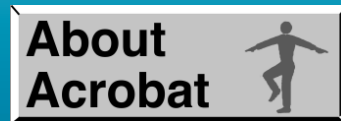
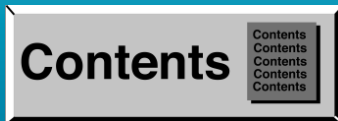




ONYX™ VS*i*

Multibutton Telephone Feature Handbook





- In **Edit** ⇨ **Preferences** ⇨ **General**, set the following:
 - **Default Magnification** = Fit Width
 - **Display Splash Screen at Startup** = Disabled (box not checked)
 - **Display Open Dialog Box at Startup** = Disabled (box not checked)
- For easiest reading on-screen, select **View** ⇨ **Fit Width** (or **Ctrl K**). This option is automatically enabled if you set the *Default Magnification* in General Preferences as described above.
- To return to the opening screen at any time, press **Home**.
To scroll up or down on a page, press **PageDown** or **PageUp**.
To navigate between pages, press **→** or **←**.
- To increase the speed with which your Acrobat files load, try one of the following:
 - In **Windows 3.1**, add *ACROREAD.EXE* to your **Startup Group** (with the Run Minimized box checked).
 - In **Windows 95**, add *ACROREAD.EXE* to the **Windows\Start Menu\Programs\StartUp** folder (with Run Minimized selected).
You'll have to maximize the first Acrobat file you run.



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- To return to the opening screen, press the **HOME** key.

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Your system may restrict you from using some of the features listed in this handbook. Ask your communications manager which features you can use. Then check in the box next to the feature's name. Also, if your system does not use the standard numbering plan, feature access codes may be different than described.

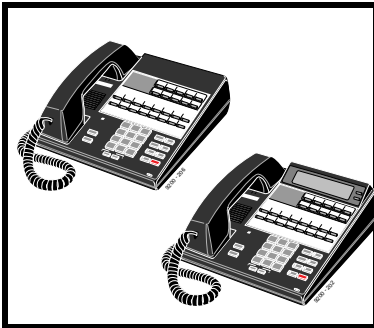
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
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Using Your Telephone

The type of phone you have . . .

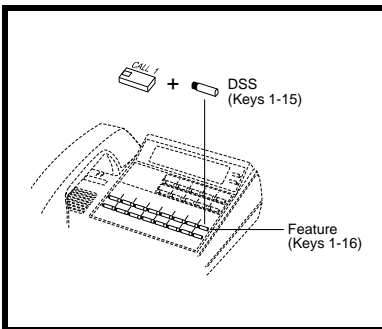


is either a 16-button display telephone or a 16-button non-display telephone. These phones have fifteen programmable keys.

Your phone also has keys that give you one-button access to certain features. For example, to place or answer a Message Waiting, just press . Or, press  to quickly

put your phone in Do Not Disturb. For an illustration of all the keys on your phone and what they do, turn to page 82 at the back of this guide.

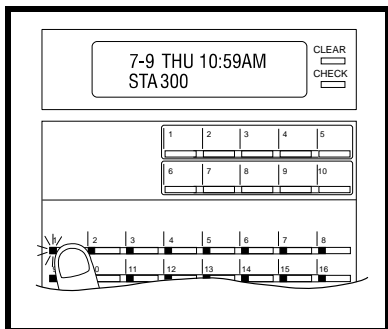
Using a programmable key with two functions . . .



Each of your programmable keys may have two functions. A single key can be a line key or a Direct Station Selection (DSS) key. When you just press the key, you get its first level function (e.g., line key). When you press a CALL key, the key automatically turns into a DSS key.

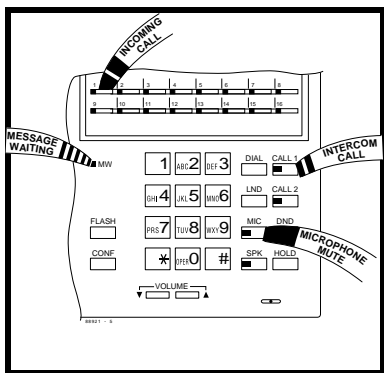
The One-Touch Speed Dial keys also have two levels. Both levels are Speed Dial, but each key can have two Speed Dial bins assigned to it. Press just the Speed Dial key, you get the number stored in bins 50-59. Press ^{DIAL} and a Speed Dial key, you get the number stored in bins 20-29.

If your phone has an alphanumeric display . . .



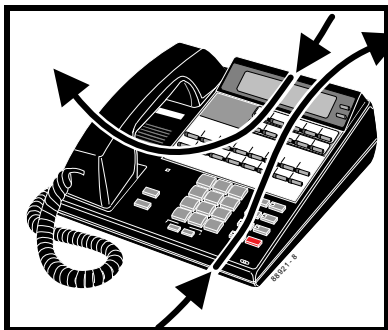
Your telephone's Alphanumeric Display helps you use features and tells you about your calls. For example, a ringing outside line may show you the number of the caller before you answer.

Your phone's key lights . . .



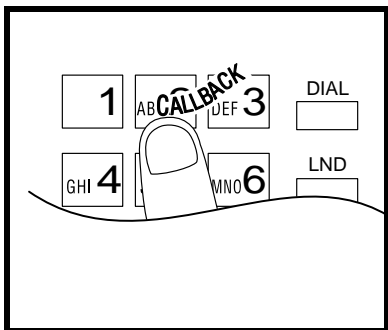
The lights in your phone's keys help you use the features. The way they flash tells you about your call. The key lights are either red or green, depending on the type of call. To find out more about your key lights, turn to page 81 in the charts section at the back of this guide.

Using Handsfree instead of the handset . . .



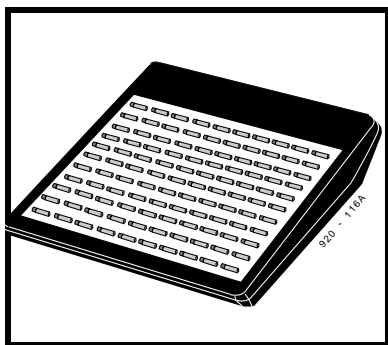
Your telephone may have a Speakerphone for Handsfree operation. This means you can place and answer calls just by pressing SPK. If your phone has Automatic Handsfree, you can press a line key for a Handsfree call without first pressing SPK. Turn to page 9 for more on using the Handsfree options.

Dialing codes to use features . . .



You can call co-workers, place outside calls and use many features by dialing feature access codes. Often, the code you dial is the first letter in the feature's name. For example, dial **C** to leave a *Callback* on a busy co-worker's phone. To find out the codes to dial for outside lines and co-workers, turn to the chart on page 80.

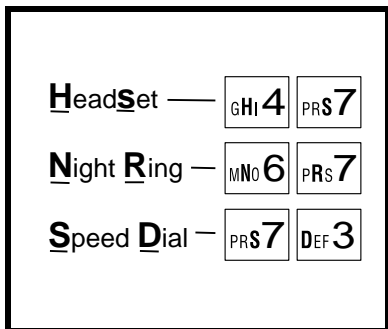
If you have a DSS Console . . .



You may have a DSS Console next to your phone. When you first use your DSS Console, many of the keys are programmed for you. By just pressing a key, you can easily call (Hotline) co-workers, Park calls or use Page. For an illustration of the initial layout of your DSS Console, turn to page 83. To find out more on what your DSS Console can do, talk to your

communications manager.

Customize with user-programmable features . . .

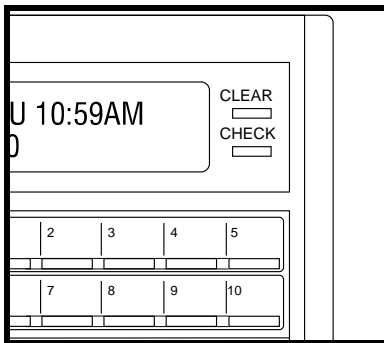


You can customize selected features from your phone. For an easy-to-use chart that shows your customizing options, turn to page 85 in the charts section at the back of this book. Ask your communications manager if you have an access level that allows user-programming.

all user-programmable features.

The symbol ① in this guide marks


Verify the functions of your programmable keys . . .




To view the functions of your programmable keys, you can press ^{CHECK} [REDACTED] and the key you wish to view. The display will show what that key is programmed for (line key, DSS/BLF, Speed Dial or Intercom function). To view the second level of programming, press the key again.

