EK-2464[™]

FEATURE HANDBOOK



d in U.S.A.
002085440 FOURTEEN BUTTON TELEPHONE

TIEUB-ONG

The Industry Standard.™

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

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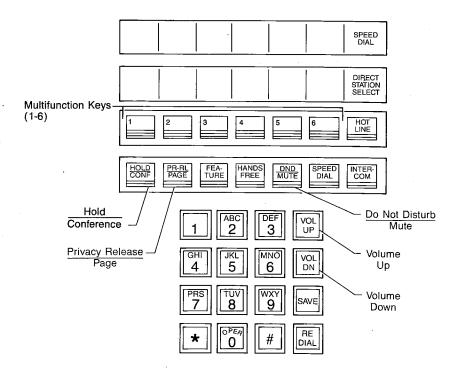
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Feature Checklist (continued)

	MESSAGE WAITING
1	MICROPHONE MUTE
	NIGHT ANSWER
	 □ answer calls ringing at your telephone □ answer calls ringing over the paging system PAGING
	all telephones and paging speakers
	✓ selected extensions
	v
	PULSE TO TONE CONVERSION
	SAVE
Z	
	SPEED DIAL DIRECTIVES
	* 88 (PULSE TO TONE CONVERSION)
	* 93 to * 95 (SPEED DIAL PAUSES)
	# and ★ 96 (THE ★ DIGIT)
	* 98 (SPEED DIAL 'FLASH')

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FEATURE CHECKLIST

(Pre-checked boxes indicate features always available at your telephone.)

BAS	00.000				
	INTERCOM HOLD				
	FEATURES				
ď	ACCOUNT CODE ☐ can enter when desired				
	BARGE IN				
	CALLBACK				
	CONFERENCE Linguistry fixed Conference				
	DO NOT DISTURB HANDSFREE HEADSET COMPATIBILITY HOTLINE				

FOR YOUR NOTES

INTRODUCTION

Your telephone is part of a sophisticated electronic 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 handbook.

Your Feature Handbook

This handbook is set up in a two-column format: the left column contains the steps you must perform to use a feature and the right column contains the corresponding comments to those steps.

Feature Checklist

Your phone has been programmed to provide you with those features that will best meet your specific communications needs. These features are presented in the FEATURE CHECKLIST at the end of this handbook. Prechecked boxes indicate features that are always available at your telephone.

To avoid the need to continually refer to the FEATURE CHECKLIST, check boxes have also been placed next to each feature description. You can detach the checklist and then check off, in the handbook itself, exactly which features you have. Checks have been placed in boxes next to features which are always available at your telephone.

GETTING STARTED

A QUICK REFERENCE CARD is provided on the last page of your handbook to help you quickly get started in using your telephone. The card fits in the directory tray underneath your phone.

Terms:

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

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

Handsfree allows you to use your phone without lifting the handset. See Features section of this handbook for details.

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

Multifunction keys are the keys labeled 1-6 on your telephone. These keys can serve three different functions.

Normally, keys 1-6 give you access to, and show you the status of the outside lines in your system.

When used with the INTERCOM key while you are off-hook, keys 1-6 give you access to, and show the status of 6 extensions in the system. In either of the first two modes, a steadily illuminated key indicates that the line or extension is busy. A flashing key indicates a line on Hold, or an extension in the Do Not Disturb mode.

In the Speed Dial mode, keys 1-6 serve as storage locations for telephone numbers that you can access and dial with the touch of just a few buttons. You must press the SPEED DIAL key, then the key (1-6) where the number you want to call is stored in order to make a Speed Dial call.

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

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.

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 linked to a second bin. (See the attendant for information on linking 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.

The Digits # and * (Directive *96)

The digits # and * can be stored into Speed Dial bins to be dialed out as part of the Speed Dial number. To store the # digit, simply enter #. However, to enter * as a digit, enter *96.

Speed Dial 'Flash' (Directive *98)

A Flash is stored in a Speed Dial bin by entering *98. When this code is entered first, it is entered as **98.

