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MULTIBUTTON FEATURE HANDBOOK

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DISPLAY MESSAGES

DISPLAY MESSAGES

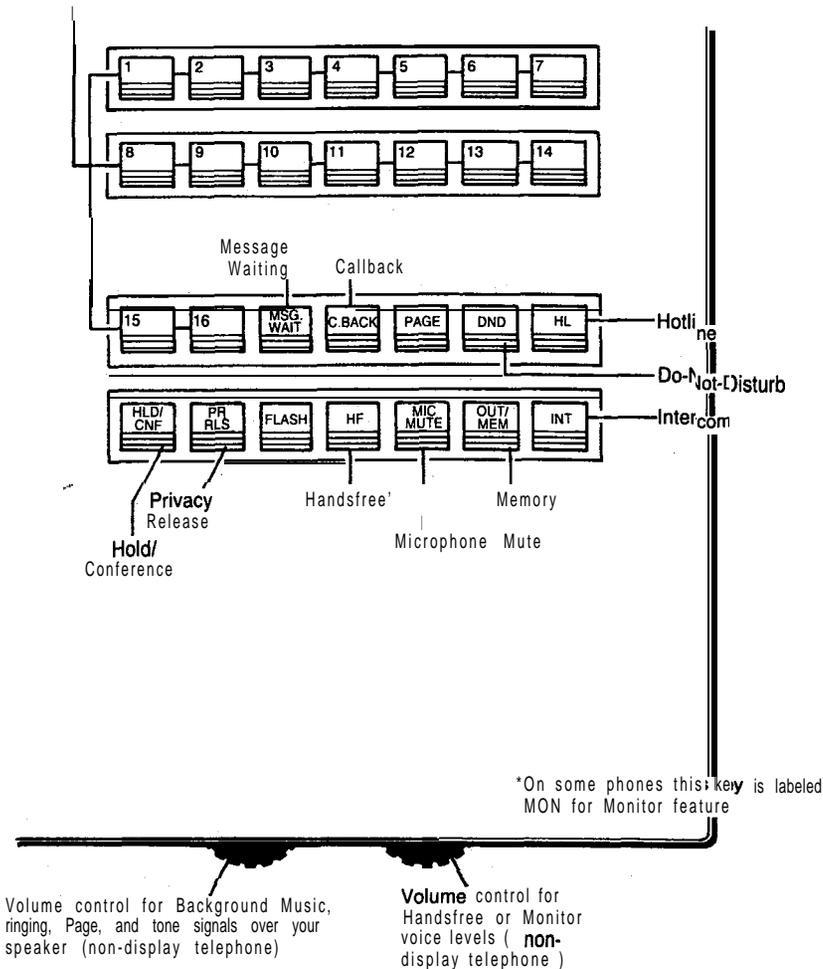
DISPLAY MESSAGE	MEANING
CALL BACK CO XX	The busy line (XX) you queued for is available .
CALL BACK ST YYY	The busy extension (YYY) at which you left Callback command is available .
DIGITS	Any digits you dial appear on your display.
DO NOT DISTURB	Your phone is in the Do Not Disturb mode.
8888888888888888	This message appears from 12 to 1 AM to exercise all segments of the display.
EXT YYY CALLING	Extension YYY is calling you.
EXT WY WAITING	A call from extension YYY is waiting to be answered. (Appears when you are already on a call.1
EXTENSION YYY	Appears when you place a voice-announced intercom call to extension YYY .
FORCED RING ON	Forced intercom ringing is enabled.
FORCED RING OFF	Forced intercom ringing is disabled.
FORWARD FROM YYY	A call has been forwarded to you from extension YYY .
FORWARD TO YYY	Your calls have been forwarded to extension YYY .
HOLD LINE XX	Line XX is on Hold.
LINE XX	Appears when answering or placing a call on Line XX.
MSG FROM EXT YYY	Extension YYY has left you a message.
NUMBER TO BIN XX	The extension number or Speed Dial number will be stored in bin (storage location) xx.
NUMBER SAVED	Appears when you store a telephone number using the SAVE key,
PROGRAM COMPLETE	Appears when you finish programming a bin (storage location) for an extension or Speed Dial number.
PROGRAM MEMORY	Your phone is in the programming mode Appears when you press OUT/MEM while programming a bin (storage location) for an extension or Speed Dial number
RINGING YYY	The intercom cell you made to extension YYY is ringing.
THIS IS EXT YYY	Your extension number (YYY) is displayed when the power is turned on, when your telephone is plugged in, or when you press "1" while your phone is not in use .
TIMER 00-11	When you press VOL UP while on a cell, the duration of the call (in hours and minutes) appears on your display. When you press VOL DOWN while on a cell, the time of day is displayed.
TOLL RESTRICTED	You are restricted (by programming) from placing this call.
WAITING FOR YW	You have sent a cell waiting beep to busy extension YYY , and can wait for a reply.
XX TRANS FROM YW	Extension YYY has transferred a cell to you on line XX.
XX TRANS TO YYY	Call on line XX was transferred to extension YYY .
WY BARGING IN	Extension YYY is barging in on your conversation.
YW BUSY	Extension YYY is busy
WY DND	Extension YYY is in the Do Not Disturb mode
YW NOT EXIST	Extension YYY does not exist or is out of order.