The One-Touch Speed Dial keys will show the name assigned to the first Speed Dial, when press again, it will show the telephone number/Intercom function assigned. Press a third and fourth time to see the name and number/function assigned to the second level. Pressing ^{CLEAR} [REDACTED] will return the display to normal.

Know when to use your features . . .

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Know when to use your features . . .


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Basics


Handsfree


Handsfree lets you place or answer calls without lifting the handset.


When you see the instruction, "Lift Handset," you can press  instead.

- ℓ If your phone has Automatic Handsfree, you can press a key without first pressing .
- ℓ If you are an attendant, you do not have Handsfree.

To talk Handsfree: 1. Speak toward phone.

To hang up a Handsfree call: 1. Press .

To change a handset call into a Handsfree call: 1. Press . Hang up.


To change a Handsfree call into a handset call: 1. 

Outside Calls

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.

- ① **User-Programmable Feature:** You can change the lines that ring your phone. Refer to Ring Assignment and Delayed Ring Assignment in User-Programmable Features (page 85).

To place an outside call: 1. 

2. Press .

-The line key lights and you hear dial tone. You may also be able to press a line group (line rotary) key. These keys are also called outbound loop keys. Your communications manager can tell you which keys are line keys.

3. Dial number.

-If your system is behind a PBX or Centrex, you may have to dial 9 before your number. Check with your communications manager.

OR

1. 
2. Press .

-You hear dial tone.

3. 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). If you have Direct Line Access, you can dial the outside line extension number (e.g., 480).

-If your system has ARS (Automatic Route Selection), 9 is normally your ARS access code.

4. Dial number.

-If your system is behind a PBX or Centrex, you may have to dial 9 before your number. Check with your communications manager.

To answer an outside call: 1. A line key flashes and your phone rings.

-The line key may be a line group (incoming line rotary) key. These keys are also called inbound loop keys.



-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

You can voice-announce your Intercom call or have the called extension ring. When you voice-announce, the other party hears you over the phone speaker and can speak Handsfree. Keep in mind when using Intercom, 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, see page 63 or a programmable function key, see page 32.)



2. Press .

-You hear dial tone.

3. 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.

-To verify a programmable key's function, press CHECK and the key that you wish to verify. You may need to press the key several times to check all the key's programming.

Method 2

1.  LIFT
2. 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 verify a programmable key's function, press CHECK and the key that you wish to verify. You may need to press the key several times to check all the key's programming.

To answer a ringing Intercom call: (The  key flashes. If you are an attendant, the  key flashes instead.)

1.  LIFT

To answer a voice-announced Intercom call: (If you are an attendant, you cannot receive voice-announced calls.)


1. Listen for two beeps.
-CALL1 lights steady.
2. Speak toward phone.

- ① **User-Programmable Feature:** Use Voice Announce in User-Programmable Features (page 85) instead of the procedure below.

To disable or enable voice-announced Intercom calls to your extension:

1. Do not lift handset.
2. Press #.
3. Dial 0 to disable; 1 to enable.
4. Press SPK.

Hold



 **This feature is always available.**

Hold lets you place a call in a temporary waiting 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. 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 you are an attendant, your phone has Automatic Hold. This means the system places your outside call on Hold automatically when you press:

⌘ CALL1, CONF, a Line, Call Coverage, Hotline or Page key

- Things to remember about Hold:**
1. If an outside call remains on Hold too long, it recalls the extension that placed it on Hold. If unanswered, the call may ring other extensions.
 2. If a call is on a line that does not appear on your phone, you can only place the call on Exclusive Hold.

3. If you place an Intercom call while you are on an outside call, you automatically place the outside call on System Hold. (If you have a DSS Console, press  or  before pressing a DSS key.)

To place your call on Hold: (Do Not Hang Up.)


1. Press .

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

-The line key flashes for an outside call.

2. 

To retrieve an outside call from Hold: **For a line that appears on your phone:**

1. 
2. Press the flashing line key.




OR

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

1. 
2. Press .

OR

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


1. 
2. Press .
3. Press .

4. Dial line access code (e.g., 801) or extension number.

To retrieve an Intercom call from Hold:

1. At your extension: Lift handset.
-If you have Prime Line Selection, press the flashing CALL key before going to the next step.
2. Press .
-If you put a Handsfree Intercom call on Hold the SPK key must remain lit or the call will be cut off.

Transfer

 **This feature is always available.**

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

To Transfer your call: (Do Not Hang Up.)

1. Press and dial the extension number.
*-You can press a DSS key instead of dialing the extension number. If you are an attendant, you can also press a DSS Console key.
(If you have a DSS Console, press CALL or HOLD before pressing a DSS key.)*
OR
1. Press Hotline key.
-To Transfer the call using a Station Call Coverage key, refer to the Station Call Coverage feature.
2. 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 on page 29. Also, your display shows, "HOLD/WAIT." This indicates the number of calls on Hold or already camped-on to the busy extension.



To retrieve the transferred
call:



2. Press the flashing line key for the call.

OR

2. 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 (see page 63). This eliminates the need to place your call on Hold while you enter the number.

If your system has Mandatory Account Codes, you **must** enter an Account Code for each long distance call you place. If your Account Codes are also Verifiable, you **must** enter a code from a list programmed into your phone system. Ask your communications manager which type of Account Codes you have.

To enter an Account Code when placing an outside call: (You can program this on a One-Touch Speed Dial key. See page 63.)

1. Place call.
2. Press immediately after dialing the number.
3. Enter Account Code.
4. Press .

To enter an Account Code for the call you are on: (You can program this on a One-Touch Speed Dial key. See page 63.)

- (Do not hang up.)
1. Press .
 2. Press .
 3. Enter Account Code.

4. Press .
5. Press .

-You are reconnected to your call.


Alarm

 **This feature is for attendants only.**


Your telephone display may show an alarm message. Alarm messages occur when a telephone is unplugged or fails, when a line fails or when a printed circuit card in the system equipment fails. Telephone and line failures display as Minor Alarms. Printed circuit card failures display as Major Alarms. Your display also shows you which extension or card failed. Report alarms to your communications manager.

When an alarm displays, your phone does not ring normally for incoming calls. Calls do not ring while the alarm displays.

To see the cause of an Alarm: (Do not lift the handset.)

1. Press .

-Display shows cause of Alarm. For example: "STA 305 FAILED" or "LINE 02 FAILED."



2. Press  to see if there is more than one failure.

-When you see the first failure message again, you have gone through the entire list.

3.  and  to clear the alarm display.






Alternate Attendant

 **This feature is for attendants only.**


Alternate Attendant allows you to reroute your incoming calls to another extension (your Alternate Attendant). You may want to reroute calls when you are busy or you must leave your phone. Outside calls ring at both your extension and the Alternate Attendant. The  and  flash slowly while the Alternate Attendant is assigned.

When you assign the Alternate Attendant, you cancel your Selectable Display Message (if any). The Alternate Attendant must be a keyset. You cannot assign another attendant as your Alternate Attendant.

To assign the Alternate Attendant: (You can program this on a One-Touch Speed Dial key. See page 63.)

1.  .
2. Press  .
3. Press  .
4. Dial Alternate Attendant's extension number.
5. Dial  .
 -Your display shows, "ALT OPR ASSIGNED."
6.  .

To cancel the Alternate Attendant assignment:

1. Press  .
 -Your display shows, "CANCEL ALT OPR." T






Automatic Call Distribution

ACD Member (Agent)

Your extension may be in an Automatic Call Distribution group. The members of your ACD group share responsibility for answering the group's calls. ACD evenly distributes the calls among the group members. Normally, the member (agent) that has been idle the longest gets the next call.

From time to time, you may need to temporarily remove yourself from the group (for example, when you go to lunch). When you become Off Duty, ACD no longer sends calls to your extension. When you become On Duty, you'll again start to receive ACD calls.

To become On or Off Duty:

1.  LIFT
2. Press .
3. Dial  to go Off Duty; dial  to go On Duty.
4. Dial .

ACD Supervisor

You may be an ACD supervisor. If you are, you should have a display keyset. You should also have a DSS Console with a Hotline key for each group member and your ACD group master number. As a supervisor, you can:

- ℓ Monitor the status of your group on your DSS Console. You can be the supervisor of more than one ACD group.
- ℓ Be notified when all agents are busy, and how long calls have been waiting for an available agent. Your telephone display shows this information.
- ℓ Make agents On or Off Duty.