BASICS

Speed Dial (continued)

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

1. Place Speed Dial call.

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

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

Speed Dial Directives

You can enter special directives into a Speed Dial storage location key (1-20) 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.)

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.

BASICS

Outside Calls

To answer an outside call:

1. Lift handset.

Also see Night Answer in

Features section.

2. Press flashing Line key.

To place an outside call:

1. Lift handset.

2. Press Line key.

Listen for dial tone.

3. Dial telephone number.

If your system is installed behind a PBX, you may use the following procedure to access the PBX features, or to gain a new dial tone:

1. Press FEATURE.

Listen for dial tone.

To use lines that do not appear on keys 1 to 6:

To place an outside call using the first available line:

1. Lift handset.

Listen for dial tone

- Press INTERCOM.
- 3. Dial 9.
- 4. Dial telephone number.

To place an outside call using a specific line:

1. Lift handset.

Listen for dial tone.

- 2. Press INTERCOM.
- 3. Dial #.
- 4. Dial line number (01-24).
- 5. Dial telephone number.

₩ Hold

To put an outside call on Hold:

It is possible to pick this call up at another phone in your system.

1. Press HOLD/CONF.

Line key flashes.

2. Hang up.

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

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

1. Press HOLD/CONF.

2. Press FEATURE within three seconds.

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:

- Lift handset.
- 2. Press flashing Line kev.

To store one of the 14 additional Speed Dial numbers:

- You must lift handset -

- 1. Lift handset.
- 2. Press INTERCOM.
- 3. Dial #.
- 4. Dial 8.
- 5. Dial a line number (01-24).
- 6. Dial a Speed Dial storage code (07-20).
- 7. 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.

8. Dial #.

You hear a confirmation tone.

9. Hang up.

To Speed Dial one of the 14 numbers stored with a code:

- 1. Lift handset.
- 2. Press INTERCOM.

Listen for dial tone.

3. Dial 8.

4. Dial two-digit Speed Dial storage code (07-20) of number you want to call.

To dial a system-wide Speed Dial number:

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

Your system-wide Speed Dial codes are: _____ to ____ to

- 1. Lift handset.
- 2. Press INTERCOM.

Listen for dial tone.

3. Dial three-digit code for the number.

Speed Dial

Speed Dial can store your most frequently called outside numbers and dial them with just a few touches. You can store a total of 20 numbers: 6 are stored using the keys labeled 1-6, and the other 14 using two-digit Speed Dial storage codes. You may also have access to system-wide Speed Dial numbers stored by the attendant.

To store a Speed Dial number at your extension:

- 1. Do not lift handset.
- 2. Press SPEED DIAL.
- 3. Press a key (1-6).

This becomes the storage location for the Speed Dial

number.

 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 (1-6) again.

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

To Speed Dial a number stored at your extension:

- Lift handset.
- 2. Press a Line key.
- 3. Press SPEED DIAL.
- 4. Press storage location key (1-6).

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

NOTE: An additional 14 Speed Dial numbers can be stored at your telephone; however, these numbers are stored using codes, *not* keys.

To return to a call on hold on lines that do not appear on keys 1 to 6:

1. Lift handset.

Listen for dial tone.

2. Press INTERCOM.
3. Dial *.

OR

- 1. Lift handset.
- 2. Press INTERCOM.
- 3. Dial # twice.
- 4. Dial line number of outside call.

You use this procedure when a call was placed on Hold at another telephone and you know the line number for the call.

Intercom Calls

Intercom calls are used to call other extension users in the system. When you place an Intercom call, you may hear beeps instead of ringing. If you can state your message after you hear the beeps—your voice is broadcast over that extension's speaker.

Extensions in your system are: _____ to ____

To place an intercom call:

To make an extension ring, dial 1

before the extension number.

- 1. Lift handset.
- 2. Press INTERCOM.

Listen for dial tone.

