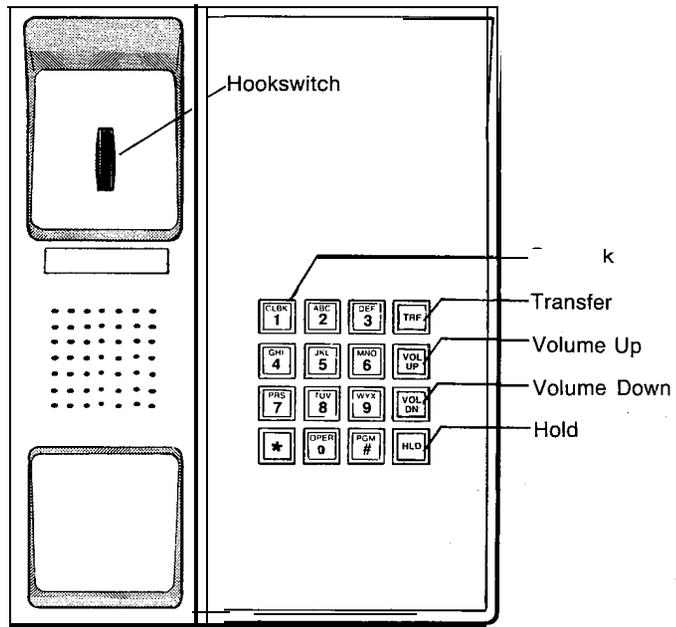
To set volume of handset reception:

1. Lift handset.
2. Press VOL UP or VOL DN key. Press it until desired volume is reached.
3. Hang up.

To set volume of ringing, paging, background music, and calls that come over your speaker:

1. Do not lift handset.
2. Press VOL UP or VOL DN key. Press it until desired volume is reached.

	PAGE
INTRODUCTION	3
TERMS	3
THE BASICS	4
PLACING & ANSWERING CALLS	4
HOLD	5
TRANSFER	6
THE FEATURES	7
ACCOUNT CODE	7
BACKGROUND MUSIC	8
CALL FORWARDING	9
CALL WAITING	11
CALLBACK	12
CONFERENCE	13
DO NOT DISTURB	14
EXECUTIVE OVERRIDE	15
LAST NUMBER REDIAL	16
LINE QUEUING	17
MESSAGE WAITING	18
OFF-HOURS RINGING	19
PAGING	20
PARK	21
PICKUP	23
SPEED DIAL	24
SPLIT	26
VOICE PROMPTING MESSAGES	27
VOLUME CONTROL	28



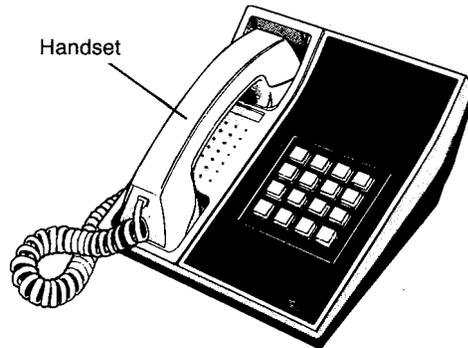
Voice synthesized messages that give help in operating the system play automatically at appropriate times when you use your phone. In addition, you can dial codes to have the system tell you the time and your extension number.

To hear the time:

1. Do **not** lift handset.
2. Dial 1.

To have the system tell you your extension number:

1. Do **not** lift handset.
2. Dial 2.



Split allows you to alternate repeatedly between two calls. If you have three or more calls on Hold, Split alternates only between the last two.

To answer a call while already-on the phone:

1. Press HLD.
2. Dial *
3. Dial 2.

To alternate between the calls:

1. Press HLD.
2. Dial *
3. Dial 7.

Your Electronic Single Line telephone is part of a sophisticated electronic telephone system that will save you time and help you work more efficiently. You can use a variety of features and lines by dialing codes as described in this guide, though your telephone may not be programmed to allow all available features. Your phone is not difficult to use if you will invest a little time familiarizing yourself with how it operates.

TERMS:

Attendants are the telephone operators in your system and the people to see if you have questions. In some workplaces, a communications manager oversees the telephone system.

Handset is the part of the telephone you pick up, also called the receiver.

Hookswitch is the button on the body of the phone on which the handset rests.

Intercom is used to call other extensions in your system.

Line codes are numbers that give access to outside lines. A code might be for one line or a whole group of lines. Special lines such as WATS, MCI, or SPRINT may be used in your system. See your attendant for information.

Signal Tones that indicate a waiting call will sometimes be audible while you are talking. These are detailed under Call Waiting in Features section.

