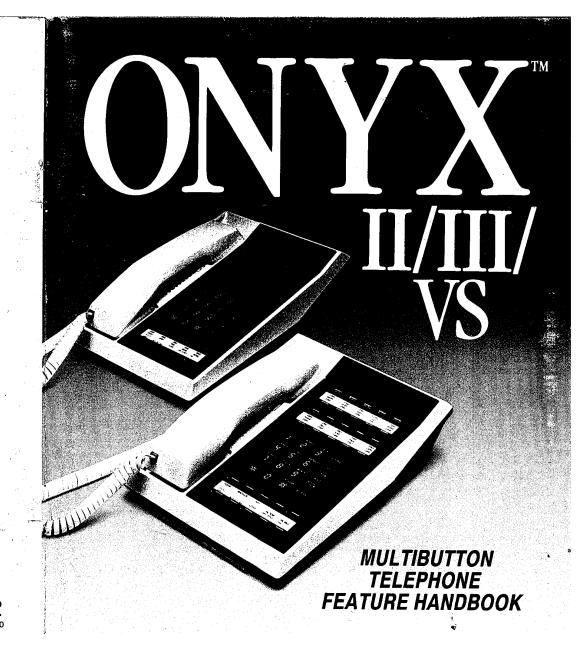




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VS USER-PROGRAMMABLE FEATURES

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.

DELATED IIIIQ
ACCIONISCENS
ASSIGNMENT
Acciding

DELAYED RING ■ PGM# + **DRA** + Line key + **Y**(es) or **N**(o) + SAVE

DSS

■ PGM# + DSS + DSS key + ext. + SAVE

HEADSET

■ PGM# + **HS** + **Y**(es) or **N**(o) + SAVE

HOTLINE

■ PGM# + HL + Hotline key + ext. + SAVE

NIGHT RING

■ PGM# + NR + Line key + Y(es) or N(o) + SAVE

PAGE

■ PGM# + VP + Y(es) or N(o) + SAVE

PRIME LINE

■ PGM# + PLA + Line key + Y(es) or N(o) + SAVE

RING ASSIGN.

■ PGM# + RA + Line key + Y(es) or N(o) + SAVE

RINGING LINE PREFERENCE

■ PGM# + RLP + Y(es) or N(o) + SAVE

SPEED DIAL

■ PGM# + SD + Speed key (or bin + PGM#)+ line key (or line code + PGM#) or INTERCOM + number (32 digits max.) + SAVE

TIME AND DATE PGM# + TD + Month (01-12) + PGM# + Date (1-31) + PGM# + YEAR (2 digits) + PGM# + Hour (00-23) + PGM# + Minutes (00-59) + SĂVÉ

VOICE ANNOUNCE

■ PGM# + VA + Y(es) or N(o) + SAVE

VOICE OVER

■ PGM# + VO + Y(es) or N(o) + SAVE

Your access level determines the features you can program. See your communications manager.

Enabling RA disables DRA and vice versa. To disable ringing altogether, disable RA and DRA.

TABLE OF CONTENTS

ma hai	u can use the prechecked () Basics and Features below. Your communications inager can tell you which of the others you can use. You can check them below and in the indbook. If your system does not use the standard numbering plan, certain feature access des may be different than described. Again, check with your communications manager.	
BA O O S S S	Handsfree Outside Calls Intercom Calls Hold Transfer	3 . 4 5 . 7
	ACCOUNT CODES ACCOUNT CODES Background Music Call Forwarding Call Timer Callback Camp-On Conference Dialing Number Preview Direct Station Selection Directed Call Pickup	. 10 . 12 . 14 . 16 . 17 . 18

TABLE OF CONTENTS (Cont'd)

	Directory Dialing	
	Display Messages	
	Do Not Disturb	
	Flash	
	Group Call Pickup	
	Group Listen	
$\overline{\Box}$	Group Ring	
$\overline{\Box}$	Headset	
	Hotline	
	Intrusion (Barge-In)	
7	Last Number Redial	
	Line Callback	
a	Meet-Me-Conference	
7	Message Waiting	
	Microphone Mute	
$\vec{\Box}$	Night Answer	
	Off-Hook Signaling	
	Off-Hook Signaling	
	Page, Auto	
<u> </u>	Page, Zone	
	Park	
	Personal Greeting	
	Prime Line Selection	
	Privacy Groups	
9	Ringing Line Preference	
I	Save	
	Selectable Display Messages	
	Speed Dial	

Cut on dotted line and insert into Directory Tray under phone.