Dial extension number or press desired DSS key. See Direct Station Selection for

more information.

Intercom Calls (continued)

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 INTERCOM.

Listen for dial tone.

3. Dial 0.

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

HANDSFREE 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:

INTERCOM flashes.

1. Lift handset.

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

1. Lift handset.

2. Press INTERCOM.

Listen for dial tone.

3. Dial 721.

4. Hang up.

To cancel forced ringing of Intercom calls to your extension:

1. Lift handset.

2. Press INTERCOM.

Listen for dial tone.

3. Dial 722.

4. Hang up.

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.

Listen for dial tone.

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

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.

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

3. Hang up.

To redial a Saved number:

Lift handset.

Listen for dial tone.

2. Press Line key.

3. Press SAVE.

□ Pick Up

Your extension may be grouped together with other extensions in what is called a Pick Up group. Extensions are grouped in this manner to allow people who work closely with each other (for instance, in the same department) to answer each other's calls.

You can enable ringing at your extension for the calls to the other extensions in your Pick Up group. The attendant can tell you which extensions are in your Pick Up group.

To answer a call to your Pick Up group:

A call ringing into your Pick Up group is indicated by a flashing

INTERCOM key.

1. Lift handset.

2. Press flashing INTERCOM.

Listen for dial tone.

3. Dial 2.

You are connected to the ringing

call.

To enable ringing at your extension for calls to the other extensions in your Pick Up group:

Lift handset.

2. Press INTERCOM.

Listen for dial tone.

3. Dial 734.

4. Hang up.

To disable ringing at your extension for calls to other extensions in your Pick Up group:

1. Lift handset.

2. Press INTERCOM.

Listen for dial tone.

3. Dial 735.

4. Hang up.

☐ Intercom Hold

To place an intercom call on Hold:

1. Press HOLD/CONF.

HOLD/CONF flashes.

To return to an intercom call on Hold:

1. Press HOLD/CONF.

☑ Transfer

To transfer a call to another extension:

1. Press INTERCOM.

This puts the outside call on

Hold. Listen for dial tone.

Dial extension number.

To talk to the person receiving the

Transfer, wait for party to answer

before hanging up.

You can return to the outside call by pressing the flashing Line key.

3. Hang up. A Transfer that cannot be

completed (the extension is busy or no answer) re-rings your

extension, then the attendant.

To return to the outside call after

hanging up, just lift the handset and press the flashing Line key.

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. You may be *required* to enter an Account Code before an outgoing call (except an operator or emergency call) is completed.

If you enter an Account Code before placing a call you can make this code *temporary* so that it only accompanies that call on an SMDR printout, or *permanent*, so that the code will accompany every call made from that telephone.

A. To enter an Account Code (temporary or permanent) before placing a call:

- 1. Lift handset.
- 2. Press INTERCOM.
- 3. Dial 6.

TO THE PROPERTY.

Dial # for a temporary Account Code.

OR

Dial * for a permanent Account Code.

- 5. Dial Account Code number.
- Dial #.
- Press a Line key within 30 seconds and place call in the normal manner.

You can "interrupt" a permanent Account Code and assign a temporary Account Code to a call. When that call is completed, the permanent Account Code is reinstated.

Listen for dial tone.

Park

Park is a special waiting state for outside calls. It allows you to transfer a call to a person who can answer the call at any extension.

To park a call for a person whose extension you do not know:

1. Press INTERCOM.

Listen for dial tone.

The call is automatically put on

Hold.

2. Dial #.

3. Dial a Park code (50-59).

You should hear a single (confirmation) tone. If you hear dial tone after dialing, that code is already parking a call. Dial

another Park code.

4. Press PR•RL/PAGE and announce Park code.

5. Hang up.

See Paging for instructions on paging specific zones.

If not picked up, the parked call re-rings your extension first, and if unanswered, then rings the

attendant.

To answer a parked call when the Park code is announced:

You can pick up the call at any

extension.