Voice Prompt Messages are synthesized voice sentences that give you information such as *CIRCUIT IS BUSY*.

PLEASE NOTE: Because of the flexibility inherent in system programming, your phone may not operate exactly as described. If not, you will be informed of any changes by your attendant or communications manager.

THE BASICS

SPEED DIAL (Continued)

PLACING AND ANSWERING CALLS

To answer a call:

1. Lift handset.

To place an outside call:

1. Lift handset. Hear dial tone.
2. Dial access code for outside line. Listen for dial tone again.
3. Dial telephone number. You may be restricted from making some calls. If you dial a restricted call a synthesized voice says *YOUR CALL CANNOT GO THROUGH; PLEASE CALL THE OPERATOR.*

To place an intercom call:

1. Lift handset. Hear dial tone.
2. Dial extension number. If you dial a non-existent extension number, you hear *VACANT NUMBER.*

To answer an intercom call that rings your extension:

1. Lift handset.

To answer an intercom call that is broadcast over your **phone's** speaker:

1. Answer without touching the phone if programming permits. Your phones microphone picks up your voice.
- OR
- Lift handset. Regardless of programming, you can always lift the handset for privacy if you like.

To Speed Dial any stored number:

1. Lift handset.
2. Dial Speed Dial code storing the desired number.

If the stored number is a long one that overflowed to the next code, you need only access the first.

If your call does not dial out within 5 seconds, it may be because the system does not detect dial tone. Dial * to make the call go out.

If you dial a code that is not storing a number a voice synthesized message says *VACANT NUMBER.*

You may want to dial Speed Dial numbers in combination, for example, a first for your long distance carrier and a second for the person you are calling. You can use extension and system-wide Speed Dial numbers together in any combination.

To use two Speed Dial numbers in combination:

1. Lift handset.
2. Dial code storing the first number and let it dial out
3. Press TRF.
4. Dial code storing the second number

□ SPEED DIAL

HOLD ■

Speed Dial can store your most frequently called outside numbers and dial them with just a few touches. At your own extension you can store as many as 20 Speed Dial numbers for your own use by dialing two-digit codes. You may also have access to system-wide Speed Dial numbers stored by the attendant. The attendant will supply a directory for system-wide numbers; make a list of the numbers you store at your extension.

To store a Speed Dial number at your extension:

1. Lift handset.
2. Dial #.
3. Dial a two-digit Speed Dial code.

This two-digit code becomes the storage code for the telephone number. The attendant must tell you what codes to use.

4. Dial code for outside line.

This stores the line group with the number.

5. Dial telephone number to be stored, up to 16 digits long including pauses.

Pauses, entered by pressing HLD, count as digits, See attendant for information on when pauses are needed.

Any number longer than 16 digits automatically overflows to the next code. If so, you cannot program that next code separately.

6. Hang up.

You can put both intercom and outside calls on Hold.

To put a call on Hold:

1. Press H LD key.
2. Hang up.

So it is not forgotten, a call on hold re-rings your extension after a time and if not answered, an outside call diverts to the attendant.

To return to a call you put on Hold:

1. Lift handset.
2. Press HLD.

To retrieve a call put on Hold at another extension:

1. Lift handset.
2. Dial *.
3. Dial extension where call is on Hold.

TRANSFER

You can transfer both intercom and outside calls to other extensions in your system. (Also see Call Waiting in Features section.)

To transfer a call **to** another extension:

1. Press TRF
2. Dial extension number,
3. Hang up.

No need to put first call on Hold; this happens automatically.

When you want to talk to the person receiving the transfer, wait for answer before hanging up.

To return to the call if your coworker does not accept the transfer and you have not hung up:

1. Press HLD.

If you hang up, a transfer not answered re-rings your extension after a time and if you do not answer, an outside call diverts to the attendant.

PICKUP

Pickup enables you to answer your coworkers' calls from your own telephone. Extensions are grouped to allow people who work closely (for instance, in the same department) to answer each others calls easily. The attendant will supply information on Pickup group assignments. You can also answer a call ringing at an extension outside your Pickup group, as long as you know the extension number.

To answer a call ringing at another extension in your Pickup group:

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

To answer a call ringing at an extension outside your Pickup group:

1. Lift handset.
2. Dial * .
3. Dial number of ringing extension.

B. To Park a call for a person whose extension number YOU know, but the person is away from his or her **desk**:

1. Press TRF.
2. Dial extension number of person to receive call (no answer).
3. Press and release hookswitch to regain dial tone.
4. Page person and announce extension.
5. Hang up.

This Holds the call automatically.

If not picked up, the Parked call re-rings your extension first, and if unanswered, an outside call diverts to the attendant.

