

# Macrotel

## MT-360 Standard Set

### User Guide



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**MT-360 SERIES  
DIGITAL KEY SYSTEM  
STANDARD SET  
USER GUIDE**

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## SPEED DIAL

PERSONAL  
SPEED DIAL  
00~19

SYSTEM  
SPEED DIAL  
20~99

	ID#	
00	_____	_____
01	_____	_____
02	_____	_____
03	_____	_____
04	_____	_____
05	_____	_____
06	_____	_____
07	_____	_____
08	_____	_____
09	_____	_____
10	_____	_____
11	_____	_____
12	_____	_____
13	_____	_____
14	_____	_____
15	_____	_____
16	_____	_____
17	_____	_____
18	_____	_____
19	_____	_____

## NOTES

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### FEATURE ACCESS CODES

F1	Speed dial
F2	Call Forward
F3	Flash
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#### Station Call Operation

F50	Page
F51	Saved Number Redial
F52	Background Music
F53	Direct Call Pickup
F54	Group Call Pickup
F55	Travelling COS
F56	Off Hook Voice Announce (OHVA)
F57	Private Talk
F59	Paging Answer
F6	Conference

#### Station Call Operation

F70	Pause
F71	Account Code Entry (Unverified)
F72	Barge-In
F73	Call Park or Call Park Answer
F74	Conference Forced Release
F75	Exit/Enter Line-to-Line Conference
F76	Default Setting
F77	Mute
F79	Data Rate Selection
F8	Last Number Redial

#### Station Feature Programming

F91	Call Again
F92	Station Reminder Clock
F94	Automatic Hold Allow
F95	Automatic Line Selection
F96	Message Waiting
F97	Station Lock/Unlock

#### Station Feature Programming

F00:	Hot Dial Pad (Toggle)
F *	Station Feature Programming Cancellation (cancels station features with leading codes "F9")
F#	Station Facility Access
F#3	User Feature Key Programming
F#7	Distinctive Ring Selection

## WALL MOUNTING

### *To Wall Mount Telephone Set:*

Remove the plastic wall mount / set stand from the back of the unit by gently squeezing the two clips.

Remove the two screws from the plastic wall mount / set stand. The wall mount does not require the larger plastic section. (Store in a safe place so it can be used in the future as a set stand if required!)

Turn the wall mount facing the opposite way from when it was a set stand, and clip into place.

It is now ready to be mounted to the wall.

Turn the handset clip around by gently pulling straight out, and rotating. This will hold the handset in place once it is wall mounted.

## HUNT GROUP

PILOT NUMBER	GROUP NAME
82	
83	
84	
85	
86	
87	
88	
89	

## INTRODUCTION

This user's guide is intended for use with the MT-360 Series Standard set. Many features are accessed in the same way as the Display and Executive sets, but without the LCD display prompts. This guide provides you with feature access codes, and other information required to make use of the many features the MT-360 Series has to offer.

## GETTING STARTED

The MT-360 Series is designed to be very easy to use. There are four basic types of calls that you will be using: Calls to other station users on the system (outgoing ICM calls), calls from other users on the system (incoming ICM calls), calls to outside parties using the Central Office (C.O.) lines, and calls from outside parties using the C.O. lines.

In all four cases, you can either speak through the handset, or use the speakerphone capability (also referred to as "handsfree"). To make or receive a call, simply lift the handset. If you choose to make or receive a call handsfree, do not lift the handset. Instead, press the ringing line key or ICM key. The call will then be made handsfree.

If you wish to change during a call from handsfree to using the handset, simply lift the handset. To change to handsfree from the handset, press SPK key, and hang up the handset.

### *To Place an ICM Call:*

Press: ICM (or lift handset, then press ICM)

Press: Station number (SN) or Pilot Number (PN)

If your phone is programmed with hot dial pad enabled, you do not have to press ICM first to make an ICM call. Just press the digits for the station number, and the system will select ICM automatically. (See hot dial pad feature).