	QUICK REFERENCE
OUTSIDE CALLS	
Placing: Answering: Answering ringing over paging speakers:	Lift handset (if no dial tone, press Line) + Dial number Lift handset (if not connected, press flashing key) Lift handset + INTERCOM + Dial * 0
INTERCOM CALLS	
Placing: Answering:	Lift handset + INTERCOM + Dial extension (if you hearing-busy, you can dial 1 to get through) If ringing, lift handset. If announced, speak toward phone or lift handset.
HOLD	
Placing call on Hold: Retrieving call:	HOLD + Hang up Lift handset + Flashing line key for outside call or (INTERCOM, then HOLD key)
TRANSFER	
Transferring an outside c	all: INTERCOM + Dial ext. + Announce call + Hang u
CONFERENCE	
Setting up a three-way conversation:	Establish an outside/Intercom call + CONF + Establish next call + CONF
RESPONDING TO SIGNAL	. TONES
Two tones during handset call: One tone during speakerphone call: Fast busy or warble tone anytime:	Then you hear a co-worker's voice over your call. To reply, press and hold DND/MIC. This means a call is waiting to be answered. Press HOLD + Flashing INTERCOM of Line key This means you made a mistake in placing a call or using a feature. Hang up and start over.

☐ WALKING CLASS OF SERVICE

To place a call from a restricted extension:

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.

■ Lift handset.

- Press INTERCOM.
- Press PGM# twice.
- Dial Walking Class of Service code.

 See your communications manager for your code.
- 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).

Dial telephone number.

TABLE OF CONTENTS (Cont'd)

	Station Call Coverage	
Ø	Station Call Coverage	,
	Voice Promoting Messages	
Ø	Voice Prompting Messages	
	Valking Class of Service	
	62	

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 Onyx VS User-Programmable Features.

SYSTEM NUMBERING

The numbers your system uses for extensions, outside lines, Ring Groups and Selectable Display Messages depends on the system type. Check with your communications manager to find out which system you have before using the chart below.

Extensions Outside Lines	VS 300-347	6x16 12x36 32x60 300-395	56x120 72x180 300-479
Ring Groups Selectable Display Messages	801-816 364-371 00-15	801-832 428-435 00-63	801-873 556-563 00-63

Your Multibutton Telephone Display · FRI 08/18 03:34P Programmable -Feature Keys Last Number Redial Volume Up JKL MNO LAST VOL UPA Volume Down Programmable \ TUV **WXY 9** Feature Keys Feature, Flash * 0 Programming Mode Hold, Message Waiting Background Music \ Handsfree Do Not Disturb. Conference Microphone Mute

VOLUME CONTROLS

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

To adjust the handset volume:

To adjust the Handsfree (speaker) volume:

Your telephone has three volume adjustments: Background Music, handset and Handsfree. The Background Music adjustment also adjusts incoming ringing and paged announcements.

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

If you have a non-modular (LCD type) display telephone, pressing VOL UP ▲ or VOL DN ▼ while idle adjusts the display brightness. Your phone must be idle (not ringing), with Background Music off.

■ 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.

■ 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.

■ VOICE PROMPTINGMESSAGES (Cont'd)

"

"

Plays to alert the user that the time allotted for recording a Personal Greeting is up. Also plays when the user has paused too long while recording a Personal Greeting. "The lowest cost line is busy. Please wait for the next one."

Plays when placing an ARS or LCR call when all lines in a line group are busy.

"The number you have dialed is not in service."

Plays when calling a valid, but inoperative extension.

"The time is"

Plays the time after dialing T (digit 8) on an idle telephone.

"This is station"

Plays the extension number after dialing N (digit 6) on an idle telephone.

"You have a message."

Plays to alert the user that someone has left a Message Waiting (controlled by system programming).

"Your call cannot go through." Please call the operator."

Plays when trying to place a restricted call. "Your calls have been forwarded."

Plays to alert the user that the extension's calls have been forwarded (controlled by system programming).

"Vacant number"

Plays when calling an invalid (not installed) extension.

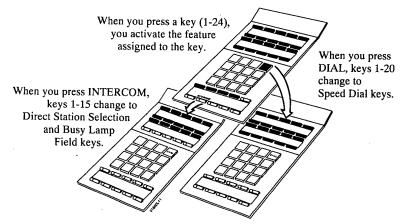
INTRODUCTION

About your telephone...

You have either a 30- or 10-button telephone. The phones are identical, except in the number of programmable keys. The 30-button telephone has 24 programmable keys; the 10-button telephone has four. Your telephone may have a Speakerphone for Handsfree operation -- check with your communications manager.