To answer a Parked call when your extension is announced:

You can pick up the call at any extension.

1. Lift handset.
2. Dial ★
3. Dial announced extension number.

Your phone may not access all features. For easy reference, you can put a check in the box next to each feature you have.

ACCOUNT CODE • | ■

Your system may automatically record information about outside calls, including date, time, extension number, and outside number. For accounting purposes, you may be asked to enter an Account Code number that identifies a client or customer you talk to. You can enter the Account Code number any time during an incoming or outgoing call.

To enter an Account Code when you place a call:

1. Place call in normal way.
2. Dial # immediately after dialing telephone number. Do not delay after dialing or the call will ring before you can enter the Account Code.
3. Enter the Account Code number. Up to 10 digits long.

To enter an Account Code while an incoming or outgoing call is in progress:

1. Put the call on Hold.
2. Dial #.
3. Enter the Account Code. Up to 10 digits long.
4. Dial # unless Account Code was exactly 10 digits long.
5. Return to the call on Hold.

You may receive Background Music broadcast over your phone's speaker. Background music shuts off automatically when you use your phone, but you can also turn it off at your extension when your phone is not in use.

To turn Background Music off or on:

1. Do not lift handset.
2. Press HLD while phone is not in use.

Park is a special waiting state for intercom or outside calls. It allows you to transfer a call to a coworker away from his or her desk, or to someone whose extension you do not know. In either case, you page the person, who can then answer the call from any extension.

A. To Park a call for a person whose extension you do not know:

1. Press TRF.
2. Dial two-digit Park code.
3. Page person to receive call and announce Park code.
4. Hang up.

You might also do this when an unanswered transfer re-rings your phone.

This holds the call. You then hear dial tone.

You should hear dial tone again. If instead you hear voice synthesized message *CIRCUIT IS BUSY*, that code is already Parking a call. Take call off Hold and repeat steps at left to try another code.

If not answered, the Parked call re-rings your extension.

To answer a Parked call when the Park **code** is announced:

1. Lift handset.
2. Dial announced Park code.

You can answer the call at any extension.

□ PAGING

You can page from your telephone either to all phones in your system equipped with speakers, or just to selected extensions,

To page all phones in your system equipped with speakers:

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

To page selected extensions (zones 1-7):

1. Lift handset.
2. Dial code for desired zone.
3. Dial * .
4. Make announcement.
5. Hang up.

To page selected extensions (zones 8-31):

1. Lift handset.
2. Dial code for desired zone.
3. Make announcement.
4. Hang up.

Some systems also have paging speakers mounted in ceilings or walls.

See attendant for information on zones.

See attendant for information on zones.

CALL FORWARDING □

Call Forwarding can temporarily reroute your calls to another telephone either inside or outside your system. If you forward calls to another extension you have three options: (1) forward only calls that go unanswered when they ring your extension; (2) forward only calls that receive a busy signal or go unanswered when they ring your extension; (3) forward all calls without having them ring your extension. If you forward calls to an outside number, all calls are forwarded without ringing your extension.

To forward calls to another extension:

1. Lift handset.
2. Press #.
3. Dial extension number to which calls will be forwarded.
4. Dial 1 to forward only unanswered calls.

OR

Dial 2 to forward only unanswered calls or calls that receive a busy signal

OR

Dial 3 to forward all calls.

5. Hang up.

At programmed intervals, a voice synthesized reminder repeats *YOUR CALLS HAVE BEEN FORWARDED.*

Hear dial tone.

Hear dial tone.

Hear dial tone. Only the extension to which you are forwarding calls can place a call to you.

To forward all calls to an outside number:

1. Lift handset.
2. Press #.
3. Dial access code for outside line.
4. Dial outside telephone number to which calls will be forwarded.
5. Hang up.

To cancel Call Forwarding:

1. Lift handset.
2. Press #.
3. Hang up.

At programmed intervals, a voice synthesized reminder repeats *YOUR CALLS HAVE BEEN FORWARDED.*

When the attendant is not on duty, ringing for outside calls might be transferred to extensions that normally do not receive it, or might be broadcast over the paging system. Any call that rings your own extension is answered in the normal way. If you place an intercom call to the attendant during off-hours, you hear voice synthesized message *THE NUMBER YOU HAVE DIALED IS NOT IN SERVICE.*

To answer an **off-hours** call you hear ringing over the paging system:

1. Lift handset.
2. Dial *.
3. Dial 0.

In systems with more than one attendant, you dial a two-digit code (01-04) instead of 0. The proper code will be supplied by your attendant.

