



# focus<sup>®</sup> 960

## Single Line Telephone Users Guide



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## Your focus® Features

Your focus 960 system telephone will have a variety of the features listed below. Check those features that are available to you and use this list as a handy reference. The features are explained in detail in subsequent sections.

### The focus® 960 Telephone System

Your ordinary telephone has become an instrument that can save you time and effort. A focus telephone communications system has been installed by your organization to increase your telephone efficiency. Your phone will remember your commands, keep you from missing calls, and improve your use of this familiar instrument.

Your focus 960 system has been customized to meet your particular telephone requirements. This personalized arrangement allows certain telephones to have certain features that others will not.

If you'll spend a few minutes looking over this reference manual, you'll be able to use the focus 960 system for the purpose it was designed — to do much of your telephone "work" for you.

### Important Phone Numbers

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## GENERAL FEATURES

### Authorization Code

You have been assigned an Authorization Code. The Authorization Code makes it possible for you to use phones with lesser dialing privileges than yours for the duration of the call.

To use the Authorization Code feature:

- Dial **1XX** + your Authorization Code (3- to 6-digits). If the Authorization Code is valid, you will receive dial tone. Proceed with dialing. If not valid, you will receive dial tone, but COS and RSM will not be changed.

### Call Forwarding — All Calls

When you leave your desk, you can receive your calls at another location or have someone else receive your calls at their desk.

To use Call Forwarding — All Calls:

- At your phone, dial **100** + the station number your calls are to be forwarded.

To cancel:

- Dial **110** at your phone.

### Call Forwarding — Busy/Don't Answer

Your calls will be forwarded only if your phone is busy or is not answered in a predetermined time.

To use Call Forwarding — Busy/Don't Answer:

- At your phone, dial **101** + the station number your calls are to be forwarded.

To cancel:

- Dial **111** at your phone.

### Call Forwarding — Don't Answer

Your calls will be forwarded only if your phone is not answered in a predetermined time.

To use Call Forwarding — Don't Answer:

- At your phone, dial **102** + the station number your calls are to be forwarded.

To cancel:

- Dial **111** at your phone.

### Call Hold

To use Call Hold:

- **Flash** + **4**. (Do not hang up, but if you do, the system will ring you back.)

To recover call:

- **Flash**

### Call Hold/Consult

You have a call in progress, but want to consult with another person.

To use Call Hold/Consult:

- **Flash** + **4** and dial the station number.

To alternate between calls:

- **Flash**.

### Call Park

You have a call in progress. You need to search for some information, either at your location or in another area of the building.

To use Call Park:

- **Flash** + **3**. (This will place the call in Park mode for a predetermined time, typically 3 minutes.)

To recover a parked call:

- Dial **13**.

To recover a parked call from another phone:

- Dial **14** + the station number of the phone the call was parked.

### Call Pickup

A phone is ringing in your pickup group.

To use the Call Pickup feature:

- Dial **16**.

### Call Pickup — Multi Groups

You are designated as the pilot station in your group.

To use the Call Pickup — Multi Groups feature:

- Dial **17** + group number (1 through 3).

### Call Waiting

During your phone conversation you hear the Call Waiting tone (two beeps for an outside call, one beep for an inside call).

To use the Call Waiting feature:

- **Flash**.

To recover original call and alternate between calls:

- **Flash** + **2**.

## BASIC FEATURES

### Directed Call Pickup

You hear a phone ringing outside your Call Pickup group.

To use the Directed Call Pickup feature:

- Dial **109** + the station number.

### Night Answer

You want to answer a call that comes in after work hours (when the system is unattended). A night bell or other audible device will sound.

To use the Night Answer feature:

- Dial **12** (or assigned code).

### Paging

To use the Paging feature:

- Dial **18** + the zone number.

To answer a Page:

- Dial **19** + the zone number.

### Flash

You will use this action in some features.

To initiate Flash:

- **Flash**. (Press and release the hookswitch quickly.)

### Transferring

To initiate Transferring:

- **Flash + 1** + the station number. If the station doesn't answer or is busy, **Flash**, you will be reconnected to the original call.

### Three-Way Conference

This feature allows you to talk with two inside persons simultaneously.

To initiate Three-Way Conference:

- Dial the first station number.
- **Flash + 1** + second station number, when the person answers;
- **Flash**, all three people are connected.

To end Three-Way Conference:

- Hang up.

### Trunk Add On

This is a Three-Way Conference with one outside person.

To initiate Trunk Add On:

- Inside call is in progress.
- **Flash + 1 + 9** (or other access code) + outside number.
- **Flash**, listen for Service Tone;
- **Flash** again within four seconds after outside person answers. All persons are connected.

**NOTE:** **Flash** only once to drop the outside trunk if it is busy or no answer.

## CALLING

### Voice Calling

Voice Calling can be performed by a single line telephone to an **ET** set with a button programmed with Voice Calling.

To access Voice Calling:

- Enter **153** (or your system's code) + the desired **ET** extension. You will hear the service tone and immediately be in a conversation state over the **ET** speaker.

### WATS

Allows you to access your organization's Wide Area Telecommunications Service.

To access a WATS line:

- Enter **your code + desired number**.

### Foreign Exchange (FX)

Allows you to access a specific area.