- ℓ (Optional) Record the announcements that your group's callers hear. Your communications manager can tell you if you need to record any announcements. To record announcements, your system must have a VMU Module.

To monitor the status of your ACD group: Watch your DSS Console.






-If Agent's key is Agent is
OFF Idle
ON Busy
Flashing Slow Off Duty
Flashing Fast In DND

AND




1. On your DSS Console, press the Hotline key for your ACD group master number.
2. Watch your telephone display.

-Your display shows information for the group selected in the previous step. For example, if your display shows, "02 L-04 00:47," you have two calls waiting (02). The call on line 4 (L-04) has been waiting longest: 47 seconds (00:47).

To make agents on and off duty (supervisors only):

1.  LIFT
2. Press , then .
3. Press DSS key for agent you'll change.
4. Dial  to remove agent;  to install.

To record announcements for your ACD callers:

1.  LIFT
2. Press , then .
3. Dial MV (Master Voice Message).


4. Enter the number of the message you want to record (00, 02-07).

-Your communications manager can tell you which message to record. Message 00 is the standard ACD All Agents Busy message.




-The system prompts, "Please start recording."

5. After you hear the beep, speak clearly and directly into the handset.

-The announcement can be up to 16 seconds.





6.  when through recording.

To listen to a previously recorded announcement:


1. 
2. Press .
3. Press .

4. Dial MVL (Message Voice Listen).
5. Dial the message number (00,02-07).

To erase all your recorded announcements (including OPA announcements):

1. 
2. Press .
3. Press .
4. Dial MV and press .


-Your display shows, "DELETE ALL MSG?"

5. To erase messages, dial Y.
 - *Your display shows, "COMPLETED."*
OR
 To quit without erasing, dial N.
 - *Your display shows, "ABORTED."*
6. 

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 (Do not lift handset.)
 on or off: 1. Press .

To adjust the volume of Background Music: 1. Press  or  while feature is active or telephone is idle.

Call Forwarding

With Call Forwarding, you can reroute your incoming calls to another extension or to an outside number. If you are an attendant, you cannot use Call Forwarding. Use Alternate Attendant instead (see page 19).

To forward calls: (This may be programmed on a One-Touch Speed Dial key. See page 63.)

Call Forwarding

1. Press .
2. Press .
3. Dial extension number to receive calls.
4. Press one of the following:
 - to forward calls not answered.
 - to forward calls not answered or when busy.
 - to forward all calls.
 - to have Voice Mail screen your calls (i.e., emulate a personal answering machine). Turn to page 73 for more on this option.
5. Press to hang up.
 - MW flashes slowly. A voice prompt may remind you that your calls are forwarded.

- To cancel Call Forwarding:
1. Press .
 2. Press .
 3. Press to hang up.
 - MW goes out.

Off-Premise Call Forwarding

You can reroute your calls to an outside (off-premise) telephone number. For example, you can forward your calls to your cellular car phone if you have to be on the road.

- To forward calls to an outside number:
1. Press .
 2. Press .

3. Dial .
4. Dial line number (e.g., 01).
 - You may also be able to dial a line group code (9, 90-98).
5. Dial telephone number that is to receive calls.
6. Press to hang up.



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

Call Forward System Cancel

 **This feature is for attendants only.**

Call Forwarding reroutes incoming calls to another extension, or to an outside number. As the attendant, you cannot use Call Forwarding (see the Alternate Attendant feature on page 19 instead). You can, however, cancel all Call Forwarding for the system (including Selectable Display Messages). This also cancels Do Not Disturb for the system.

To cancel all Call Forwarding:

1. 
2. Press .
3. Press .
4. Press .
5. 

Call Timer

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

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

1. Press Timer key.

-The Timer key is ON. Your display starts timing your call. Press the Timer key before you place or answer your call — or while 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):

1. 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. If you are an attendant, you cannot use Callback. To leave a Callback for an outside line, see the Line Callback feature on page 45.

To request a Callback (after calling a busy extension): (Do not hang up.)

1. Dial C.

-You hear ringing.

2.  HANG UP

-You can use your phone for other calls while waiting for the Callback to ring.

To answer when Callback rings you back:



1.

LIFT

-If you hear ringing, wait for answer.


OR

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

To cancel a Callback request to a specific extension:

1. Call busy extension again.

-You hear busy tone.

2. Press .



3.

HANG UP




To cancel all your Callbacks simultaneously:

(This also cancels your Line Callbacks.)



1.

LIFT

2. Press  +  + .




3.

HANG UP


Caller ID

If your phone has a display, Caller ID can show your incoming caller's number and optional name. The Caller ID information will show as either a *post-answer* or *pre-answer* display. With the post-answer display, you'll see the caller's number and optional name *after* you answer the call. The pre-answer display lets you see the caller's number and optional name *before* you answer the call. You can also use the pre-answer display to preview incoming calls before you answer them. The Caller ID pre-answer display is available only if your telephone does not have Automatic Handsfree (see page 9). Check with your communications manager.

To answer a Caller ID call
(with the pre-answer
display disabled):

1.  and press flashing line key.
-You see the incoming caller's name and number and you answer the call.

To answer a Caller ID call
(with the pre-answer
display enabled):

- (Your phone must have Automatic Handsfree disabled to use this feature.)
1. Press the flashing line key to display the incoming caller's phone number.
-You can press another flashing line key instead of going to the next step.
 2. Press the flashing line key again to display the incoming caller's name.
-If the telephone company does not offer the name option, you skip to the next step.
-You can press another flashing line key instead of going to the next step.
 3.  to answer the call.
-If you previewed several ringing lines, you'll answer the call on the most recently pressed line key.

To re-display the Caller ID
information for the call you
are on:

1. Press  for the call.

Under certain conditions, you may see one of the following messages in place of the normal Caller ID information.

When you see . . .	It means . . .
PRIVATE	Your caller has blocked Caller ID.

When you see . . .	It means . . .
OUT OF AREA	Your caller has dialed from an area that does not support Caller ID
UNAVAILABLE	Your telephone company's Caller ID service is out of order

Camp-On

Camp-On allows you to call a busy extension or line and wait off-hook until that extension or line becomes free.

To Camp-On to a busy (Do Not Hang Up.)
extension or line: 1. Dial C.

*-If you Camp-On to a busy extension...
You hear ringing in your handset. When
the party is free, their phone rings.*

OR

*-You hear two beeps and you can begin
speaking.*


*-If you Camp-On to a busy line...
Busy tone stops. When you hear dial
tone, dial your outside call.*

To answer a Camp-On: (You hear two beeps while you are on a call.)
(Do not hang up.)

1. Press flashing ^{CALL1}.


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

To return to the first call and switch between calls:



1. Press the other  key.

-This automatically places the first call on Hold.

Conference

 **This feature is always available.**

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

- To set up a Conference:
1. Place first call.
 2. Press .
 3. Place next call.
 4. Press .

-All three parties are Conferenced.

To cancel a Conference:

1. 

-If your Conference included an Intercom call, your callers continue to converse after you hang up.




OR

1. Place Conference on Hold.
2. Disconnect one of your callers.
3. Hang up on your remaining caller.

Conference, Unsupervised

Use Unsupervised Conference when you want to join two outside callers in a Conference — then leave the Conference and allow them to talk privately. Once you set up this type of Conference, it continues until one of the outside callers hangs up. You cannot rejoin the Conference or terminate it from your phone.

To set up an Unsupervised Conference:

1. Place or answer first outside call.
-You talk to the first caller.
2. Press .
3. Place or answer second outside call.
-You talk to the second caller.
4. Press  again.
-You talk to both callers.
5. 
-Your callers talk privately with each other. You cannot rejoin the Conference.


Dialing Number Preview

Dialing Number Preview (DNP) allows you to dial, review, and correct a number before the system dials it out for you. You can only use Dialing Number Preview if you have a display telephone.

To dial using DNP: 1.





-This is optional unless you are an attendant.

2. Press .

-Your display shows, "DIAL PREVIEW."


3. Dial number.

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


To correct digits: 1. Press  to move the cursor left to the incorrect digit. Press  to move the cursor to the right, one digit at a time.

2. Dial correct digit.

-Your display shows the new digit and the cursor moves one space to the right.