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. If you have a non-modular phone, the lights in your phone's keys are red. If you have a modular phone, the lights can be red, green or both. For example,

- Line keys are red when someone else is on the call; red and green when you are on the call
- DND/MIC is green when your phone's mic is muted; flashing red when your phone is in Do Not Disturb

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 key. 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:

■ Dial C (dialpad key 2).

User-Programmable Features...

If your system is an Onyx VS (and 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.

TIME AND DATE

User-Programmable Feature:

□ VOICE PROMPTING MESSAGES

The time and date appear on display phones.

If your system is an Onyx VS, you may be able to set the time and date using Time and Date in User-Programmable Features.

The system plays Voice Prompting Messages to inform a user of the status of their call. See your communications manager for a complete explanation of these messages:

"All lines are busy. For automatic Callback, please press the Callback key."

Plays when trying to place a call when all lines in the group are busy.

"Audio file is full."

Plays when trying to record a Personal Greeting when all memory has been used.

"Please do not disturb."

Plays when calling an extension in DND.

"Please hold on, all lines are busy. Your call will be answered when a line becomes free."

Plays when calling a busy UCD or ACD hunt group.

"Please hold on, your call is being rerouted."

Plays when calling an extension that is Call
Forwarded off premises.

"Please start recording <beep>."

Plays to prompt the user to record a Personal Greeting.

STATION CALL COVERAGE (Cont'd)

User-Programmable Feature:

If your system is an Onyx VS, use Ring Assignment and Delayed Ring Assignment in User-Programmable Features instead of the procedure below. To change a Call Coverage Key extension assignment, use DSS programming. See DSS in User-Programmable Features.

To program ringing for your Call Coverage keys:

(The Call Coverage key rings for calls to the covered extension.)

- Press PGM#.
- Press Call Coverage key.

 Dial D for delayed ringing.

 Dial R for immediate ringing.

 Dial L for no ringing (lamp only).
- Press HF to hang up.

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 DND/MIC 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 HF.

To talk Handsfree:

Handsfree call:

To hang up a Handsfree call:

To change a handset call into a

To change a Handsfree call into a handset call:

■ Speak toward phone.

■ Press HF.

■ Press HF.

Hang up.

■ Lift the handset.

OUTSIDE CALLS

User-Programmable Feature:

To place an outside call:

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.

If your system is an Onyx VS, you can change the lines that ring your phone. Refer to Ring Assignment and Delayed Ring Assignment in User-Programmable Features.

- Lift handset.
- 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.
- Dial number.

OR

- Lift handset.
- Press INTERCOM.
 - You hear dial tone.
- Dial line access code (e.g., 801).

 You hear dial tone. You may also be able to dial a line group access code (9, or 90-98).
- Dial number.

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:

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

To Transfer a call to a covered extension:

- Press Call Coverage key.
- 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.

To pick up a call ringing a covered extension:

■ Press flashing Call Coverage key.

SPEED DIAL (Cont'd)

To call a System Speed Dial number:

System Speed Dial

- Lift handset.
- Press DIAL.
- Dial System Speed Dial bin number.

 If the number includes a pause, press * to continue dialing.
 - OR
- Lift handset.
- Press System Speed Dial key.

 If the number includes a pause, press * to continue dialing.

To chain two Speed Dial numbers:

- Place call using first Speed Dial number.

 Wait for number to dial out.
- Press DIAL.
- Press Speed Dial key of second number.

 You cannot dial a bin number while chaining.

OR

- Place call using first Speed Dial number.

 Wait for number to dial out.
- Press One-Touch or System Speed Dial key of second number.

OUTSIDE CALLS (Cont'd)

To answer an outside call:

(A line key flashes and your phone rings.)

Lift handset.

If you are not connected to the caller, press the flashing line key. The line key lights. To answer a call ringing the paging speakers, see the Night Answer feature.

INTERCOM CALLS

the called extension ring. When you voiceannounce, the other party hears you over the phone speaker and can speak Handsfree.

You can voice-announce your Intercom call or have

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.)

- Lift handset.
- Press INTERCOM.
 - You hear dial tone.
- 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.

INTERCOM CALLS (Cont'd)

Method 2

Lift handset.

■ Press Hotline key.

You hear ringing. Wait for the party to answer.

OR

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.

To answer a ringing Intercom call:

(The INTERCOM key flashes.)

Lift handset.

To answer a voice-announced intercom call:

Listen for two beeps.

INTERCOM flashes.

■ Speak toward phone.

User-Programmable Feature:

If your system is an Onyx VS, use Voice Announce in User-Programmable Features instead of the procedure below.