### *To Answer an ICM Call:*

Hear ringing

Press: ICM or lift handset

### *To Make an Outside C.O. Line Call:*

Press: CO key

Press: Digits in phone number

### *To Answer a Ringing C.O. Line Call:*

The key lamp will be flashing green, and you will hear ringing.

Press: CO key, or lift handset

## ACCOUNT CODE (UNVERIFIED)

*To Enter an Optional Account Code (up to eight digits):*

Press: F71

Press: 12345678 (any eight digits or less)

Press: # Hear confirmation tone

The entered account code, 12345678, will be printed out on SMDR call report.

NOTE: F = FUNCTION KEY

---

## ACCOUNT CODE (FORCED)

When a station has been programmed with forced account codes, the user must enter a code to make an outside call.

Press: Line 1                      Hear special dial tone

Press: 12345678 (eight digit account code)

If this was a valid

account code (success):        Line 1 accessed

or,

If this was not a valid

account code (failure):        Hear warning beep

Line 1 not accessed

---

## AUTOMATIC HOLD

When automatic hold function is programmed active:

Press another ICM or line key to automatically put the current call on hold, and make or receive another call.

*To Setup:*

Press: F94                              Hear confirmation tone

*To Cancel:*

Press: F\*94                              Hear confirmation tone

---

## AUTOMATIC LINE SELECTION

If automatic line selection is enabled, when you lift the handset, or press HF (handsfree) key while idle, the system will automatically select the programmed ICM or idle line.

*To Setup:*

Press:

F95 + 0 + 0	To access line group
F95 + 0 + 1	To access line group 1
F95 + 0 + 2	To access line group 2
F95 + 1 *	To access ICM
F95 + 2 + Line #	To access prime line

*To Cancel:*

Press: F 95                              Hear confirmation tone

---

## BACKGROUND MUSIC

Background music, when activated, only plays while the phone is in an on-hook state; that is, when a call is in progress, the music is suspended, and continues when the call is completed.

*To Play Background Music:*

Press: F52                              Music is playing from speaker

*To Stop Background Music:*

Press: F52                              Music has stopped

---

## STATION LOCK/UNLOCK

*To Lock Your Station:*

Press: F97 + 4 digit password

Default password is 0000.

Press: #

Station is locked                      Hear confirmation beep

*To Unlock:*

Press: F97 + PSWD +

Set unlocked                              Hear confirmation beep

*To Change Your Password:*

Press: F97 + PSWD + New PSWD

Hear confirmation beep

Set lock only blocks outgoing line calls incoming and intercom calls are not affected.

---

## TRANSFER

*Transferring an ICM or Line Call:*

Press: HOLD/TRANS key + Sn or Pilot number    Hear ringback tone

Call was automatically put on hold.

Press: Hang-up to release the transferred call.

This can be done before or after the party you are transferring to, answers the call. The ICM or line call is now ringing at the station you transferred to.

---

## TRAVELLING CLASS OF SERVICE

You can make outgoing calls from other stations using your class of service. This is useful if the station you wish to use has toll restriction based on its class of service, and your class of service is less restricted.

Press: F55 + Your station number + Your PSWD.

You can now make calls from that station as usual, using your class of service. If you wish to make another call after one minute has expired, you will have to re-enter the travelling class of service feature.

---

## VOLUME CONTROL

Press VOL ▲ (volume up) key to increase volume from the handset, speaker, and ringer.

Press VOL ▼ (volume down) key to decrease volume from the handset, speaker, and ringer.

---

NOTE: F = FUNCTION KEY

## SAVED NUMBER REDIAL (SNR)

Make a line call. If there is no answer, or busy, and you will want to call again later.

To Store in SNR

Press: F51                      Hear confirmation beep

Hang-up

The number is stored in SNR buffer.

When You Wish to Place the Call Again

Press: F51

The line originally used is automatically selected.

If the original line is in use:    Hear busy tone

Press: \*

(to select an idle line automatically)

System selects idle line, and dials out, inserting a pause before SNR number.