NOTE: XX represents line or storage bin numbers.
YYY represents extension numbers.

TABLE OF CONTENTS

	PAGE
INTRODUCTION	3
TERMS	4
BASICS	4
OUTSIDE CALLS	4
INTERCOM CALLS	6
TRANSFER	8
FEATURES	9
ACCOUNT CODE	9
ALERT TONE	10
BACKGROUND MUSIC	10
CALL FORWARDING	11
CALL WAITING	12
CALLBACK	14
CONFERENCE	15
DIRECT EXTENSION SELECTION	16
DO NOT DISTURB	17
HANDSFREE	18
HOTLINE	19
LAST NUMBER REDIAL	20
LINE QUEUING	21
MESSAGE WAITING	22
MICROPHONE MUTE	23
MONITOR	24
NIGHT ANSWER	25
PAGING	26
PULSE TO TONE CONVERSION	27
SAVE	27
SPEED DIAL	28
SPEED DIAL DIRECTIVES	29
DISPLAY MESSAGES	32

Line keys 1-16; also used as
16 Bin (storage) keys



Speed Dial Directives (continued)

Display Telephone Microphone On (Directive * 92)

(Use this directive only if you have stored Directive * 91 with a Speed Dial number.) This directive cancels the directive * 91. For example, if you wish to chain an Extension Speed Dial bin ending in * 91 to another extension bin, rather than following it with a manually dialed number, program * 92 as the first entry in the second bin. The Handsfree microphone will be enabled immediately after the second bin dials out, thus allowing you to conduct your phone conversation Handsfree. (See the attendant for information on chaining Speed Dial numbers.)

Speed Dial Pauses (Directives * 93, * 94 and * 95)

These directives are used to enter pauses into Speed Dial bins. The directive * 93 enters one pause; * 94 enters two pauses; * 95 enters three pauses. The duration of the pause is programmed during system installation. Pauses can be the last entry in a bin only if the bin is always chained to a second bin. (See the attendant for information on chaining Speed Dial numbers.)

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

Speed Dial Directives (continued)

Pulse to Tone Conversion (Directive * 88)

The * 88 directive is used to change the dialing mode of a Speed Dial number from pulse (DP) to tone (DTMF). The digits preceding the * 88 are dialed as pulse digits. The digits following the * 88 are dialed as tone digits. This directive is useful if your system is in a pulse signaling area and you have special services (e.g., MCI, SPRINT, etc.) which require tone signaling. For example, the special service security code could be stored in a Speed Dial bin which has * 88 as the first stored digits.

Account Code (Directives * 89 and * 90)

The directives * 89 and * 90 are used to designate the beginning and end of Account Codes. These directives assure that Account Codes will not be dialed as digits and will be properly recorded on the SMDR. Enter * 89 before the first Account Code digit; * 90 after the last.

Display Telephone Microphone Off (Directive * 91)

(This directive pertains to display phones only.)

If an Extension Speed Dial number will normally be followed by a manually dialed number, enter the directive * 91 as the last entry in the bin. When you Speed Dial such a number Handsfree, this directive turns off the display telephone Handsfree microphone after the number finishes dialing out, assuring correct manual dialing. If the directive * 91 is not programmed, any background noise picked up by the display telephone microphone may cause the system to misinterpret the digits you manually dial. (Also see Directive * 92.)