To disable or enable voiceannounced intercom calls to your extension:

- Do not lift handset.
- Press PGM#.
- Dial 0 to disable; 1 to enable.
- Press HF.

SPEED DIAL (Cont'd)

Personal Speed Dial

■ Dial the access code and/or extension number for the desired Intercom feature. For example, to Call Forward all of your calls to Extension 305, dial #3053.

This entry can be any combination of digits 0-9, # and *.

Hang up.

To call a Personal Speed Dial number:

- Lift handset.
- Press DIAL.

Dial Personal Speed Dial bin number or press Personal Speed Dial key.

If the number includes a pause, press * to continue dialing.

OR

■ Lift handset.

■ Press One-Touch Speed Dial key.

If the number includes a pause, press * to continue dialing.

☐ SPEED DIAL (Cont'd)

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

Personal Speed Dial

■ Press Y to program the name, N to leave the name as it is.

If you press Y, the display shows the current name.

- 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 *.
- Dial the digit (1, 2 or 3) that identifies the desired letter.
- 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.
- Press PGM# when finished.

User-Programmable Feature:

If your system is an Onyx VS, use Speed Dial in User-Programmable Features to store Intercom features instead of the procedure below.

To store an Intercom feature on a Speed Dial key:

- Lift handset and press DIAL.

 Skip this step if you are programming a

 One-Touch Speed Dial key.
- Press PGM#.
- Dial Personal Speed Dial bin number, or press One-Touch Speed Dial key.

If your display shows, "PROGM NAME Y/N," see instructions above for name programming.

■ Press INTERCOM.

(Cont'd)

M HOLD

Things to remember about Hold:

outside call, you automatically place the outside call on System Hold. (If you have a DSS Console, be sure to press INTERCOM or HOLD

Hold.

To place your call on Hold:

(Do Not Hang Up.)

■ Press HOLD.

Press HOLD again to place an outside call on Exclusive Hold.

Hold lets you place a call in a temporary waiting

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 a call remains on Hold too long, it recalls the

■ If a call is on a line that does not appear on your

If you place an Intercom call while you are on an

phone, you can only place the call on Exclusive

the call may ring other extensions.

before pressing a DSS key.)

extension that placed it on Hold. If unanswered,

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.

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.

Hang up.

(Cont'd)

51

HOLD (Cont'd)

To retrieve an outside call from Hold:

For a line that appears on your phone:

- Lift handset.
- Press the flashing line key.

OF

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

- Lift handset.
- Press HOLD.

OR

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

- Lift handset.
- Press INTERCOM.
- Press *.
- Dial line access code (e.g., 801) or extension number.

To retrieve an Intercom call from Hold:

At your extension:

- Lift handset.
- Press INTERCOM.
- Press HOLD.

You cannot put a Handsfree Intercom call on Hold.

SPEED DIAL (Cont'd)

User-Programmable Feature:

To store a Personal Speed Dial number:

Personal Speed Dial

If your system is an Onyx VS, you can also use Speed Dial in User-Programmable Features to store Personal Speed Dial numbers.

- Lift handset.
- Press DIAL.

Skip this step if you are programming a One-Touch Speed Dial key.

- Press PGM#.
- Dial Personal Speed Dial bin number (50-59, 20-29), press Speed Dial bin key (1-20), or press One-Touch Speed Dial key.

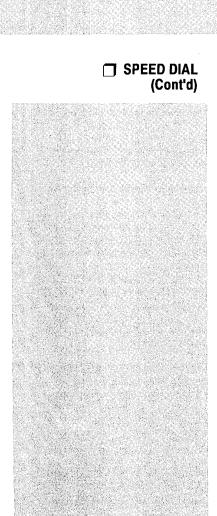
Your first Personal Speed Dial key is bin 50; your last is bin 29. If your display shows, "PROGM NAME Y/N," see instructions below for name programming. If your system is an Onyx 56x120 or 72x180, you cannot dial access bins 50-59.

- 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.
- Dial number.

To enter a pause, press HOLD. For example, to have the system dial 9, pause and then dial 888 8000, enter: 9 (HOLD) 888 8000.

Hang up.



System Speed Dial

System Speed Dial numbers are accessible from any extension. You normally cannot store or change these System Speed Dial numbers. Check with your communications manager to see what your System Speed Dial numbers are.



To Transfer your call:

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

(Do Not Hang Up.)
■ Press INTERCOM and dial extension number. You can press a DSS key or DSS Console key instead of dialing the extension number.

OR

■ Press Hotline key.

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

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.

Hang up.

To retrieve the transferred call:

- Lift handset.
- Press the flashing line key for the call.