Or, Press: #                      Hear confirmation beep

(to camp-on the line)

## SPEED DIALING

Speed dial numbers 00 ~ 19 can be programmed as personal speed dial numbers by each station user. In addition, there are 80 system speed dial numbers that can be accessed in SPD bins 20~99.

To Program Personal Speed Dial Numbers:

Press: F1

Press: 00

(for speed dial number 00)

Press: Digits in phone number to be saved. (maximum of 16 digits can be entered.)

Press: HOLD                      Hear confirmation beep

To Make a Call Using Speed Dial:

Press: line key                      Hear C.O. dial tone

Press: F1

Press: Speed dial bin number (00~19)

System dials out the stored digits in speed dial bin.

NOTE: Flash, pause, and speed dial chaining digits can be stored in speed dial numbers. Enter the following functions in the position where you want the flash, pause, or chaining digit.

Function	Enter	See on Display
Flash	F3	/
Pause	F70	P
Chaining	F1	@

If in pulse dialing mode, the digit \* programmed as a speed dial digit will change the dialing mode of the following digits to tone.

## STATION HUNT GROUPS

Stations can be programmed through the database to be in hunt groups. If a station in a hunt group is busy, the call is automatically forwarded to the next station in the hunt group.

Calling a Busy Station in a Hunt Group:

Press: ICM + Pilot Number    Hear ringback tone

The call has been transferred to another set in the same hunt group.

## BARGE-IN

The barge-in feature can only be used if it is program-allowed in the system. Also, you can only barge-in on a station with an equal or lower class of service than your own, unless you are programmed in a boss/secretary relationship.

Barging-In a Specific Busy Station:

Make an ICM call                      Hear busy tone

Press: F72                              Barge-in accomplished

After you have barged-in, that station has three seconds to still converse with the other party. Then, there is a period of seven seconds where you can converse with the barged party. After this time, the other party is automatically returned to his original call.

## CALL AGAIN

To Enable:

Make an ICM call                      Hear ringback or busy tone

Press: F91                              Hear confirmation beep, call again is enabled

When the called party hangs up (if the station was busy), or returns to his station, and completes another call (if there was no answer), the system rings you, then rings the station you were calling for 30 seconds:

Pick up the call.                      System rings station 16

or

Don't pick up the call                      Cancel

or

Press: F \* 91 to cancel call again before notification

## CALL FORWARD (CFW)

If you have programmed CFW to a user programmable feature key, the lamp of that key will be lit steadily when CFW is activated.

To Set Call forward:

Press:

F20 + Station number (Sn)    Busy call forward

F21 + Sn or PN + 0/1/2/3/4    No answer call forward

F22 + Sn or PN                      Always call forward

F23 + Sn or PN + 0/1/2/3/4    Busy/no answer call forward

F24 + Sn + PSWD                      Call forward follow me

(Enter from station you want the call forwarded to.)

Must enter your password to complete.

(0/1/2/3/4 = # of rings before no answer.)

To Cancel Call Forward:

Press:

F2    Hear warning beep

F25 + Sn + PSWD                      Call forward follow me

(Enter from any station).

Must enter your password to complete.

If DND is enabled, and you try to set up call forward, there is a conflict. You must first turn off DND feature.

---

## CALL OPERATOR (CALL ATTENDANT)

Press: ICM                      Hear ICM dial tone  
Press: 0  
or, simply press 0 without first pressing ICM  
System calls attendant.

---

## CALL PARK

To place a call on park, you must be on a line call.

Press:  
F73 + Orbit number              Hear confirmation beep  
If that orbit is busy:              Hear warning beep

---

## CALL PARK ANSWER

You can answer a parked call either by entering the orbit number, or by entering the line number.