INTRODUCTION

Your Multibutton Telephone is part of a sophisticated electronic telephone system that will save you time and help you work more efficiently. Your phone is not difficult to use once you familiarize yourself with the instructions in this guide.

Terms:

Attendant is the telephone operator in your system and the person to see if you have questions.

Display is an optional feature. Phones with a display show day, month, date, and time when not in use, and describe what is happening while in use or ringing — for example, “EXT 301 CALLING.” A complete list of the display messages are provided at the end of this guide.

Handset is the hand-held part of the phone (commonly called the receiver).

Handsfree or Monitor (your phone has one or the other) allows you to use your phone without lifting the handset. See Features section of this guide for details.

Intercom calls are used to call other extension users in your system.

Line keys are the buttons on the telephone that give access to outside lines. In some systems, several Line keys may be reserved for special services such as WATS, MCI, SPRINT, etc.

Signal tones will sometimes be audible while you are on a call. These are detailed under Call Waiting in the Features section of this guide.

BASICS

Outside Calls

To answer an outside call:

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

Also see Night Answer in Features section.

To place an outside call:

Your line numbers are: to

1. Lift handset.
2. Press Line key.
3. Dial telephone number.

You can regain dial tone on the same line, to make another call, without hanging up -just press FLASH key.

To put an outside call on Hold:

1. Press HLD/CNF.
2. Hang up.

You cannot put intercom calls on Hold. It is possible to pick this call up at another phone in your system.

Line key flashes.

A call on Hold will re-ring your extension after a time, and if unanswered, reverts to the attendant.

Speed Dial (continued)

To dial a system-wide Speed Dial number:

Your system-wide Speed Dial codes are: to

1. Lift handset.
2. Press INT.
3. Dial three-digit code for the number.

The attendant can supply a system-wide Speed Dial directory.

To enter an Account Code when using Extension of System Speed Dial:

1. Place Speed Dial call.
2. After the call dials out, dial #.
3. Dial Account Code number.
4. Dial #.

You have approximately six seconds from the moment the call finishes dialing to dial # (step 2).

Speed Dial Directives

You can enter special directives into a Speed Dial storage location key (I-16) when storing a telephone number at your extension. Each character in the directive counts as a digit when totaling the number of digits in a Speed dial number. (The directive * 88 counts as three digits.) If the first entry you make into a Speed Dial bin is a directive, you must enter an additional * before the directive. (If * 88 is the first entry in a bin, enter **88).

Speed Dial

Speed Dial can store your most frequently called outside numbers and dial them with just a few touches. Keys 1-16 normally give access to outside lines. However, when used with the **OUT/MEM** button, they become storage locations for Speed Dial numbers. You may also have access to system-wide Speed Dial numbers stored by the attendant.

To store a Speed Dial number at your extension:

Your line numbers are: to

1. Do not lift handset.
2. Press **OUT/MEM**.
3. Press a key (1-16).

This becomes the storage location for the Speed Dial number.

4. Dial number to be stored up to 16 digits, including pauses and directives.

See attendant for help with longer numbers. For help with pauses and directives, see Speed Dial Directives feature.

5. Press key (1-16) again.

You hear a beep tone as confirmation that the number is stored.

To Speed Dial a number stored at your extension:

1. Lift handset.
2. Press a Line key.
3. Press **OUT/MEM**.
4. Press storage location key (1-16).

That is, the key where the Speed Dial number is stored. (See step 3 in the previous procedure.)

Outside Calls (continued)

To put an outside call on Hold so that only you can pick it up:

1. Press **HLD/CNF**.
2. Press **FLASH**.

You cannot put intercom calls on Hold.

Your Line key flashes, but all other phones will see this line as busy, that is, steadily lit.

3. Hang up.

A call on Hold will re-ring your extension after a time, and if unanswered, reverts to the attendant.

To return to a call on either type of Hold:

Your line numbers are: to

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

Intercom Calls

When you place an intercom call to a phone with a speaker, it may not ring. Instead, you will hear a short burst of tones and you can then speak — your voice will be broadcast over that extension's speaker. To have the extension ring, dial 1 before the extension number. (Also see Direct Extension Selection in Features section.)

Extensions in your system are: **1 1 1 1 1 0 1 1**

To place an intercom call to another extension:

1. Lift handset.
2. Press **INT.** Hear dial tone.
3. Dial extension number.

To place an intercom call to the attendant: You cannot make this call ring by dialing 1 before you dial 0.