Retrieve call from Hold.

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.)

- Place call.
- Press PGM# immediately after dialing the number.
- Enter Account Code.
- 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
- Press INTERCOM.
- Press PGM#.
- Enter Account Code.
- Press PGM#.
- Press HOLD.

You are reconnected to your call.

☐ SPEED DIAL

Speed Dial gives you quick access to frequently called numbers. There are two types of Speed Dial: Personal Speed Dial and System Speed Dial. 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 first 20 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.

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

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.

SELECTABLE DISPLAY MESSAGES (Cont'd)

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

- Lift handset.
- Press INTERCOM.
- Press PGM#.
- Dial M.
- Scroll through the messages using VOL UP ▲ or VOL DN ▼.

You may add digits to the end of messages 00-07.

■ Press SAVE.

If you append a message (00-07), skip this step.

Hang up.

MSG flashes slowly.

To cancel a Display Message:

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

- Lift handset.
- Press INTERCOM.
- Press PGM#.
- Hang up.

MSG goes out.

T 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:
 - To adjust the volume of Background Music:
- Do not lift handset.
- Press HOLD.
- Press VOL UP ▲ or VOL DN ▼ while feature is active or telephone is idle.

CALL FORWARDING To forward calls:

With Call Forwarding, you can reroute your incoming calls to another extension or to an outside number. Your extension's Class of Service allows or denies Call Forwarding.

(This may be programmed on a One-Touch Speed Dial key.)

- Press INTERCOM.
- Press PGM#.
- Dial extension number to receive calls.
- Do one of the following:

Dial 1 to forward calls not answered.

Dial 2 to forward calls not answered or when busy.

Dial 3 to forward all solls.

Dial 3 to forward all calls.

■ Press HF to hang up.

MSG flashes slowly. A voice prompt may remind you that your calls are forwarded.

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 your preprogrammed
messages -- and the codes you dial to select them.
All systems (except Onyx VS) have 64 Selectable
Display Messages (00-63). The Onyx VS has 16
(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.)

- Lift handset.
- Press INTERCOM.
- Press PGM#.
- Dial M.
- Dial 00-63 to choose one of the messages.

 You may add digits to the end of messages
 00-07.
- Hang up.

MSG flashes slowly.

SAVE

To Save a number any time after placing a call:

To dial a Saved number:

You can Save the last number you dial and redial it easily later on. Save 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.

(Do Not Hang Up.)

- Press DIAL.
- Press SAVE.

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

Lift handset.

To select a different line, press the line key.

- Press DIAL.
- Press SAVE.

The system uses the same line and dials the number.

☐ CALL FORWARDING (Cont'd)

To forward calls to an outside number:

- Press INTERCOM.
- Press PGM#.
- Dial 1.

■ Dial line number (e.g., 01).

You may also be able to dial a line group code (9, 90-98).

- Dial telephone number that is to receive calls.
- Press HF to hang up.

To cancel Call Forwarding:

- Press INTERCOM.
- Press PGM#.
- Press HF to hang up. MSG goes out.

☐ CALL TIMER

To start the Call Timer from your dialpad (except on Onyx VS):

To stop the Call Timer from your dialpad (except on Onyx VS):

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

(Your phone must be idle.)

- Do not lift handset.
- Press #.
- Dial 8.

You see: AUTO TIMER ON. HF lights.

■ Press HF.

HF goes out.

■ Place or answer your call.

After a few seconds, your display starts timing your call.

(Your phone must be idle.)

- Do not lift handset.
- Press #.
- Dial 8.

You see: AUTO TIMER OFF. HF lights.

Press HF.

HF goes out.

RINGING LINE PREFERENCE

User-Programmable Feature:

To answer an outside call:

Ringing Line 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 your system is an Onyx VS, you can allow or deny Ringing Line Preference for your extension. Refer to Ringing Line Preference in User-Programmable Features.

■ Lift handset.

The line key is lit. To place a call instead of answering the ringing call, preselect a line. ☐ 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:

If your system is an Onyx VS, 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:

- Lift handset.
- Press the desired line key.

The line 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.)

■ Press the line key of the call you are on.

You have privacy for the call.

CALL TIMER (Cont'd)

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

■ Press Timer key.

The Timer key is ON. Your display starts timing your call. You can press the Timer

key before you place or answer your call -or while your phone is 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):

■ 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,

☐ 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.

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

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

- Do not hang up.
- Dial C.

You hear ringing.

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:

- Lift handset.
- If you hear ringing, wait for party to answer.

■ If you hear two beeps, go ahead and speak.