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

-The system dials only the digits up to the cursor.

4. Press .

-The system automatically selects a line and dials the number.

OR

-Your display shows, "SELECT IDLE LINE," and you must press a line key. The system then dials the number.

To exit DNP at any time: 1.



Direct Station Selection




Direct Station Selection keys (the second-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.

- To verify a programmable key's programming, press CHECK and the key to verify. You may need to press the key several times to check all the programming.

When the key is...	The extension is...
OFF	Idle
ON	Busy
Flashing	DND

- ① **User-Programmable Feature:** Also refer to DSS in User-Programmable Features (page 85). When programming DSS keys, you can use the User-Programmable Feature or the procedure below. If a DSS key is also a Station Call Coverage key, changing DSS also changes the Call Coverage assignment.

To program your DSS keys:

1.  LIFT
2. Press , then .
3. Press the desired DSS key.
4. 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. All unprogrammed keys call extension 300.

5.  HANG UP

To call an extension using a DSS key:

1.  LIFT
2. Press .




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

3. 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 on page 69.

To Pickup a call ringing at another phone: (You can program this on a One-Touch Speed Dial key. See page 63.)

1.  LIFT
2. Press .
3. Press .


4. Dial ringing extension number.


*-You are connected to the caller.
-This procedure also picks up a call on System Hold or Parked at the extension you dial. Refer to the Hold (page 13) and Park (page 55) features.*

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:

- ℓ Intercom (dials extension numbers)
- ℓ Personal (dials your Personal Speed Dial numbers)
- ℓ Company-wide (dials the first 100 System Speed Dial numbers)

To dial a number using Directory Dialing:  (attendant only).

1.  (attendant only).
2. Select type of directory.

-For Intercom Directory, dial I. Your display shows, "INTERCOM DIRECTORY."

OR

For Personal Directory, dial P. Your display shows, "PERSONAL DIR."

OR

For Company-wide Directory, dial C. Your display shows, "COMPANY WIDE DIR."

-If your display shows, "NO RAM INSTALLED" when you press P or C, you can only use Intercom Directory Dialing.

3. Dial the first letter of the desired name.

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

4. Dial the digit (, or) 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).


5. Press ▲ or ▼ to scroll through the names beginning with this letter. Stop at the desired name.

-To begin with the first name in the list (so you can scroll through all the names), press .

6. Press .

-The system dials the number stored with that name.

-If you are transferring, pressing DIAL initiates a screened transfer. For an unscreened Transfer, hang up instead.


- To cancel Directory Dialing at any time:
1. Press .

Display Messages

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. If you have a question about the displays, check with your communications manager.

Do Not Disturb

Do Not Disturb (DND) blocks Page or ringing at your extension. If you call an extension that is in DND, you hear a reorder tone. You may be able to override DND. If you are an attendant, you cannot place your phone in DND.

- To put your phone in Do Not Disturb:
1. Press .

- To cancel Do Not Disturb:
1. Press .

To Override your Hotline partner's DND: (The Hotline key for your partner flashes on your phone.)



1. 
2. Press Hotline key twice.

-The phone rings if idle; wait for an answer.

OR

1. Place Intercom call to extension in DND.
2. Dial I.

-The phone rings if idle; wait for an answer.

□ Door Box

Your system may have Door Boxes. A Door Box is a self-contained Intercom unit typically used to monitor entrance doors. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chimes to certain extensions. If you receive Door Box chimes, you can just lift the handset to answer them. You can then talk to the visitor at the door.

Door Boxes come in handy at delivery entrances. Your company doesn't need to have someone at the door to monitor the entrance. You can just answer the Door Box instead.

To answer the Door Box
chimes:




1.

-If you have a Call Coverage or Hotline key for the Door Box, you can press it instead.

To call the Door Box:



1.



2. Press .

-If you have a Call Coverage or Hotline key for the Door Box, you can press it instead.

3. Dial Door Box extension number.

-Your system can only have Door Boxes at extensions 310, 311, 322 and 323.

□ Dual Line Appearance

Your extension has two line appearance keys for placing and answering calls. These line appearance keys are on the  and  keys on your phone. This will be a convenience for you if you frequently have two calls active on your phone. For example, you can easily place a new call on one appearance while you have a call waiting on the other.

While on a call, Dual Line Appearance shows your waiting Intercom calls at a glance. Your first call rings your first appearance key. Your second Intercom call flashes your second appearance key.

To place a call if you have
Dual Line Appearance:



-Dual Line Appearance follows Ringing Line Preference. If you lift the handset while a call is ringing, you'll get Intercom dial tone or answer the ringing call.

To answer a call if you have
Dual Line Appearance:




-If you have Ringing Line Preference (page 60), this answers the call.

2. Press ringing CALL key.

□ Flash

While you are on an outside (CO) call, Flash allows you to regain dial tone without giving up control of the line. You can then place another call. Flash also allows access to PBX features when using a PBX line.

To flash the line you are on: (Do Not Hang Up.)

1. Press .









2. Dial number.

☐ Forced Line Disconnect

☞ **This feature is for attendants only.**

Forced Line Disconnect allows you to disconnect a call on an outside line. This may be necessary, for example, when a call is terminated but the line remains locked up (line key stays lit).





To disconnect a line:

1. 
 2. Press desired  key.
 3. Press .
 4. 
- OR**
1. 
 2. Press .
 3. Dial line access code (e.g., 801).
 4. Press .
 5. 

☐ Group Call Pickup

Your extension may be in a 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. You don't have to be a group member to have Group Call Pickup keys.

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 key. See page 63.)

1.  LIFT
2. Press .
3. Press  and dial .

-You are connected to the caller. Your display shows, "P (+ name)" or "PICKUP FROM (+ extension number)."

OR

1.  LIFT
2. Press the flashing Group Call Pickup key.


-The key flashes when a call is ringing the group.

-You are connected to the caller. Your display shows, "P (+ name)" or "PICKUP FROM (+ extension number)."

- ① **User-Programmable Feature:** Use Ring Assignment/Delayed Ring Assignment in User-Programmable Features (page 85) to assign Pickup Group key ringing.


Group Listen

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. If you are an attendant, you cannot use Group Listen.

- To initiate Group Listen:
1. Establish handset call.
 2. Press  (but do not hang up).

-SPK lights.

To cancel Group Listen: (Do not hang up.)



1. Press .

-SPK goes out.

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 key. See page 63.)

1.  and press .
2. 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. See page 63.)

1.  and press .
2. Dial Ring Group number (e.g., 428).

-You are connected to the caller.

To answer a Ring Group call ringing your group:

1. 


-The CALL key or a Line key lights.





Headset

If you have a Headset, you can use it instead of the handset. Using the headset frees up your hands for other work.


- To install the headset:
1. Leave the handset in the cradle.
 2. Unplug the handset and plug in the headset.


For Non-attendant Keysets

Use  to hang up calls in place of the handset.

- To operate a Headset:
1. Press  whenever you see the instruction, "".
 2. Press  whenever you see the instruction, "".

For Attendants

- To answer a call using the headset:
1. Press RLS on the DSS Console.
-If you have Ringing Line Preference (page 60), this answers the call.
 2. Press the flashing  or CALL loop key.

- To place a call using the headset:
1. Press RLS on the DSS Console.
 2. Press a  or CALL loop key.
-If you have Ringing Line Preference, press the line or CALL loop key before pressing RLS.

- ④ **User-Programmable Feature:** 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.

- To verify a programmable key's programming, press CHECK and the key to verify. You may need to press the key several times to check all the programming.

When the Hotline key is ...	Your partner is ...
OFF	Idle
ON	Busy
Flashing	DND

You may be able to override an extension in Do Not Disturb using your Hotline key. Refer to the Do Not Disturb feature on page 36.

- ① **User-Programmable Feature:** If you have a Hotline key, you can use Hotline in User- Programmable Features (page 85) to change your Hotline assignment.

To place a call using a Hotline key:



1. Press the Hotline key.

-If the Hotline key to your partner is lit, see the Off-Hook Signaling feature on page 50.


-You may have Hotline keys on your phone and your DSS Console. The key is lit when the extension is busy.


Intrusion (Barge-In)

To transfer the call you are on using a Hotline key: (Do Not Hang Up.)

1. Press the Hotline key.



-If your partner doesn't answer, you can press another Hotline key instead of going to step 2.