*To Answer By Entering Orbit Number:*

Press: F73  
Press: 12                      Talk to parked call  
(if call was parked on orbit 12)

If you press the wrong orbit number:  
(for example, 17)

Press: 17                      Hear warning beep

*To Answer By Entering Line Number:*

Press: F73  
Press: 01                      Talk to line 1  
(to pick up line 1)

When a call has been placed on common hold, a station user can pick it up, even if that line doesn't appear on his station by using call park answer feature:

Press: F73  
Press: 01                      Talk to line 1

---

## DIRECT CALL PICKUP

Press: F53  
Press: Ringing Sn              Speak to calling party

---

## GROUP CALL PICKUP

To pick up a call ringing a station that is programmed in the same group as your station.

Press: F54                      Speak to calling party

---

## PROGRAMMABLE USER FEATURE KEYS

To program (or re-program) the 11 programmable user feature keys:

*To Program a Feature Key as a Line Group Key:*

Press: F#3 + feature key + 0 + 0X + HOLD  
Where X = 0,1, or 2  
(line group 0,1 or 2)  
Hear confirmation beep

*To Program a Feature Key as a Line Key:*

Press: F#3 + feature key + 0 + X + HOLD  
Where X = 1 - 8 (C.O. Line 1 - 8)  
Hear confirmation beep

*To Program a Feature Key as ICM/HF (SPK) key:*

Press: F#3 + feature key + 1 + 1 + HOLD (for ICM)  
Press: F#3 + feature key + 1 + 2 + HOLD (for HF (SPK))  
Hear confirmation beep

*To Program a Feature Key to be a certain feature:*

Press: F#3 + feature key + 2 + FXX + HOLD  
Where XX is feature access code.  
Hear confirmation beep

Please see Appendix I for feature access codes that can be programmed to the user programmable keys.

---

## RECALL

If you have transferred a call to another station, and the other station does not answer within the programmed time period, the call will recall to your station.

If you do not answer within 30 seconds, it will then recall to the attendant.

---

## RELEASE

The RELEASE key may be pressed to terminate a call, or to finish or abandon feature programming.

---

## REMINDER CLOCK

To set your station to alert you at a certain time.

*To Enable Station Reminder*

Press: F92 + HH + MM              Hear confirmation tone

*To Cancel Station Reminder:*

Press: F \* 92                      Reminder deleted  
When the time you programmed has arrived,  
Hear alert ringer for one minute at your station.

---

## REMOTE PROGRAMMING

Please see *Remote Programming* guide for information on remote database programming.



---

## OFF HOOK VOICE ANNOUNCE

If you are calling a station that is equipped with OHVA capability (ie an Executive set):

Press: ICM + Sn                      Hear busy tone  
Press: F56                              Hear confirmation beep

On called station's display:

SET 12 OHVA REJECT
-----------------------

*The Called Party May Reject OHVA:*

Press: REJECT

Reject OHVA
-------------

Hear confirmation beep

The calling party hears warning beep.

If the OHVA is NOT rejected, the calling party may speak to the other party through the speakerphone at the same time the called party speaks through the handset on another call.

---

## ON-HOOK DIALING

You can make outgoing calls in handsfree mode.

Press: C.O. line key  
Hear C.O. dial tone through speaker.  
The HF key lamp is lit.

---

## PAGING

*To Page a Certain Station (make a voice call):*

Press: F50 + 0 + SN                      Hear confirmation beep, and  
make paging announcement.

*To Page All Stations,*

Press: F50 + 1                              Hear confirmation beep, and  
make paging announcement.

*To Perform an External Page,*

Press: F50 + 2                              Hear confirmation beep, and  
make paging announcement.

*To Perform All and External Page,*

Press: F50 + 3                              Hear confirmation beep, and  
make paging announcement.

*To Page a Particular Group,*

Press: F50 + 4 + Group #.                      Hear confirmation beep, and  
make paging announcement.

*To Reject a Page:*

Press: F4  
(or DND key, if programmed)

*To Answer a Page*

Press: F59

---

## PAUSE

To enter a pause digit in a string of digits that you are dialing:

Press: F70

NOTE: F = FUNCTION KEY

---

## CAMP-ON BUSY STATION

Make an ICM call                      Hear busy tone  
Press: 2

You are camped-on to busy station.