- 1. Lift handset.
- 2. Press INTERCOM.
- 3. Dial announced Park code (50-59).

Listen for dial tone.

Paging

To page all phones in your system equipped with speakers:

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

- 1. Lift handset.
- 2. Press PR•RL/PAGE.
- 3. Make announcement.
- 4. Hang up.

To zone page a selected group of extensions:

he page zone numbers are:	to L	نــــــــــــــــــــــــــــــــــــــ
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- 1. Lift handset.
- 2. Press INTERCOM.

Listen for dial tone.

- 3. Dial zone number for desired group of extensions.
- 4. Make announcement.
- 5. Hang up.

B. To erase a permanent Account Code:

- 1. Lift handset.
- 2. Press INTERCOM.

Listen for dial tone.

- 3. Dial 6.
- 4. Dial # twice.
- 5. Hang up handset.

C. To enter an Account Code (temporary) immediately after dialing a call:

- Lift handset.
- 2. Press Line kev.

Listen for dial tone.

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 nine digits.

6. Dial #.

D. To assign an Account Code (temporary) to a call in progress:

- 1. Press INTERCOM.
- 2. Dial 5, then *.

The outside call is put on Hold.

This will assign the Account Code

to the line being used.

- 3. Dial Account Code number.
- 4. Dial #.

This returns you to the call on

Hold.

Account Code (continued)

E. To erase an Account Code (temporary) from a call in progress:

1. Press INTERCOM.

The call is automatically placed

on Hold.

Listen for dial tone.

2. Dial 5, *, #.

The Account Code is erased, and you are automatically reconnected to the call on Hold.

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 phone's speaker; HANDSFREE flashes.) Any conversation you may be having in the vicinity of your phone is picked up by the phone's microphone. The Alert Tone sounds to remind you of this fact, thus preventing *unauthorized* monitoring of your conversations.

Background Music

Your system is equipped with an outside music source; you can receive music through your telephone's speaker when your phone is not in use.

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

1. Press HOLD/CONF.

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

Microphone Mute

Microphone Mute allows you to turn off your phone's 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 DND/MUTE.

DND/MUTE flashes while the microphone is turned *off*.

Night Answer

You can answer incoming outside calls which ring during your company's off-hours. You may answer calls that ring:

- ☐ at your phone (see A below)
- □ over the paging system (see B below)

A. To answer a call that rings at your telephone:

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

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

- 1. Lift handset.
- 2. Press INTERCOM.

Listen for dial tone.

Dial 69.

1 RADCE-IN

SERMINEE

BACKGROHND MISIC **ALERT TONE**

Message Waiting

When you make an intercom call to a co-worker 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 Walting:

- 1. Place intercom call (no answer).
- 2. Press FEATURE.
- 3. Hang up.

Service Contraction

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

Your FEATURE button flashes (and your phone may emit an occasional beep).

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

- 1. Lift handset.
- 2. Press flashing FEATURE.

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 FEATURE button continues flashing, this means you have more than one Message Waiting. Repeat the two

steps.

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

- 1. Do not lift handset.
- 2. Press flashing FEATURE.

If your FEATURE button continues flashing, you have more than one Message Waiting.

Repeat the two steps.

Barge In

WARNING: UNAUTHORIZED MONITORING OF CALLS USING THE ATTENDANT BARGE IN FEATURE CAN BE INTERPRETED AS AN INVASION OF PRIVACY.

You can enter conversations being held on various lines in the system. The attendant can tell you which lines you can enter conversations on.

To Barge in to a conversation:

1. Press key of line you wish to Barge In upon.

☑ Call Forwarding

You can reroute your outside, transferred and Intercom calls to another extension when you need to be away from your phone.

To activate Call Forwarding:

- 1. Lift handset.
- 2. Press INTERCOM.

Listen for dial tone.

- 3. Dial #.
- 4. Dial extension number to which calls will be forwarded.
- 5. Hang up.

HOLD/CONF flashes.