To cancel a Caliback request to a specific extension:

- Call busy extension again. You hear busy tone.
- Press *.
- Hang up.

To cancel all your Callbacks simultaneously:

16

(This also cancels your Line Callbacks.)

- Lift handset.
- Press INTERCOM.
- Press *.
- Press FTR.
- Hang up.

PERSONAL GREETING

You can record a Personal Greeting (i.e., brief message) for your extension. When you leave your extension unattended, callers hear your Personal Greeting. After the caller listens to your message, you can optionally have the call forwarded to another extension. (To use Personal Greeting in an Onyx II/III, your system must have a VAU or OPA/VAU PCB.)

To record a Personal Greeting:

- Lift handset.
- Press INTERCOM.
- Press PGM#.
- Dial M V.

Dial A for all calls. Dial I for internal calls only.

- The system prompts, "Please start recording <been>."
- After you hear the beep, speak clearly and directly into the handset.
- (Optional) Enter three-digit extension where calls will be transferred. Intercom dial tone will be heard.
- Hang up when you are through. The Message Waiting key flashes slowly.

To cancel your Greeting:

- Lift handset.
- Press INTERCOM.
- Press PGM#.
- Hang up.

PARK (Cont'd)

To pick up a Parked call:

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

- Lift handset.
- Press INTERCOM.
- 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.

OR

- Lift handset.
- Press Park Orbit key.

You are connected to the party. You may have Park Orbit keys on your phone and on your DSS Console.

☐ CAMP-ON

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

To Camp-On to a busy extension:

(Do Not Hang Up.)

■ Dial C.

You hear ringing in your handset. When the party is free, their phone rings.

OR

You hear two beeps and you can begin

speaking.

To answer a Camp-On:

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

- Do not hang up.
- Press INTERCOM.

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

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

- Press INTERCOM.
- Press * and dial S.

CONFERENCE

Conference allows you to converse jointly with two inside parties, two outside parties or one of each.

To set up a Conference:

- Place first call.
- Press CONF.
- Place next call.
- Press CONF.

The CONF key lights and the three parties are Conferenced.

DIALING NUMBER PREVIEW

Dialing Number Preview (DNP) allows you to dial, review, and correct a number before the system dials it out for you.

To dial using DNP:

■ Press *.

Display: DIAL PREVIEW

■ Dial number.

Display shows digits dialed, with a cursor (-) after the last digit.

To correct digits:

- 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.
- Dial correct digit.

Display shows new digit and the cursor moves one space to the right.

Press FTR to move the cursor to the end of the digits.

The system dials only the digits up to the cursor.

■ Press DIAL.

The system automatically selects a line and dials the number.

OR

Display shows: SELECT IDLE LINE, and you must press a line key. The system then dials the number.

To exit DNP at any time:

Press HF.

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.

To Park the call you are on:

(Do Not Hang Up.)

- Press INTĚRCÓM.
- Dial Park Orbit access code.

To use System Park, dial 60-69. To use Personal Park, dial * and the extension number.

- If you hear busy tone, dial another orbit.
- Page party to receive call and announce the Park Orbit access code.
- Hang up.

OR

- Press the Park Orbit key.
- Page party to receive call.
- Hang up.

☐ PAGE, ZONE (Cont'd)

To make an All Call Page or a Zone Page:

(You can program this on a One-Touch Speed Dial Lift handset. ■ Press INTERCOM.

■ Dial Page Zone access code, as follows:

Page Zone Access Code

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You hear two beeps.

Make announcement.

Hang up.

OR

■ Lift handset.

Press Page key.

You hear two beeps. You may have Page Zone keys on your phone and your DSS Console.

Make announcement.

Hang up.

☐ DIRECT STATION **SELECTION**

Direct Station Selection keys (the third-level function of programmable keys 1-15) 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
	Busy

User-Programmable Feature:

If your system is an Onyx VS, also refer to DSS in User-Programmable Features. When programming DSS keys, you can use the User-Programmable Feature or the procedure below.

To program your DSS keys:

- Lift handset.
- Press INTERCOM.
- Press PGM#.
- Press the desired DSS key.
- 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.

■ Hang up.

To call an extension using a DSS kev:

- Lift handset.
- Press INTERCOM.

The key lights show you the status of the assigned extensions.

■ 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.)

- Lift handset.
- Press INTERCOM.
- Press *.
- Dial ringing extension number.

 You are connected to the caller.

 This procedure also picks up a call on

 System Hold at the extension you dial.

Refer to the Hold feature.

☐ PAGE, ZONE

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 key telephones in the zone receive the announcement. When you make an All Call Page, all phones receive the announcement.