To answer an **off-hours** call you hear ringing at another extension:

1. Lift handset.
2. Dial *.
3. Dial number of ringing extension.

□ MESSAGE WAITING ,

CALL WAITING (CAMP-ON) q

If a coworker dials your extension while you are away from your desk or on the phone, Message Waiting lets the caller request a return call. Your telephone can receive Message Waiting indications, but you cannot leave them at other extensions.

When a Message Waiting indication is left for you, you have two choices:

You hear a synthesized voice say *YOU HAVE A MESSAGE.*

A. To call the person who left the Message Waiting:

1. Lift handset.
2. Dial *
3. Dial 6.

This automatically calls the extension of the person who left the Message Waiting.

If the voice synthesized message continues after you hang up, you had more than one Message Waiting. Repeat the three steps at left,

OR

B. To cancel a Message Waiting without calling the person back:

If you had more than one this cancels them all.

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

When you make an intercom call or transfer to a busy extension, Call Waiting enables you first to send a signal indicating you are trying to get through, then allows you to wait for an answer. (If transferring to a busy extension, you can just hang up when you hear a busy signal. This sends Call Waiting beeps automatically, and the transferred caller waits for an answer).

When you are on your phone, a rapid double'beep indicates a call is waiting; you do not have to answer if it is inconvenient to do so. A triple beep, however, means someone from a specially equipped extension will soon break into your conversation to deliver an urgent message.

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

1. Place intercom call (busy extension).
2. Dial 2. Sends two rapid beeps.
3. Do not hang up.

To answer a Call Waiting signal while you are on the phone:

1. Hang up on your first call to have waiting call ring your extension.

OR

Use Split feature to alternate between the two calls

□ CALLBACK

When you make an intercom call to a busy extension, Callback can automatically place your call again when both extensions become free. You can use your phone in the meantime, and you can leave Callback commands at more than one extension.

To activate Callback:

1. Place intercom call (busy extension).
2. Dial CLBK / 1. You hear dial tone.
3. Hang up.

To answer when you are recalled:

1. Lift handset. In handset, you hear the other extension ringing.

To cancel a Callback command before you are recalled:

1. Lift handset.
2. Dial the extension number.
3. Dial ★
4. Hang up.

LINE QUEUING q

When all of the outside lines in a particular group are busy (for example, all the WATS lines), Line -Queuing can ring your phone as soon as a line becomes available.

To Queue for an outside line:

1. Lift handset.
2. Dial access code for outside line. You hear voice synthesized message *ALL LINES ARE BUSY. FOR AUTOMATIC CALLBACK PRESS CALLBACK KEY.*

3. Dial CLBK / 1. You hear dial tone.
4. Hang up.

To answer when Line Queuing rings:

1. Lift handset. You will have dial tone on line you want. If you Line Queued when using Speed Dial or Last Number Redial, your call dials out automatically.

□ LAST NUMBER REDIAL

Your telephone automatically remembers the last outside number you dialed, and can redial it quickly. The number is stored regardless of whether the call was answered or unanswered, or whether it encountered a busy signal. When using Last Number Redial, your call goes out on the same line group as when you originally dialed.

To place a call using Last Number Redial:

1. Lift handset.
2. Dial * twice.

CONFERENCE •

Conference calls allow up to seven parties to converse jointly. Any combination of inside and outside parties can constitute a conference, and the parties can be added to the conversation in any order. As the initiator of the conference, you can hang up without terminating the call as long as at least one internal party is left.

To establish a conference call:

1. Place first call.
2. Press HLD.
3. Place next call.
4. Press HLD.
5. Dial *.
6. Dial # to establish conference.
7. Add parties by repeating steps 2-6.

Your hear internal dial tone,

If you get a busy signal or no answer, press HLD to rejoin established call.

DO NOT DISTURB

When you do not want to receive calls or paging, use Do Not Disturb. You can still place both outside and intercom calls. Only calls from the attendant or someone with a specially equipped extension can override your Do Not Disturb.

To activate or cancel Do Not Disturb:

1. Do not lift handset.
2. Press #.

While your DND is activated, callers hear voice synthesized **PLEASE DO NOT DISTURB** message.

EXECUTIVE OVERRIDE

Normally all calls in the system are private, so that if someone's extension is in use, no one else can get through. Executive Override allows you to break into the conversation of a coworker if you need to deliver an urgent message. You can also call an extension in Do Not Disturb mode by using Executive Override.

WARNING: *Unannounced monitoring of calls using the Executive Override feature can be interpreted as an invasion of privacy.*

To initiate Executive Override:

1. Place intercom call (busy extension).
2. Dial 3.

Sends three beeps to busy extension. If you hear a fast busy signal the extension is programmed to block Executive Override.

3. Wait 4 seconds.
4. Deliver message.
5. Hang up.