Hear confirmation beep, then background (hold) music until station hangs up from the other call.

When station hangs up:                      Hear ringback tone

The station receiving the camp-on receives a periodic one second camp-on tone.

---

## CAMP-ON BUSY LINE

Press: Line 1                              Hear busy tone

Press: F93                                  Hear confirmation beep

When line 1 is returned to idle                      External ring bursts & line light is  
calling, flashing on the camping  
station

Press: Line 1

Or, Lift handset                              Hear C.O. dial tone

*To Cancel Camp-On Busy Line:*

Press: F \* 93                              Hear confirmation beep

---

## CONFERENCE

The conference feature is programmed to a feature key as a default. If your feature key is not programmed as a conference (CONF) key, pressing F6 will work the same as pressing the CONF key.

Make first call (ICM or line)

Press: HOLD                                  Hear ICM dial tone

Press: Make second call                      Talk to set second party

Press: CONF key                              Hear confirmation beep  
(or F6)

Conference is established (three-party)

A fourth party can be added in the same manner. Put the current conference on hold, by pressing HOLD.

Make third call (ICM or line)                      Talk to third party

Press: CONF key                              Hear confirmation beep

Conference is established (four-party)

---

## DEFAULT SETTING

A station can be returned to default status.

Press: F76

Press: Password                              Hear confirmation tone

Password is the four digit station programmable password. (see station lock/unlock feature to program station password.)

---

## DIAL PULSE TO DTMF CONVERSION

If you are dialing out using pulse (rotary) dialing, you can switch to tone (DTMF) dialing by pressing \*. All digits following \* will be in tone mode.

NOTE: F = FUNCTION KEY

---

## DIRECT INWARD SYSTEM ACCESS (DISA)

When one line is programmed as a DISA line, you will hear special dial tone when you call in on that line. At this special dial tone you can either enter a station number for direct inward dialing, or enter your DISA password to access other system features, including calling on outgoing lines, etc.

### *For Direct Inward Dialing:*

From an outside phone, call the system's DISA line.

Hear special dial tone.

Press: Sn

(You must dial the station number within 10 seconds of hearing special dial tone, or you will receive a fast busy tone).

### *For Direct Inward System Access:*

From an outside phone, call the system's DISA line.

Hear special dial tone.

Enter DISA password: #Password#

(Password is eight digit DISA password. Must begin and be followed by # signs).

Hear internal dial tone.

After you have entered a correct password, you may either make ICM calls, or access outgoing lines.

### *To Access an Outgoing Line,*

Dial 3 + line number (example 31)

Hear C.O. dial tone (of line 1).

### *To Make an ICM Call,*

Dial \* + Station number. (example \* 11)

Ring station 11.

When you are on a line call through DISA, a programmable maximum length of talk time is available. When this time has expired, you will hear fast busy tone. You then have six seconds to dial \* to continue conversation time, before the line is dropped.

If at any time during DISA operation you require to begin a new call, after dialing a busy number, dial \* to begin the new operation.

---

## DISTINCTIVE RINGING (STATION)

Four different ringing frequencies may be selected, to differentiate ringing between stations.

### *To Change Ringing Frequency*

Press:

F#7	Hear current ring type
F#7 + 1	Hear ring type 1
F#7 + 2	Hear ring type 2
F#7 + 3	Hear ring type 3
F#7 + 4	Hear ring type 4

---

## MESSAGE WAITING

Make an ICM call

Hear busy tone or no answer

Press: F96

Hear confirmation beep

A regular message has been left to station 16.

### *To Cancel a Message Left to Another Party:*

Press: F \* 96 + Station number

### *To Cancel All Messages Left to Other Parties:*

Press: F \* 96 + \* Hear confirmation beep

### *To Answer Messages Left to You:*

(you will know you have messages as the ICM light will flash).

Press: ICM + #

Hear confirmation beep

System will call first party that left a message to you. After you have replied to a message, it is automatically deleted.

Continue pressing # to answer all messages.