Call Forwarding (continued)

To cancel Call Forwarding:

1. Lift handset.

2. Press INTERCOM.

Listen for dial tone.

3. Dial #.

4. Dial your extension number.

5. Hang up.

HOLD/CONF extinguishes.

NOTE: To forward calls to your Hotline partner: (1) Do *not* lift the handset, and (2) Press HOTLINE; press HOTLINE 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 Walting Signal:

Type of Waiting Call:

☐ One beep with flashing HOLD/CONF key.

Intercom call.

☐ Two beeps with flashing HOLD/CONF key.

Intercom call from the attendant. Another station is requesting a Callback.

☐ Two beeps with flashing Line

Outside call.

☐ Two beeps with illuminated HOTLINE kev.

Call on Hold is recalling. Line queued for is free. 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.

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.

To Queue for an outside line:

1. Lift handset.

2. Press the busy Line key you want.

3. Press FEATURE.

You cannot cancel a Line Queuing request.

4. Hang up.

To answer when Line Queuing rings:

The Line key flashes.

Lift handset.

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.

To place a call using Last Number Redial:

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

Listen for dial tone.

3. Press same Line key again.

To answer an intercom Call Waiting signal:

You can choose not to answer Call Waiting signals.

1. Press HOLD/CONF.

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.

To answer an outside Call Waiting signal:

1. (Optional) Press HOLD/CONF.

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.

2. Press flashing Line key.

When you place an intercom call to a busy extension, 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 Caliback:

1. Place intercom call (busy extension).

2. Press FEATURE.

3. Hang up.

FEATURE flashes momentarily.

You can place other calls in the meantime.

You cannot cancel a Callback

request.

To answer when Caliback rings your phone:

FEATURE flashes.

1. Lift handset.

FEATURE 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* HOTLINE button stays illuminated. When your partner is in the Do Not Disturb mode, *your* HOTLINE 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 HOTLINE.

To transfer an outside call to your Hotline partner:

1. Press HOTLINE.

Outside call is automatically put

on Hold.

2. Announce Line key of outside call.

3. Hang up.

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

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

Headset Compatibility

You can replace the handset on your telephone with a headset for quicker and easier call processing. As a general rule, if using the headset, replace the phrases "Lift the handset" with "Press HANDSFREE."

When using a headset, all Intercom calls to your phone will ring, and are answered by pressing HANDSFREE.

If you want to use a headset with your telephone:

- 1. Lift handset.
- 2. Press INTERCOM.

Listen for dial tone.

- 3. Dial 732.
- 4. Unplug handset.
- 5. Plug in headset.

If you want to return to using the handset:

1. Press INTERCOM.

Listen for dial tone.

2. Dial 733.

Similario.

- 3. Unplug headset...
- 4. Plug in handset.

Conference calls allow multiple-party telephone conversations.

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•RL/PAGE.

This saves the outside call.

- 3. Dial extension number of second inside party.
- 4. Announce line number of Conference call.
- 5. Press flashing Line key.

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

To join a Conference as the invited inside party:

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

OR

Press flashing PR•RL/PAGE key.

Conference (continued)

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

- 1. Place first outside call.
- 2. Press HOLD/CONF.

- 3. Place second outside call on a different Line kev.
- 4. Press HOLD/CÓNF.
- 5. Press HOLD/CONF.

HOLD/CONF is steadily lit. If it extinguishes before you reach step 6, your Conference call cannot be established. To try again, start at step 5.

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.

Meet-Me Conference

To establish a Meet-Me Conference:

- 1. Page the parties to join the Conference.
- 2. Press INTERCOM.
- 3. Dial 19.

To join a Meet-Me Conference:

- 1. Press INTERCOM.
- 2. Dial 19.

Handsfree

:1

Your phone has a HANDSFREE button that allows you to answer a call that rings, place a call, or converse on a call without lifting the handset. For any instruction in this handbook that says "Lift handset," you can press HANDSFREE instead. (Also see Microphone Mute.)