Additionally, your system may have up to four 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 three Internal Paging Zones. Your communications manager can tell you if your system has this capability.

User-Programmable Feature:

If your system is an Onyx VS, you can allow or deny Pages to your phone. Refer to Page in User-Programmable Features.

PAGE, AUTO (ONYX II/II 56X120 AND 72X180 ONLY)

Auto Page lets you record an announcement that broadcasts over a Page zone when an outside call rings your phone. For example, before you leave your desk you (John Smith) could record, "John Smith, pick up a call ringing your extension." When an outside call rings your phone, you hear your Auto Page. You can then use Directed Call Pickup to intercept the call. (To use Auto Page, your system must have a VAU or OPA/VAU PCB.)

To record an Auto Page announcement:

- Lift handset.
- Press INTERCOM.
- Press PGM#.
- Dial M V P.
- When you hear the beep, record your Auto Page announcement.
- Dial the Page zone code (1-8).

 For more information on Page zones, refer to the Page, Zone feature on the next page.
- Hang up.

Your MSG key flashes fast.

To cancel your Auto Page announcement:

- Lift handset.
- Press INTERCOM.
- Dial PGM#.
- Hang up.

Your MSG key stops flashing.

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:

- Intercom (dials extension numbers)
- Personal (dials your Personal Speed Dial numbers)
- Company-wide (dials the first 250 System Speed Dial numbers)

To dial a number using Directory Dialing:

- Do not lift handset.
- Select type of directory.

For Intercom Directory, dial I. Display: ICM DIRECTORY

OR

For Personal Directory, dial P. Display: PERSONAL DIR

OR

For Company-wide Directory, dial C. Display: COMPANY WIDE DIR If your display shows, "NO RAM INSTALLED" when you press P or C, your system only allows Intercom Directory Dialing.

- Dial the first letter of the desired name.

 To enter a Q or a Z, press 0 (zero).
- 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).

☐ DIRECTORY DIALING (Cont'd)		OFF-HOOK SIGNALING (Cont'd)	
To exit Directory Dialing at any time:	 ■ Press UP ▲ or DN ▼ to scroll through the names beginning with this letter. Stop at the desired name.	To signal an off-hook extension:	■ Lift handset. ■ Use DSS or press a Hotline key. 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, Camp-On is automatic. OR ■ Press INTERCOM. ■ Dial extension number. ■ 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.
	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.		

☐ OFF-HOOK SIGNALING **DO NOT DISTURB** While on a call, Off-Hook Signaling alerts you when Do Not Disturb (DND) blocks Page or ringing at you have another call waiting to be answered. The your extension. If you call an extension that is in off-hook signal is a tone through the speaker when DND, you hear a reorder tone. You may be able to the call is ringing in. You can answer the waiting override DND. call. To put your phone in Do Not ■ Press DND/MIC until it flashes. Off-Hook Signaling also allows you to signal a busy Disturb: extension, indicating that you want to talk to them. If the busy party is on a handset call, they hear To cancel Do Not Disturb: Press DND/MIC until it goes out. your voice in their handset (called Voice Over) or beeps over the speaker. The party can select to To Override your Hotline partner's talk to you or their initial caller. If the busy party is DND: (The Hotline key for your partner flashes on your on a Handsfree call, they hear a beep. phone.) ■ Lift handset. User-Programmable Feature: If your system is an Onvx VS, you can allow or ■ Press Hotline kev twice. deny Voice Over for your extension. Refer to Voice The phone rings if idle; wait for an answer. Over in User-Programmable Features. ☐ FLASH **Voice Over** While you are on an outside (CO) call, Flash allows To respond to a Voice Over you to regain dial tone without giving up control of (You hear two beeps before your caller's voice.) signal: the line. You can then place another call. Flash Press and hold DND/MIC. also allows access to PBX features when using a To talk to the first party, release DND/MIC. PBX line. Off-Hook Signaling To Flash the line you are on: (Do Not Hang Up.) ■ Press FTR. To respond to an Off-Hook Signal Dial number. (one beep over your speaker): (Do Not Hang Up.) (Optional) Press HOLD to save your first call. ■ Press the flashing key or INTERCOM key. (Cont'd)

38

☐ 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. 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 kev.) Lift handset. ■ Press INTERCOM. ■ Press *. ■ Dial 1. You are connected to the caller. ■ Lift handset. ■ Press the flashing Group Call Pickup key. You are connected to the caller. **User-Programmable Feature:** If your system is an Onyx VS, use Ring Assignment/Delayed Ring Assignment in User-Programmable Features to assign Pickup Group key ringing. Do not use the procedure below. To assign ringing to a Pickup Group key: ■ Do not lift handset. ■ Press PGM# and Pickup Group key. ■ Dial ring code: Dial **D** for delayed ring. Dial R for immediate ring. Dial L for no ring (lamp only).