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

To answer an intercom call that is broadcast over your phone's speaker: HF flashes.

1. Just speak without touching the phone. Your phone's microphone will pick up your voice. (Also see Microphone Mute.)
- OR
- Lift the handset if you want privacy. You do not have to push any buttons.

To answer an intercom call that rings: INT flashes.

1. Lift handset.

Pulse To Tone Conversion

You can temporarily change the dialing mode of your telephone from pulse (DP) to tone (DTMF). You may need to do this to access special services such as MCI or SPRINT

To convert the dialing mode of your telephone from pulse to tone:

1. Lift handset.
2. Press Line key.
3. Dial *****.

The * may be entered at any point while dialing. The digits preceding the * are dialed as pulse digits. The digits after the * are dialed as tone digits. The telephone reverts to pulse dialing as soon as you hang up.

4. Dial number.

Save

On a display telephone, you can save an outside number you dial and later redial it with the touch of one button. You can place and receive other calls in the meantime. The saved number is retained until you save another one in its place.

To Save a number:

1. Place outside call.
2. Press **SAVE.**
3. Hang up.

You can do this anytime after dialing and before hanging up.

To redial a Saved number:

1. Lift handset.
2. Press Line key.
3. Press **SAVE.**

SAVE TO TONE CONVERSION

DIALING

Paging

You can page from your telephone to all phones in your system equipped with speakers, or just to a selected group of extensions.

To page all phones in your system equipped with speakers:

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

To zone page a selected group of extensions:

The page zone numbers are: to

1. Lift handset.
2. Press INT.
3. Dial zone number for desired group of extensions.
4. Make announcement.
5. Hang up.

Some systems have speakers mounted in ceilings or walls that will also receive your page.

9

Intercom Calls (continued)

To force incoming intercom calls to ring your extension instead of being broadcast:

1. Lift handset.
2. Press INT.
3. Dial 717.
4. Hang up.

To cancel forced ringing of intercom calls to your extension:

1. Lift handset.
2. Press INT.
3. Dial 718.
4. Hang up.

Transfer

To transfer an outside call to another extension:

1. Press INT.
2. Dial extension number.

You cannot transfer intercom calls.

This puts the outside call on Hold.

When you want to talk to the person receiving the transfer, wait for party to answer before hanging up (step 3).

You can return to the outside call — for example, when the person does not wish to receive the transfer — by pressing the flashing Line key.

3. Hang up.

A transfer that cannot be completed (the extension is busy or the person does not answer) returns to the attendant.

To return to the outside call after hanging up, just lift the handset and press the flashing Line key.

Night Answer

You may be able to answer incoming outside calls which ring during your company's off-hours. These calls may ring at your phone or over the paging system.

To answer a call that rings at your telephone:

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

To answer a call you hear ringing over the paging system:

1. Lift handset.
2. Press INT.
3. Dial 69.

Monitor

If your phone has a Monitor button, you can perform various operations without using the handset. Monitor lets you dial your calls without lifting the handset. It also allows you to replace the handset during a call — for example, when you are left on Hold and don't want to hold the handset to your ear. You can listen to the call, but must lift the handset to talk.

To place a call using Monitor:

1. Press MON instead of lifting handset.
2. Place call in the normal way. You hear the dial tone, ringing, and the person answering — all over your phone's speaker.
3. Lift handset to talk.

To change to Monitor during a call:

1. Press MON.
2. Replace handset.

To change to handset during a Monitor call:

1. Lift handset.

FEATURES

Account Code

Your system may automatically record information about outside calls, including date, time, extension, and number dialed. For accounting purposes, you may be asked to add an Account Code number that identifies a client or customer you call, or an Account Code that identifies you or your department.

Your account code is:

To enter an Account Code immediately after dialing a call:

1. Lift handset.
2. Press Line key.
3. Dial telephone number. You have approximately six seconds from the moment you finish dialing your call to dial # (step 4).
4. Dial #.
5. Dial Account Code number. Maximum of 9 digits.
6. Dial #.

To assign an Account Code to a call in progress:

Your line numbers are: to

1. Press INT. The outside call is put on Hold.
 2. Dial 500. This will assign the Account Code to the line being used.
- OR
- Dial 5, then dial a line number, if a specific line is desired.
3. Dial Account Code number.
 4. Dial #.
 5. Press the flashing Line key to return to the outside call.