### *To Delete Messages Without Answering Them:*

Press: ICM + \*

ICM light will go off, all messages to you have been deleted.

---

## MIXED DIALING

To change from pulse dialing to tone dialing, while in pulse dialing mode.

Press: CO1

Hear C.O. dial tone

Press: 9975500 \* 2

9975500 will be dialed out as pulse, the digit 2 will be in tone mode.

### *To Dial a Pause:*

Press: F70

A pause is inserted in digit string.

### *To Dial a Flash:*

Press: F3

A flash is inserted in digit string.

---

## MUTE (VOICE MUTE)

If you are on a line call or an ICM call:

### *To Enable Mute:*

Press: F77

The other party can no longer hear you.

You can still hear the other party.

### *To Disable Mute:*

Press: F77

This is a toggle operation.

The other party can hear you again.

---

## NIGHT SERVICE STATION

If your station is programmed as a night service station, you can pick up incoming line calls, regardless of ring and line assignments. Simply lift handset or press HF to answer incoming ringing line call.

---

*If you are using automatic line access, and the previously used line is busy:*

Press: F8

Hear busy tone

Press:

System automatically occupies an idle line, and makes the call.

Or,

Press: #

To camp-on the previously used line.

---

## **LINE POOL**

If at least one feature key has been programmed as a line group key, pressing this key will give you an idle line in this line group.

Press: Group 1 key

(if lines 1 and 2 have been programmed to this line group 1)

Access line 1, if line 1 was idle.

Press: Group 1 key

Access line 2, if line 1 is busy but line 2 is idle.

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## **LINE-TO-LINE CONFERENCE**

If you, the internal party, are on a conference call with two external parties:

Press: F75

You are dropped from conference, line1 and line 2 continue in a line-to-line conference.

Press: F75 again.

You are returned to the conference.

While the external parties are in a line to line conference, there is a programmed limit on the conversation time. When this conversation time limit is reached, they will hear a warning tone. They then have 30 seconds before the call will be dropped. The external parties may dial to continue talking past the conversation time limit.

---

## **MANUAL LINE ACCESS**

To make a call using manual line access, simply press the C.O. line key to access the line.

Press: CO1 key

Hear C.O. dial tone

(to make an outgoing call on Line 1.)

*To Answer an Incoming Call on Line 1:*

Press: CO1 key

Talk to party on line 1.

---

## **MEET-ME ANSWER**

If you are paged, either by group paging, all paging, or external paging:

Press: F59

Speak to paging party.

---

## **DO NOT DISTURB (DND)**

*To Enable:*

Press: F4

Hear confirmation beep

*To Cancel:*

Press F4

Hear confirmation beep

Or, if DND has been programmed to a feature key (default = DND programmed to feature key 8), pressing the feature key activates and de-activates DND function.

---

## **DROP TIMEOUT**

If drop timeout has been enabled on your set through database programming:

*While Talking On a Line Call:*

After programmed call

duration has expired:

Hear warning "double beep"

You have 15 seconds after

the warning tone to complete your call.

Then the line is dropped.

---

## **EXCLUSIVE HOLD**

*Talking on a Line Call:*

Press: FUNCTION + HOLD Hear confirmation beep

Line 1 lamp is fast flashing - green.

After exclusive hold timer expires, the line will recall

to the holding station.

Line 1 green lamp

fast flashing.

Hear external ring burst

If the call is not answered within 30 seconds, it will recall to attendant.

It continues to flash fast on the holding station.

---

*On Attendant's Set.*

If the call is not answered within 30 seconds, it is put on common hold.

At holding station, line 1 lamp is fast flashing green.

At other stations, it is slowly flashing red.

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## **EXECUTIVE BARGE IN**

If set 12 is programmed as secretary to boss set 16, and system barge-in feature is enabled:

*Method 1: (if set 12 calling busy set 16):*

Press: ICM + 16

Hear busy tone.

Press: F72

Barge-in complete.

*Method 2: To Directly Barge-in a Certain Station.*

Press: F72

Press: 16

Barge-in complete.