2.  or wait for an answer.

To answer a call from your Hotline partner: (CALL1  flashes.)
If you are not an attendant...

1. Listen for two beeps.
2. Speak toward the phone.

If you are an attendant...

1. 
2. Press  (Intercom loop key).

Intrusion (Barge-In)

Intrusion allows you to break into another conversation.

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.)

1. Dial I (dial pad key 4).

-Busy party hears two short beeps.


-You cannot Intrude on a Conference call.

-If you hear fast busy tone, you cannot Intrude.

2. Wait about four seconds, your display will show "Conference Call".

-You and the other two parties are in Conference.


Last Number Redial

 **This feature is always available.**

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:




1. *-To select a different line, press a line key*
2. Press .

-If you hear busy tone, press an idle line key. Your call dials out automatically.

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 on page 26. If you are an attendant, you cannot use the Line Callback feature.

- To request a Callback for an outside line on a line key:
1. Press illuminated .

-You hear busy tone.

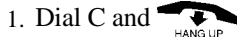
2. Dial C.

-Busy tone stops.



-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 can use your phone for other calls while you wait for Callback to ring you back.

To answer when Callback rings you back:




-You hear dial tone on the line you requested.

2. Place call.

To cancel a Callback request to a specific line:

1. Try to access busy line again.




-You hear busy tone.

2. Press  and hang up.

To cancel all your Callbacks simultaneously:

(This also cancels your Intercom Callbacks.)






2. Press , , .



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. Also see Conference on page 30.


- To set up a Meet-Me Conference:**
1. Page desired parties and announce Meet-Me Conference code (11 or 12).
 2. Press .
 3. Dial Meet-Me Conference access code.

- To join a Meet-Me Conference:**
1.  and press .
 2. Dial announced Meet-Me Conference access code (11 or 12).

-The display shows "Conference Call" when the three parties join the Meet-Me Conference.

Message Waiting

You can leave a Message Waiting indication at a busy or unanswered extension requesting a return call. The indication is a flashing  key and an optional voice reminder message. If you are an attendant, another extension user cannot leave a Message Waiting at your extension. Also see Voice Mail on page 73.

- To leave a Message Waiting after calling an extension:** (Do Not Hang Up.)
1. Press .



-You hear dial tone. You cannot leave a Message Waiting while using Voice Over. See Off-Hook Signaling on page 50.

2. .

Microphone Mute

To answer a Message (Your MW key flashes fast.)


Waiting left at your extension:

1.  and press .

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

To select the message you (Do not lift handset.)

want to answer (from your display phone):

1. Press .

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




2. 

3. Press .

-The system calls the extension you selected.

To cancel all the messages (This also cancels your Intercom and Line left on your phone: Callbacks.)

-You cannot cancel a Message Waiting you left at an individual extension.

1. Press , , .

2. Press  to hang up.


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 you are an attendant, you cannot use Microphone Mute.

To activate Microphone Mute: 1. Press .

Mute:

-You can do this while on a call or when your phone is idle (to turn off Handsfree reply to a voice-announced call).




To deactivate Microphone Mute: 1. Press .

Mute:

Monitor


Monitor allows you to listen to somebody else's phone conversation, without them hearing you or knowing you are on the line. When you monitor someone on an outside call, you hear both parties. However, when you monitor someone on an inside call, you only hear their caller. You cannot Monitor a Conference call.


CAUTION: Unauthorized monitoring of calls using this feature may be interpreted as an invasion of privacy.

- To monitor a call: 1. Press , press  .
2. Dial the extension number.
 3. Dial M.

-You hear the conversation.

Night Answer

 **This feature is for attendants only.**

If you're an attendant, you can place the system in Night Answer. While in Night Answer, the system reroutes incoming calls to preselected extensions or through the paging system. The  key flashes only at your extension while the system is in Night Answer.


Off-Hook Signaling

To place the system in Night Answer (attendants only):

1. Press .

-The DND key flashes. Your display shows, "NIGHT MODE ON."

To take the system out of Night Answer (attendants only):

1. Press .





-The DND key goes out. Your display shows, "NIGHT MODE OFF."

① **User-Programmable Feature:**

You can change the lines that ring your phone at night. Refer to Night Ring in User-Programmable Features (see page 85).

To answer a call during Night Answer:

(You can program this on a One-Touch Speed Dial key. See page 63.)

1. 
2. Press .
3. Press .
4. Dial .

-You are connected to the caller.

OR

1. 
2. Press flashing .

Off-Hook Signaling

Off-Hook Signaling allows you to signal a busy extension when you want to talk to them. If the busy party is on a handset call, they hear your voice in their handset (called Voice Over). The party can select to talk to you or their initial caller. If the busy party is on a Handsfree call, they hear a beep. You cannot use Voice Over if you are an attendant.

- ① **User-Programmable Feature:** You can allow or deny Voice Over for your extension. Refer to Voice Over in User-Programmable Features (page 85).

Voice Over

To respond to a Voice Over signal: (You hear two beeps before your caller's voice.)

1. Press and hold .



-To talk to the first party, release MIC.

To signal an off-hook extension:

1. 
2. Use DSS or Hotline.

-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 key, Camp-On is automatic. See page 29 for more on Camp-On.

OR

1. 
2. Press .
3. Dial extension number.
4. 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.

Operator Assistance




Operator Assistance (OPA) automatically answers outside calls and provides dialing options to the outside callers. OPA lets an outside caller dial an extension or hunt group directly. You or a co-worker do not have to screen the call.

When OPA answers a call, the caller hears a recording of their dialing options. For example, the announcement could say, "Hello. You have reached XYZ Corporation. Dial 4 for Technical Service or 5 for Sales." You may be able to record the messages callers hear. Before recording, check with your communications manager to find out about the OPA messages. To use Operator Assistance, your system must have a VMU Module.

To record an OPA message:

1. 
2. Press  and .
3. Dial MV.
4. Dial the OPA message number (02-07) you want to record.
-Your communications manager can tell you about each message.
5. Wait for instructions, then begin recording.
6. 

To listen to a previously recorded OPA message:



1. 
2. Press  and press .
3. Dial MVL.
4. Dial the message number (02-07) you want to hear.

-Your communications manager can tell you about the messages.



To erase all OPA messages (including the ACD overflow message):



2. Press  and press .

3. Dial MV.

4. Press .

5. Dial Y.

-To exit the procedure without erasing the messages, dial N.




To call into the system using Operator Assistance:

1. Dial system telephone number.

2. After OPA answers, dial announced option:
Dial single-digit option.

OR

Dial  plus the extension you wish to reach.

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

Additionally, your system may have External Paging Zones. If you page to an internal zone, the announcement broadcasts over the corresponding external zone as well. You can have up to two zones - 1 and 2). All Call Paging is broadcasted to all External Paging Zones (speakers). Your communications manager can tell you if your system has this capability.

- ① **User-Programmable Feature:** You can allow or deny Pages to your phone. Refer to Page in User-Programmable Features on page 85.

To make an All Call Page or a Zone Page: (You can program this on a One-Touch Speed Dial key. See page 63.)

1.  LIFT
2. Press .
3. Dial Page Zone access code, as follows:

Page Zone	Access Code
All Call	1 *
1	2 *
2	3 *
3	4 *
4	5 *
5	6 *
6	7 *
7	8 *

-You hear two beeps.

-If your VS system has a PCU Module, you may have codes for additional External Page Zones. Check with your communications manager.

4. Make announcement.



OR



2. Press Page key.

-You hear two beeps. If the zone is busy, you hear fast busy tone instead.

-You may have Page Zone keys on your phone and your DSS Console. The key is lit when the zone is busy.

3. Make announcement.




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. In either case, the call recalls to you if not picked up.

To Park the call you are on: (Do Not Hang Up.)

1. Press .

2. Dial Park Orbit access code. To use System Park, dial 60-69.

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

-You hear dial tone. If you hear busy tone, press a CALL key and dial another orbit.

3. Page party to receive call and announce the Park Orbit access code.



OR

1. Press the Park Orbit key.


-You hear dial tone. The key flashes for calls you parked and is on for calls co-workers have parked.

2. Page party to receive call.



To pick up a Parked call: (You can program this on a One-Touch Speed Dial key. See page 63.)