Alert Tone

An Alert Tone sounds at regular intervals while your phone is in the Handsfree answerback mode. (Your phone is in the Handsfree answerback mode when an intercom call is broadcast over your phones speaker; HF flashes.) Any conversation you may be having in the vicinity of your phone while it is in this mode is picked up by your phone's microphone. The Alert Tone sounds to remind you of this fact, thus preventing unauthorized monitoring of your conversations.

Background Music

If your system is equipped with an outside music source, you can receive music through your telephones speaker when your phone is not in use. The outside music source may also automatically provide music to any call you put on Hold.

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

1. Press HLD/CNF.

The music automatically turns off when you use the phone or when someone calls you.

Message Waiting (continued)

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

1. Do not lift handset.
2. Press flashing **MSG.WAIT**.

If your MSG.WAIT button continues flashing, you have more than one Message Waiting. Repeat the two steps.

Microphone Mute

Microphone Mute allows you to turn off your phones microphone while on a Handsfree call. This way you can have a private conversation in your office without sending your voice to the party on the line.

To activate or cancel Microphone Mute:

1. Press MIC/MUTE.

MIC/MUTE flashes while the microphone is turned off.

Message Waiting

When you make an intercom call to a coworker who doesn't answer, Message Waiting lets you request a return call. You can use your phone in the meantime, and you can leave Message Waiting indications at more than one extension.

To leave a Message Waiting:

1. Place intercom call (no answer).
2. Press **MSG.WAIT**.
3. Hang up.

You can respond to a Message Waiting Signal left for you in two ways:

Your **MSG.WAIT** button flashes (and your phone may emit an occasional beep).

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

1. Lift handset.
2. Press flashing **MSG.WAIT**.

This automatically calls the extension of the person who left the Message Waiting. The call is received and answered like a normal intercom call, except you cannot make it ring by dialing **1**.

If your **MSG.WAIT** button continues flashing, this means you have more than one Message Waiting. Repeat the two steps.

Call Forwarding

you can reroute your calls to another extension when you need to be away from your phone.

To activate Call Forwarding:

1. Lift handset.
2. Press **INT**.
3. Dial #.
4. Dial extension number to which calls will be forwarded.
5. Hang up.

HLD/CNF flashes.

To cancel Call Forwarding:

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

HLD/CNF extinguishes.

NOTE: To forward calls to your Hotline partner: (1) Do not lift the handset, and (2) Press **HL**; press **HL** again to cancel Call Forwarding to your Hotline partner.

Call Waiting

When you are busy on a call, you may receive signal tones that another call is waiting to be answered. When you are not using the handset for your call, Call Waiting tones are broadcast over your phone's speaker. The lights on your phone and the number of signal tones (beeps) you hear indicate the type of waiting call.

Call Waiting Signal:

Type of Waiting Call:

One beep with flashing HLD/
CNF key.

Intercom call.

Two beeps with flashing HLD/
CNF key.

Intercom call from the attendant.

Two beeps with flashing Line key.

Outside call.

Two beeps with illuminated HL
key.

Intercom call from your Hotline
partner. (See Hotline feature)

NOTE: If while on a call you hear four beeps, this means the attendant will soon break into your conversation to deliver an urgent message.

To answer an intercom Call Waiting signal:

You can choose not to answer
Call Waiting signals.

1. Press HLD/CNF.

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

Line Queuing

When an outside line that you wish to use is busy (for example, WATS line), Line Queuing can ring your phone as soon as the line becomes available.

Your line numbers are: to

To Queue for an outside line:

1. Lift handset.
2. Press the busy Line key you want.
3. Press C.BACK.
4. Hang up.

To answer when Line Queuing **rings:**

1. Lift handset.

Your C.BACK key flashes.

You will have dial tone on line you want, and can begin to dial. You do not have to press the Line key.

Last Number Redial

Your telephone remembers the last outside number you dialed and can redial it quickly for you.