(the set # you want to barge-in.)

After you have barged-in, that station has three seconds to still converse with the other party. Then, there is a period of seven seconds where you can converse with the barged party. After this time, the other party is returned to his original call.

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## EXTERNAL CALL FORWARD (ECF)

If C.O. line 1 is programmed as the incoming external call forward line, and C.O. line 2 as the outgoing ECF line, and the forwarded number is stored in speed dial bin 99:

The system will answer the incoming C.O. line 1 call, and occupy C.O. line 2, then dial out the phone number stored in speed dial bin 99. When the external conversation is in progress, there is a programmed maximum call duration. The user will hear a warning tone 30 seconds before the expiration time. At this time, the external party may dial "0 \* " to request to continue conversation time.

## FEATURE CANCELLATION

Some of the features may be cancelled by entering FUNCTION \* access code. For example:

*To Cancel:*

If set 12 left a message to station 16.

Press: F \* 96 + 16      Hear confirmation tone

Message to set 16 has been cancelled.

The features that can be cancelled in this way are as follows:

F * 91	Call again delete
F * 92	Set reminder clock delete
F * 93	Camp on busy line delete
F * 94	Auto hold delete
F * 95	Auto line selection delete
F * 96	Message waiting delete
F * 98	Voice call deny
F * 99	Call waiting deny

## FLASH

*While On a Line Call:*

Press: F3

Line loop is broken for the programmed flash time.

## FORCED INCOMING ICM CALL FORWARD

Incoming ICM call from set 16

is ringing at station 12:      Hear internal ring

Press: F4 (or DND function key, if programmed)

(At attendant side)

SET 16 calling      Hear internal ring

*Note: Call forward cannot be enabled when using this feature.*

## HANDSFREE ANSWERBACK

If a line or ICM call is

ringing your set.      Hear internal ring

Press: HF key      HF key lamp is lit

Speak directly through microphone with handset on hook.

## HOLD

*To Enable On a Line, ICM or Conference Call:*

Press: HOLD key      Hear ICM dial tone

The other party (parties) is/are placed on hold.

*NOTE: F = FUNCTION KEY*

## HOLD REMINDER

*Talking On an Outside Line Call.*

Press: HOLD      Hear dial tone

Line1 is placed on hold.      Line 1 lamp - fast flashing.

If the held call is not picked

up for 30 seconds:

(programmable)      Line 1 recalls holding station.

If holding station doesn't pick

up within 30 seconds:

(programmable)      Line 1 recalls attendant.

The remind time is programmed in database. It differs from recall time - the remind time is how long the call is on hold before the ringback begins. The recall time is how long the recall lasts before it is transferred to the attendant.

## HOT DIAL PAD

ICM calls can be made by directly dialing the extension, without first pressing ICM key. This is programmable per station.

Press: Station number      ICM call is placed to that station

*To Enable Hot Dial Pad Feature:*

Press: F00      Hot dial pad is enabled

*To Disable Hot Dial Pad Feature:*

Press: F00      Hot dial pad is disabled

(this is a toggle operation).

## ICM RING AND VOICE CALL INTERCHANGING

Press: ICM + Sn      Called station hears internal ring  
You hear ringback tone

Press: \*

Voice call to station. Only works if station has not set voice call deny.

Talk through speaker to called party.

From station 16 side:      Internal ring stops

Caller is heard through speaker.

*To Change Back to ICM Ring,*

Press: \*      Called party hears internal  
ring again.

You hear ringback tone.

## LAST NUMBER REDIAL

Make a line call      Hear busy tone or no answer

*Try Again Later*

*Using Automatic Line Access (Last Number Redial):*

Press: F8 (or REDIAL key, if programmed)

System occupies the previously used line.

A pause is inserted before dialing out the last number dialed.

*Using Manual Line Access:*

Press: Select a line      Hear C.O. dial tone.

Press: F8 (or REDIAL key, if programmed)

*NOTE: F = FUNCTION KEY*