2. Press .

3. 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. Your display shows, "CALL FROM ORBIT."*

OR






2. Press Park Orbit key.

-You are connected to the party. Your display shows, "CALL FROM ORBIT." You may have Park Orbit keys on your phone and on your DSS Console.

□ 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. If you are an attendant, you cannot use Personal Greeting. Personal Greeting requires a VMU Module.

To record a Personal Greeting:

1. 
2. Press .
3. Press .
4. Dial M V.





-Dial A for all calls.

-Dial I for internal calls only.

5. The system prompts, "Please start recording."
6. After you hear the beep, speak clearly and directly into the handset.
7. (Optional) Enter three-digit extension where calls will be transferred. Intercom dial tone will be heard.
8.  when you are through.

-The MW flashes slowly.

To cancel your Greeting:

1. 
2. Press .
3. Press .
4. 

□ 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.

- ① **User-Programmable Feature:** You may be able to assign Prime Lines from your phone. Refer to Prime Line in User-Programmable Features on page 85.

□ 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:

1.  1. Press the desired **LINE**.

-The line key lights and the display reads "Conference Call" momentarily. 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 (Do Not Hang Up.) you are on:

1. Press the **LINE** of the call you are on.




-You have privacy for the call.

□ Removing Lines and Extensions

☞ **This feature is for attendants only.**

If a line or extension is causing an Alarm, you can remove it from service until service personnel resolve the problem. This prevents further Alarms on this line or extension. After it is repaired, you can place the line or extension back in service.




To remove a line or extension from service:

1. 
2. Press .
3. Press .
4. Dial extension number or line extension number.

-For example, line 801 is line extension number 348 (without an AUX module).

5. Dial .
6. 

To place a line or extension back into service:

1. 
2. Press .
3. Press .
4. Dial extension number or line extension number (e.g., 348).

5. 

□ Ringling Line Preference

Ringling Line Preference lets you answer outside calls by just lifting the handset. Ringling Line Preference simplifies the way you answer calls. This helps if you use your phone primarily for answering calls. If more than one call is ringling, Ringling Line Preference answers the call on the lowest numbered line first.

- ① **User-Programmable Feature:** You can allow or deny Ringling Line Preference for your extension. Refer to Ringling Line Preference in User-Programmable Features on page 85.

To answer an outside call:



-The line key is lit.






-To place a call instead of answering the ringling call, preselect a line before lifting the handset.


□ Room Monitor

Room Monitor enables a keyset extension user to monitor (listen to) the environmental sounds in an area or room containing another keyset extension.

Several extensions can monitor the same extension, however, a single extension cannot monitor more than one extension at a time. If the extension being monitored is used while Room Monitor is activated, the feature is temporarily disabled.

To allow an extension to use Room Monitor, system programming must have the Monitor feature enabled in the Class of Service.

- To activate Room Monitor:
1. Press .
 2. Press  + .
 3. Dial the extension number to be monitored.
 4. Press .
-  *flashes on a monitored phone.*




- To cancel Room Monitor:
1. From the monitoring extension, press .

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 about programmed messages — and the codes you dial to select them. ONYX VS systems have 16 Selectable Display Messages (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. See page 63.)







1. .
2. Press  + .
3. Dial M.
4. Dial 00-16 to choose one of the messages.

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

Selectable Display Messages





5. 
-MW flashes slowly.

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

1. 
2. Press  + .
3. Dial M.
4. Scroll through the messages using  or .
- You may add digits to the end of
messages 00-07.
5. Press .
- You hear dial tone.
-If you append a message (00-07), skip
this step.

6. 
-MW flashes slowly.


To cancel a Display Message: (You can program this on a One-Touch Speed
Dial key. See page 63.)

1. 
2. Press .
3. Press .
4. 
-MW goes out.

Speed Dial

Speed Dial gives you quick access to frequently called numbers. There are two types of Speed Dial: Personal and System. 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 / One-Touch Speed Dial Keys

Your phone has 10 keys programmable for One-Touch Speed Dial. Just press these One-Touch Speed Dial keys to dial the stored number. By pressing  and a One-Touch key, you have an additional 10 Speed Dial keys. These numbers are your Personal Speed Dial numbers. (If you have a DSS Console, you can also have One-Touch Speed Dial keys on your console.) You can also store certain Intercom features under your One-Touch Speed Dial keys. This simplifies accessing features that you use often. Just press the One-Touch Speed Dial key to use the key's programmed feature. You can store any feature that uses the digits 0-9, # and *. You can change the numbers stored for these keys. See the instructions for storing Personal Speed Dial numbers on page 65 for more.

Storing Names

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.

Storing a Pause, Delay or Flash

You can store a **Pause** in a Speed Dial bin by pressing where you want the Pause to occur. When you use the stored number, the system stops dialing when it encounters the pause and waits for a second dial tone. If the second dial tone occurs, dialing continues. You might want to use a Pause if your Speed Dial number calls a dial-up service (like a banking service) that automatically returns second dial tone. The pause ensures that your number doesn't dial out too soon. (If you don't get second dial tone, you can always dial to force the remaining digits to dial out.)

In some cases, you may want to store a **Delay** in lieu of a Pause. A Delay is a fixed wait interval that doesn't monitor for second dial tone. Use Delay, for example, if you're not sure the dial-up service will return second dial tone. After the first part of your Speed Dial bin dials out, the system waits the Delay interval and then dials the remaining digits. To enter a Delay while programming the Speed Dial bin, press where you want the Delay to occur.

You can also store a **Flash** command in a Speed Dial bin. You might want to do this if your system is behind a Centrex or PBX and you need to use certain Centrex or PBX features. For example, a Flash command frequently initiates a PBX Transfer. To enter the Flash command while programming the Speed Dial bin, press where you want the Flash to occur.







System Speed Dial

System Speed Dial numbers are accessible from any extension. If you are an attendant, you normally can store or change these System Speed Dial numbers. If you are not an attendant, you normally cannot change these numbers. Check with your communications manager to see what your System Speed Dial numbers are.

- To verify a programmable key's programming, press **CHECK** and the key to verify. You may need to press the key several times to check all the programming.

-DSS consoles have the last three row of keys (keys 81-110) fixed for System Speed Dial numbers 700-730.

Using Personal Speed Dial

- To store a Personal Speed Dial number:
1. Press  and press .
 2. Press .
 - Your display shows, "ENTER BIN #".
 3. Dial Personal Speed Dial bin number (50-59, 20-29) or press One-Touch Speed Dial key. (To access One-Touch bins 20-29, press  then the One-Touch key.)
 - Your display shows, "LINE [01-nn,9X]."
 - 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.
 4. Dial line number (e.g., 01), press  or to store an Intercom feature, press .
 - You may also be able to dial a line group code (9 or 90-98) or press a loop key.
 - If you are storing an outside number, your display shows, "TEL NUMBER."
 - If you are storing a feature code, your display shows, "ENTER FEAT. CODE."
 5. Dial number.

-To enter a pause, press HOLD. To enter a Flash, press FLASH. To enter a Delay, press DIAL. For example, to have the system dial 9, pause and then dial 926 5400, enter: 9 (HOLD) 9265400.

-Press CLEAR to reenter a phone number.



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

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

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

*-Press * to erase a name.*

2. Dial the first letter of the desired name.

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

3. Dial the digit (1, 2 or 3) that identifies the desired letter.

4. Repeat the above two steps for additional letters.

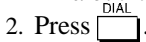
-You can correct a name as you enter it. Press VOLUME \leftarrow to backspace (erase) over a character; then enter the correct letters.

5. Press when finished.

To call a Personal Speed
Dial number:



-You can preselect a line by pressing a line key. If you preselect, you must press CALL1 instead of DIAL before dialing a bin number.



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

-The Speed Dial key does not light.

*-If the number includes a pause, you can press * to force dialing to continue.*

-If you hear busy tone, press an idle line key. Your call dials out automatically.

OR



-You can preselect a line by pressing a line key.

2. Press One-Touch Speed Dial key.

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

-If you hear busy tone, press an idle line key. Your call dials out automatically.


Using System Speed Dial

To store a System Speed
Dial number:



4. Dial System Speed Dial bin number (e.g., 700).

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

5. Dial line number (e.g., 01) or press .

-You may also be able to dial a line group access code (9, or 90-98) or press a loop key.

6. Dial number.


-To enter a pause, press HOLD. To enter a Flash, press FLASH. To enter a Delay, press DIAL. For example, to have the system dial 9, pause and then dial 926 5400, enter: 9 (HOLD) 9265400.