To access an FX line:

- Enter **your code + desired number**.

### Tie

Allows you to call directly to another facility within your organization.

To access a Tie line:

- Enter **your code + desired number**.

### Speed Calling

You can dial frequently called outside numbers by dialing a 3- or 4-digit code.

These numbers have been preprogrammed into the **focus** system. A list of these numbers and their dialing codes is available from your **focus** attendant operator.

### Forced Account Code

If you are required to use a Forced Account Code:

- Dial the 3- or 4-digit Speed Calling Code (recall dial tone is heard).
- Dial your account code (the tone will stop after the first digit is dialed).

### Automatic Route Selection (ARS)

Using the ARS code gives you the least cost route to dial over.

To initiate ARS:

- Dial **9** (or **89**) + desired number.
- If the ARS route is busy and you hear a Distinctive Busy Tone you have the Camp-On feature (see Camp-On), **Flash + 5** or;
- If you hear a Service Tone, you will be automatically camped on.

### Forced Account Code

If you are required to use a Forced Account Code:

- Dial **9** (or **89**) + desired number (recall dial tone is heard).
- Dial your account code (the tone will stop after the first digit is dialed).

### Manual Advance

You dial over an ARS route and receive a bad connection:

- **Flash + access code** (manual advance may be executed any time and as many times as necessary after the number is dialed).

### Camp-On

Camp-On is used when you call a line that is busy and wish to have the **focus** system ring you back automatically as soon as a line becomes available.

After dialing a busy line or trunk you will receive the distinctive busy tone which will allow you to camp-on. You may camp-on to only one line at a time. (If you receive the standard busy tone you do not have Camp-On capability.)

After camping-on, you can continue to use your phone for calls. When both you and the camped-on line become idle, your telephone will ring with the Call Back ring. If you do not answer your phone within a predetermined time, the ringing will stop and Camp-On is cancelled.

**NOTE:** When you camp-on to an inside line, you can wait off-hook. Waiting off-hook, a predetermined time, will allow the **focus** system to sound a beep to signal the called person that a call is camped-on to their line.

To use the Camp-On feature:

- **Flash + 5**.

To cancel Camp-On:

- Dial **115**.

## Code Call

Code Call is a type of paging that uses a chime or bell to signal the paged person.

To use the Code Call feature:

- Dial **151** + zone number + your 2-digit code.

Stay on the phone while the code sounds; usually a chime or bell is broadcast over the paging system.

Answering a Code Call:

- Dial **152** + zone number.

This Code will connect you with the person who is paging you.

## DISTINCTIVE RINGING DISTINCTIVE TONES

Your phone can give you a signal to let you know who is calling even before you answer through the use of **Distinctive Ringing**.

**Outside Calls** are announced by two short rings, then wait three seconds, two short rings, then wait three seconds, etc., until you answer.

**Inside Calls** (station to station) will ring one second, then wait three seconds, etc., until you answer.

**Call Backs** (Camp-on that you have made to use a line that wasn't available at the time) are evenly spaced rings of one second on, one second off.

## EXECUTIVE FEATURES

### Eight-Way Conference

To establish an eight-way conference:

- Dial the first station or trunk.
- **Flash + 8** + the second number (station or trunk).
- **Flash** + third number, etc. (up to eight stations/trunks).
- **Flash** + trunk access + number + **Flash** within 30 seconds of the last digit dialed.

**NOTE:** It is recommended that no more than three of the calls be trunk calls (outside) to insure good transmission.

### Dictation Machine Access

To access a dictation machine:

- Dial **150** or **150** + the dictation machine number (1 through 8).

### Executive Busy Override

Use this feature to interrupt a busy line to speak to both persons.

- Dial the station. When distinctive busy tone is received, **Flash + 6**. Override tone is heard by both persons. This tone continues at a lower level during the conversation as long as you are on the line.

### Account Code Registration

The Account Code Registration feature allows a detailed printout of the calls made to a client for billing purposes.

If there is a need to bill a client for a call made to him:


- Dial the outside number.
- **Flash** + **7** + the account code.


## DISTINCTIVE TONES

**Dial Tone** — This is the regular continuous, humming tone you are already familiar with. It informs you that the telephone is ready to be dialed.

**Audible Ringing** — A ring tone which coincides with the ringing signal at the telephone being called.

**Station Busy** — There are two types of busy signals in your **focus 960** system. The standard busy signal — — — — which tells you the number dialed is busy, and a distinctive busy signal — — — — which tells you the number is busy but you may camp-on or override the busy number, depending on your phone's class of service (see Camp-On and Executive Busy Override).

**Service Tone**  Sounds like an ambulance siren. It means the service you have requested by **flashing** or dialing has been accepted.

**Override Tone**  This is two seconds of the distinctive busy signal followed by a continuous low volume tone.

The two-second signal is heard by all parties prior to an override and the low volume tone is heard by all parties during the override.

**Call Waiting Tone** — One short beep means an internal extension has camped on your line. Two short beeps mean the attendant has camped an incoming call onto your line.

**Reorder Tone** - - - - A fast busy signal. It means the service requested is not available, the number you dialed is not in service, or is temporarily blocked.

**Recall Dial Tone** ——— A high-pitched continuous tone heard after a switch-hook flash, different from normal dial tone. It means proceed with dialing.



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