To answer a call that rings without lifting the handset:

1. Press HANDSFREE instead of lifting handset.

intercom call.

OR
Press HANDSFREE, then
press flashing Line key.

This connects you to a ringing outside call.

This connects you to a ringing

To place a Handsfree call:

- Press HANDSFREE instead of lifting handset.
- 2. Place call in the normal way.

You hear the dial tone, ringing and person answering—all over your phone's speaker.

3. Speak when the other party answers.

Your phone's microphone picks up your voice.

To hang up a Handsfree call:

1. Press HANDSFREE.

To change to Handsfree during a call:

- 1. Press HANDSFREE.
- 2. Replace handset.

To change to handset during a Handsfree call:

1. Lift handset.

Direct Station Selection (continued)

E. To Speed Dial a number stored at your extension:

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

Listen for dial tone.

3. Press key (1-6) where number you want to call is stored.

☑ 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 also blocks 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/MUTE twice.

DND/MUTE is steadily lit.

To cancel Do Not Disturb:

1. Do not lift handset.

2. Press DND/MUTE.

DND/MUTE extinguishes.

Unsupervised Conference

To establish an Unsupervised Conference:

1. Place first call on Hold.

2. Place second call on another Line key.

3. Press HOLD/CONF.

4. Press HOLD/CONF again.

5. Press INTERCOM.

6. Dial 15.

7. Hang up.

Line key flashes.

Conference call is established with you as a member.

Listen for dial tone.

To re-enter the Conference:

- 1. Lift handset.
- 2. Press INTERCOM.
- 3. Dial 15.

Direct Station Selection

Keys 1-6 normally let you access, and show the status of six outside lines. When you go off-hook and press INTERCOM, these keys provide access to, and show the status of six extensions. This one-button access procedure to other extensions is called Direct Station Selection (DSS). You can choose which extension a key calls (see Procedures A and B). The system assigns extension 301 to key 1, extension 302 to key 2, etc.

Keys that are not assigned an outside line *automatically* become DSS keys. In these cases, you see the status of the extensions (i.e., busy, idle, in Do Not Disturb) even when the telephone is idle.

You also have another option for a key that does not have a line assigned. You can designate the key as a "permanent" or "fixed" Speed Dial location. Fixed Speed Dial locations can be particularly useful when your system is installed behind a Centrex or Private Branch Exchange (PBX) since features, as well as numbers can be stored. If you want an unused key (1-6) to serve as a Speed Dial location, see Procedures C and D.

A. To program a key for Direct Station Selection (DSS):

- 1. Do *not* lift the handset.
- 2. Press SPEED DIAL.
- 3. Press a key (1-6).
- 4. Dial *.

- 5. Dial number of the extension.
- 6. Press the key (1-6) again.

This becomes the DSS key.

You hear a confirmation beep. When you assign a new extension to a key, you automatically erase the previous DSS assignment.

B. To place an Intercom Call using Direct Station Selection (DSS):

1. Lift handset.

2. Press INTERCOM.

Listen for dial tone.

The keys show the status of the assigned extensions. An illuminated key indicates a busy extension; a flashing key means Do Not Disturb.

3. Press key (1-6) of desired extension.

To change the keys back to outside lines, press SPEED DIAL.

C. To assign a key as a fixed Speed Dial location:

No line is assigned to this key.

1. Do not Lift handset.

2. Press SPEED DIAL.

SPEED DIAL is steadily lit. Listen

for dial tone.

3. Press unused key (1-6).

This becomes the storage location for the Speed Dial number.

The key flashes.

4. Dial *.

5. Dial 300.

6. Press unused key (1-6) again.

Hear confirmation tone.

D. To store a number in a Fixed Speed Dial location:

1. Do *not* lift handset.

2. Press SPEED DIAL.

SPEED DIAL is steadily lit. Listen for dial tone.

3. Press key (1-6) where number is to be stored.

The key flashes.

 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.

5. Press key (1-6) again.

Hear confirmation tone.