7. 
HANG UP

To call a System Speed Dial number:

1. 
LIFT

-You can preselect a line by pressing a line key. If you preselect, press CALLI instead of DIAL before dialing a bin number.

2. Press .

3. Dial System Speed Dial bin number.

*-If the number includes a pause, you can press * to force dialing to continue.*

-If you hear busy tone, press an idle line key. Your call dials out automatically.

OR

1. 
LIFT

-To preselect a line, press a line key.

2. Press System Speed Dial key (One-Touch key for System Speed Dial).

*-If the number includes a pause, you can press * to force dialing to continue.*

-If you hear busy tone, press an idle line key. Your call dials out automatically.

To chain two Speed Dial numbers:

1. Place first call using Speed Dial.

-Wait for number to dial out.

2. Press .

3. Press Speed Dial key of second number.

-Do not dial a bin number.

OR

1. Place first call using Speed Dial.

-Wait for number to dial out.

2. Press One-Touch Speed Dial key of second number.

OR

1. Place first call using Speed Dial.

-Wait for number to dial out.

2. Press .

3. Dial Speed Dial bin number (50-59, 20-29).

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.

Station Call Coverage

When the key is . . .	The covered phone is . . .
OFF	Idle
ON	Busy
Flashing Slowly	Ringing
Flashing Fast	In DND

To place a call to your covered extension:

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

To Transfer a call to a covered extension:

1. Press Call Coverage key.
2. If you hear two beeps, announce call.

OR

If you hear ringing, wait for called party to answer before announcing call.

OR



to Transfer the call unannounced.

OR

If you hear ring/busy, dial **1** to send Off-Hook Signaling. Refer to the Off-Hook Signaling feature.

To pick up a call ringing a covered extension:

1. Press flashing Call Coverage key.

① **User-Programmable Feature:**

Use Ring Assignment and Delayed Ring Assignment in User-Programmable Features (page 85) to program ringing for the Call

Coverage key. To change a Call Coverage Key extension assignment, use DSS programming. See DSS in User-Programmable Features (page 85).




□ Telemarketing Dial

Telemarketing Dial lets you use your PC to dial a call and then pick up the call from your telephone after it goes through. If you have auto-dialing or database dialing capabilities in your PC, you can now use those features to place your voice calls. To use Telemarketing Dial, you must have your PC connected to a modem and an Analog Station Interface (ASI). You must also have a Call Coverage key for the ASI. Ask your communications manager if you can use Telemarketing Dial.


- To use Telemarketing Dial:
1. Use your PC's communications software Directory Dialing feature to place the call.
 - Listen to the call dialing out through your modem.
 2. When the called party answers, press the Call Coverage key for your PC.
 - The call will be in the Privacy Release mode (the line key flashes fast). To enable privacy, press the line key.

□ Time and Date

The time and date appear on display phones.

- To set the time:
1.  LIFT
 2. Press .
 3. Press .

-Your display shows, "DSS,EXT,6,9,8?."

4. Dial .

-Your display shows, "SET TIME
HHMMSS."

5. Enter the hour (00-23: 0=12 midnight;
12=12 noon; 23=11 P.M.)


6. Enter the minutes (00-59).

7. Enter the seconds (00-59).

8. 


To set the date:

1. 

2. Press .

3. Press .

-Your display shows, "DSS,EXT,6,9,8?."

4. Dial .

-Your display shows, "SET DATE
MMDDYY."

5. Enter the month (01-12, 01=January;
12=December).

6. Enter the day of the month (01-31).

7. Enter the last two digits of the year (00-99).

8. 

Voice Mail

Your system may have Voice Mail (Integrated Voice Messaging). Integrated Voice Messaging lets you exchange recorded messages with co-workers. It also lets your outside callers leave recorded messages for you. You and every other user has a mailbox which holds your recorded messages. You "call your mailbox" to listen to your messages and use other Integrated Voice Messaging features.

Call Forwarding to Voice Mail

When you forward your phone to Voice Mail, your incoming calls automatically go to your mailbox. Your callers can leave a message instead of calling back later. You can choose one of three different Call Forwarding to Voice Mail modes:

- ℓ Forward calls you do not answer
- ℓ Forward calls when you are busy and calls you do not answer
- ℓ Forward all your calls

Personal Answering Machine Emulation

Your mailbox may be able to emulate a personal answering machine. This lets you screen your calls, just like your answering machine at home. You can let the message go through or lift the handset to pick up the call.

Leaving a Message

When you call a co-worker and their phone is unanswered, busy or in Do Not Disturb, you can easily leave a message in their mailbox. You don't have to call back later.

Transfer to Voice Mail

Transfer a call to your own or a co-worker's mailbox. After the Transfer goes through, your caller can leave a message in the mailbox.



Message Center

A Message Center is a mailbox shared by you and your co-workers. If your phone has a Message Center key, you can leave messages for your co-workers or listen to messages they have left. For example, you could be part of a Customer Service group with a Message Center for each of your company's products. When all members of your group are busy, your dispatcher can send callers to the appropriate Message Center. Later on, you can easily retrieve all messages for a particular product. Ask your communications manager if your phone has a Message Center key.

Conversation Record

While on a call, you can press your Record key to record the conversation in your mailbox. Voice Mail stores the conversation like any other voice message. You can then save, edit or delete the recorded conversation. Ask your communications manager if you have a record key.

To call your mailbox:

1.  LIFT
2. Press  FLASH.
3. When Integrated Voice Messaging answers, dial your security code.

-Your communications manager can tell you your security code. Refer to your Voice Mail User Guide for the specifics. You can have a One-Touch Speed Dial key for simplified security code entry. See page 63.

To call a Message Center: (If the Message Center key flashes fast, it has messages waiting.)





-You cannot press the flashing Message Center key to see the number of messages waiting.

1.  LIFT

2. Press the Message Center key.

-You log onto the Message Center mailbox. You have all the options available to any other mailbox subscriber.

To forward calls to your mailbox:

1.  LIFT
2. Press .
3. Press .
4. Press .
5. Dial Call Forwarding option.

-Dial 1 to forward calls not answered.

-Dial 2 to forward calls not answered or when busy.





-Dial 3 to forward all calls.

-Dial 4 to have Voice Mail screen your calls (i.e., emulate a personal answering machine).

6.  HANG UP

-MW flashes slowly.

To cancel Call Forwarding:

1.  LIFT
2. Press .
3. Press .
4.  HANG UP

-MW goes out.

To Transfer a call to someone else's mailbox:

1. Press .
2. Press .

3. Dial extension number.

-If you dial the Voice Messaging System master number, your outside caller can select the mailbox they want.



To record your conversation: (Your telephone must have a record key.)

1. Press Record key.

-After a few seconds, you hear two beeps and an announcement when Voice Mail starts recording your call. The record key flashes fast while recording.

Voice Prompting Messages

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.

Voice Prompt	Description
<i>All lines are busy. For automatic Callback, please press the Callback key.</i>	Plays when trying to place a call when all lines in the group are busy.
<i>Audio file is full.</i>	Plays when trying to record a Personal Greeting when all memory has been used.
<i>Please do not disturb.</i>	Plays when calling an extension in DND.
<i>Please hold on, all lines are busy. Your call will be answered when a line becomes free.</i>	Plays when calling a busy UCD or ACD hunt group.

Voice Prompt	Description
<i>Please hold on, your call is being rerouted.</i>	Plays when calling an extension that is Call Forwarded off-premise.
<i>Please start recording.</i>	Plays to prompt the user to record a Personal Greeting.
<i>Recording finished.</i>	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.
<i>The lowest cost line is busy. Please wait for the next one.</i>	Plays when placing an ARS call when all lines in a line group are busy.
<i>The number you have dialed is not in service.</i>	Plays when calling a valid, but inoperative extension.
<i>The time is</i>	Plays the time after dialing T (digit 8) on an idle telephone.
<i>This is station</i>	Plays the extension number after dialing N (digit 6) on an idle telephone.
<i>You have a message.</i>	Plays to alert the user that someone has left a Message Waiting (controlled by system programming).
<i>Your call cannot go through. Please call the operator.</i>	Plays when trying to place a restricted call.
<i>Your calls have been forwarded.</i>	Plays to alert the user that the extension's calls have been forwarded (controlled by system programming).
<i>Vacant number.</i>	Plays when calling an invalid (not installed) extension.