Press HF to hang up.

☐ NIGHT ANSWER User-Programmable Feature: To answer a call during Night Answer:

The attendant can place the system in Night Answer. While in Night Answer, the system reroutes incoming calls to preselected extensions or through the paging system.

If your system is an Onyx VS, you can change the lines that ring your phone at night. Refer to Night Ring in User-Programmable Features.

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

- Lift handset.
- Press INTERCOM.
- Press *.
- Dial 0.

You are connected to the caller.

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 your system is an Onyx II/III 12x36 or 32x60, Microphone Mute also turns off your handset microphone. To activate Microphone Mute: ■ Press DND/MIC 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). ■ Press DND/MIC until it goes out. To deactivate Microphone Mute: If DND/MIC flashes fast, your phone is in Do Not Disturb. Refer to the Do Not Disturb feature.

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. To initiate Group Listen: Establish handset call. Press HF (but do not hang up). HF lights. To cancel Group Listen: Do not hang up. Press HF. HF goes out.

96

☐ 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 kev.)

- Lift handset.
- Press INTERCOM.
- Dial Ring Group number (e.g., 428).

 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.)

- Lift handset.
- Press *.
- Dial Ring Group number (e.g., 428).

 You are connected to the caller.

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

■ Lift handset.

MESSAGE WAITING (Cont'd)

To cancel a Message Waiting you left at an extension:

Lift handset.

■ Press INTERCOM.

■ Dial extension number where you left the Message Waiting.

■ Hang up.

To cancel all the messages left on your phone:

(This also cancels your Intercom and Line Callbacks.)

- Press INTERCOM.
- Press PGM#.
- Press *.
- 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 and an optional voice reminder message.

To leave a Message Waiting after calling an extension:

(Do Not Hang Up.)

- Press MSĞ.
- Hang up.

To answer a Message Waiting left at your extension:

(Your MSG key flashes fast.)

- Lift handset.
- Press MSG.

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

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

- Do not lift the handset.
- Press MSG.

Your display shows the extension which left you the message. Press MSG again until you see the message you want to answer.

- Lift handset.
- Press MSG.

The system calls the extension you selected.

(Cont'd)

☐ HEADSET

If you have a Headset, you can use it instead of the handset. Use the HF key to hang up calls in place of the handset.

To operate a Headset:

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

User-Programmable Feature:

If your system is an Onyx VS, you can allow or deny Headset operation for your phone. Refer to Headset in User-Programmable Features.

☐ 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...

User-Programmable Feature:

If your system is an Onyx VS (and 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:

- Lift handset.
- 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.)

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

To answer a call from your Hotline partner:

(INTERCOM flashes.)

- Listen for two beeps.
- Speak toward the phone.

MEET-ME CONFERENCE

To set up a Meet-Me Conference:

To join a 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.

- Page desired parties and announce Meet-Me Conference access code (11 or 12).
- Press INTERCOM.
- Dial Meet-Me Conference access code.
- Lift handset.
- Press INTERCOM.
- Dial announced Meet-Me Conference access code (11 or 12).
 - The CONF key lights when the three parties have joined the Meet-Me Conference.

LINE CALLBACK (Cont'd)

To cancel a Callback request to a specific line:

- Try to access busy line again.

 You hear busy tone.
- Press *.

You hear dial tone.

■ Hang up.

To cancel all your Callbacks simultaneously:

(This also cancels your Intercom Callbacks.)

- Lift handset.
- Press INTERCOM.
- Press *.
- Press FTR.
- Hang up.

☐ INTRUSION (Barge-In)

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.)

■ Dial I (dialpad key 4).

Busy party hears two short beeps.

You cannot Intrude on a Conference call.

If you hear fast busy tone, you cannot Intrude.

■ Wait about four seconds, until the CONF key lights.

You and the other two parties are in Conference.

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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:

■ Lift handset.

To select a different line, press the line key.

- Press DIAL.
- Press LAST.

☐ 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.

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

■ Press illuminated line key. You hear busy tone.

■ Dial C.

Busy tone stops.

Hang up.

You can 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:

(You hear, "All lines are busy. For automatic Callback, please press the Callback key.")

■ Dial C.

■ 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:

Lift handset.

You hear dial tone on the line you requested.

■ Place call.

30