Your line numbers are: to

To place a call using Last Number Redial (on a non-display phone):

1. Lift handset.
2. Press Line key used for original call. Listen for dial tone.
3. Press same Line key again.

To place a call using Last Number Redial (on a display phone):

1. Lift handset.
2. Press Line key. Listen for dial tone.
3. Press **REDIAL**.

OR

1. Lift handset.
2. Press Line key used for original call. Listen for dial tone.
3. Press same Line key again.

Call Waiting (continued)

To answer an outside Call Waiting signal:

1. (Optional) Press **HLD/CNF**.

Do this only if you are busy on another outside call. This will place the initial outside call on Hold. An intercom call in progress will be dropped; intercom calls cannot be put on Hold.

2. Press flashing Line key,

Callback

When you place an intercom call to a busy extension, rather than place your call again to possibly encounter another busy signal, you can activate Callback before you hang up. When both your extension and the busy extension are free, Callback rings your phone. When you answer the ring, the call to the previously busy extension is automatically placed (dialed) for you.

To activate Callback:

1. Place intercom call (busy extension).
2. Press C.BACK.
3. Hang up.

C.BACK is steadily illuminated.
You can place other calls in the meantime.

To answer when Callback rings your phone:

1. Lift handset.

C.BACK flashes.
C.BACK extinguishes and you are automatically connected to the previously busy extension.

Hotline

Hotline provides a direct (quick) connection between your extension and another multibutton extension — your Hotline partner. (Your Hotline partner extension is programmed during system installation.) While your partner is on the phone your HL button stays illuminated. When your partner is in the Do Not Disturb mode, **your** HL button flashes slowly.

To place a call to your Hotline partner:

This call is received and answered like a normal intercom call, except you cannot make it ring by dialing 1.

1. Lift handset.
2. Press HL.

To transfer an outside call to your Hotline partner:

1. Press HL.
2. Announce Line key of outside call.
3. Hang up.

Outside call is automatically put on Hold.

A transfer your partner does not pick up reverts to the attendant.

NOTE: Pressing HL while your partner is on the phone will send two Call Waiting beeps to your partner indicating that you are trying to get through.

Waiting (continued)

For an outside Call Waiting signal:

1) Press HLD/CNF.

Do this only if you are busy on another outside call. This will place the initial outside call on Hold. An intercom call in progress will be dropped; intercom calls cannot be put on Hold.

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CALL WAITING

FEATURES

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Conference

Conference calls allow three-party telephone conversations. More specifically, you (an inside party), and two other people can jointly converse. A Conference call can be conducted in either of two ways.

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

1. Place outside call first; wait for the party to answer.
2. Press **PR/RLS**.
3. Dial extension number of second inside party.
4. Announce line number of Conference call.
5. Press flashing Line key.

This saves the outside call.

The invited inside party has approximately ten seconds to join the Conference.

To join a Conference as the invited inside party:

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

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

1. Place first outside call.
2. Put call on Hold.
3. Place second outside call on a different Line key.
4. Put second call on Hold.
5. Press **HLD/CNF**.

HLD/CNF is steadily lit. If it extinguishes before you reach step 6, your Conference Call cannot be established.

6. Press both Line keys of the Conference sequentially.

Conference call is established. As the only inside party, if you hang up the call is terminated.

CALLBACK CONFERENCE

FEATURES

Direct Extension Selection

Keys 1-16 normally give access to outside lines. However, when programmed and used with the INT button, they can also directly connect you to other extensions in your system. You can program the keys to represent the 16 extensions you call most frequently.

To program a key for Direct Extension Selection:

1. Do not lift handset.
2. Press OUTIMEM.
3. Press a key (1-16).

This becomes the storage key of the extension number.

4. Dial *.
5. Dial extension number.
6. Press key (1-16) again.

You will hear a beep tone as confirmation that the extension number is stored.

To place an intercom call using Direct Extension Selection:

1. Lift handset.
2. Press INT.
3. Press key (1-16) assigned to desired extension.

When you press INT, the 16 keys show the status of extensions they represent. If a key is lit, that extension is busy. If a key is flashing, that extension is in the Do Not Disturb mode.

To change the keys back to representing outside lines, press OUTIMEM.

Do Not Disturb (DND)

When you do not want to receive calls, use Do Not Disturb. You can still place both outside and intercom calls, and if you do, Do Not Disturb will also block Call Waiting signal tones. (See Call Waiting.)

To activate Do Not Disturb:

Only a call from your Hotline partner or the attendant can reach you.

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

DND flashes.

To cancel Do Not Disturb:

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

DND extinguishes.