□ Volume Controls

Your telephone has three volume adjustments: Background Music, handset and Handsfree. The Background Music adjustment also adjusts incoming ringing and paged announcements. If you are an attendant, you don't have Handsfree or the Handsfree volume adjustment.

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

1. Press **⏮** or **⏭** while feature is active or telephone is idle.

To adjust the handset volume:

1. Press **⏮** or **⏭** while on a handset call.
-When you hang up, the volume level for outside calls may revert to a mid-range value. The volume level for Intercom calls, however, stays at the set value until you change it.

To adjust the Handsfree (speaker) volume:




1. Press **⏮** or **⏭** while on a Handsfree call.
-When you hang up, the volume level for outside calls may revert 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.

□ Walking Class of Service


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.

To place a call from a restricted extension:



1.  LIFT
2. Press .
3. Press  twice.
4. Dial Walking Class of Service code.

-See your communications manager for your code.

5. Dial line access code (e.g., 801), or press .

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

6. Dial telephone number.

☐ Charts and Illustrations

This section contains handy charts and illustrations for your reference. You'll find:

- ℓ The dialing plan (the numbers you dial) — see below
- ℓ Flash rates for telephones — see page 81
- ℓ Multibutton telephone key layout — see page 82
- ℓ DSS Console key layout (page 83)
- ℓ Feature Quick Reference Guide — see page 84
- ℓ User-Programming chart — see page 85

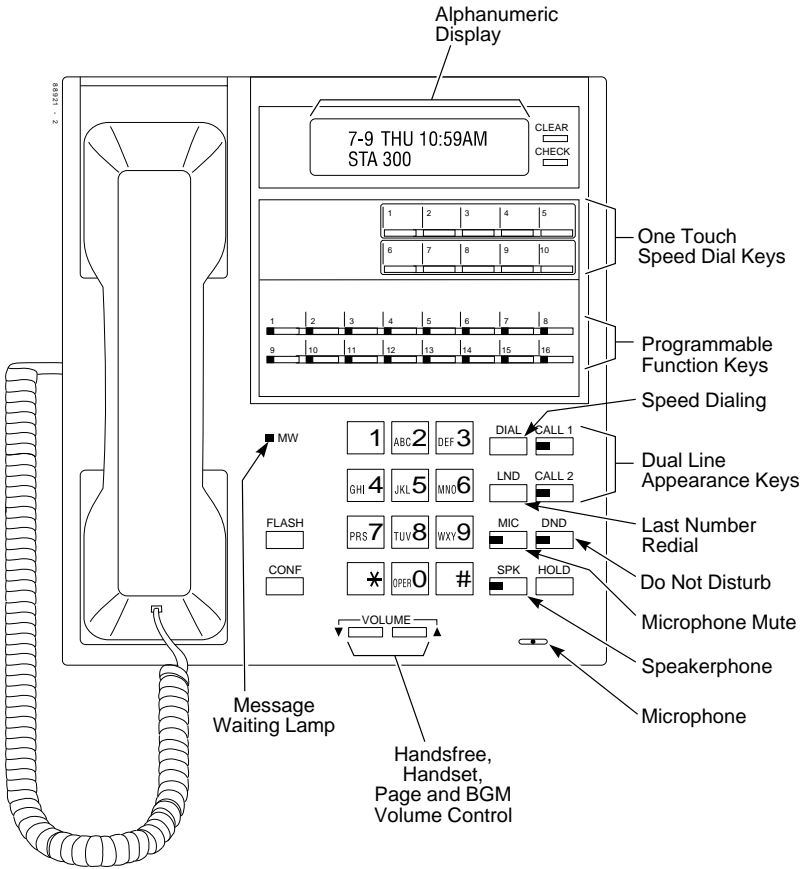
Your System's Dialing Plan

This chart shows the numbers you dial for extensions, outside lines, Ring Groups and Selectable Display Messages. Ask your communications manager which system you have, so you'll know which numbers to dial.

	ONYX System	
	VS w/o AUX	VS w/AUX
Extensions	300-323	300-371
Outside Lines	801-808	801-824
Outside Line Codes	01-08	01-24
Outside Line Groups	9, 90-98	9, 90-98
Outside Line Extensions	348-355	372-395
Ring Groups	364-371	396-403
Selectable Display Messages	00-15	00-15

Display/Multibutton Telephone LEDs

<i>Your phone is idle (not on a call)</i>	All LEDs out (dark)
Outside Calls	
<i>An outside line is busy</i>	The line key is On Red
<i>An outside call is ringing your phone</i>	The line key flashes Slowly RED if it's shared, Off then flashing Quickly Green if it's just for you
<i>And then you answer it</i>	The line key is On Green
<i>Or answer it with Privacy released</i>	The line key flashes Quickly Green
<i>You place the outside call on Hold</i>	The line key flashes On Green twice
<i>Or a co-worker places the call on Hold</i>	The line key flashes Moderately Red
<i>Or you place the outside call on Exclusive Hold</i>	The line key is On Green then flashes three times
<i>If a call on Hold recalls to you</i>	The line key is Off then flashing Quickly Green twice
Intercom Calls	
<i>An Intercom call rings your phone</i>	CALL flashes Moderately twice
<i>You answer the Intercom call</i>	CALL is On
<i>You place Intercom call on Hold</i>	CALL flashes Quickly Red
<i>And then it recalls to you</i>	CALL flashes Moderately twice
Miscellaneous Features	
<i>You activate Microphone Mute</i>	MIC is On
<i>You activate Do Not Disturb</i>	DND flashes Quickly
<i>You have a Message Waiting</i>	MW flashes Quickly
<i>You activate Call Forwarding, Personal Greeting or Selectable Display Messaging</i>	MW flashes Slowly



Your Multibutton Phone

301	302	303	304	305	306	307	308	309	310
311	312	313	314	315	316	317	318	319	320
321	322	323	324	325	326	327	328	329	330
331	332	333	334	335	336	337	338	339	340
341	342	343	344	345	346	347	348	349	350
351	352	353	354	355	356	357	358	359	360
361	362	363	364	365	366	367	368	369	370
371	372	PAGE	PAG 1	PAG 2	PAG 3	60	61	62	RLS

Your DSS Console

QUICK REFERENCE	
<i>OUTSIDE CALLS</i>	
Placing:	Lift handset + Line key + Dial number
Answering:	Lift handset (if not connected, press flashing key)
Answering ringing over paging speakers:	Lift handset + CALL1 + * + 0
<i>INTERCOM CALLS</i>	
Placing:	Lift handset + CALL1 + Dial extension (if you hear ring-busy, you may be able to dial 1 to get through)
Answering:	If ringing, lift handset + flashing CALL key. If announced, speak toward phone or lift handset.
<i>HOLD</i>	
Placing call on Hold:	HOLD + Hang up
Retrieving call:	Lift handset + Flashing line key for outside call (or press flashing CALL key)
<i>TRANSFER</i>	
Transferring outside call:	CALL1 + Dial ext. + Announce call + Hang up
<i>CONFERENCE</i>	
Setting up a three-way conversation:	Establish an outside/Intercom call + CONF + Establish next call + CONF
<i>RESPONDING TO SIGNAL TONES</i>	
Two tones during handset call:	Then you hear a co-worker's voice over your call. To reply, press and hold MIC.
Two tones during speakerphone call:	This means a call is waiting to be answered. Press HOLD + Flashing CALL or line key.
Fast busy or warble tone anytime:	This means you made a mistake in placing a call or using a feature. Hang up and start over.

VSI USER-PROGRAMMABLE FEATURES

To program a feature, press # and the feature's code. For example, to set Night Ring, press # and dial NR. The remaining steps vary with each feature. Your access level determines the features you can program. See your communications manager. Note that enabling RA or NR disables DRA and vice versa. To disable ringing, disable NR, RA *and* DRA.

DATE CALL1 + # + 9 + Month (01-12) + Date (1-31) + Year (00-99)

DELAYED RING ASSIGNMENT # + **DRA** + Line key + **Y(es)** or **N(o)** + VOLUME ϵ

DSS # + **DSS** + DSS key + ext. + VOLUME ϵ

HEADSET # + **HS** + **Y(es)** or **N(o)** + VOLUME ϵ

HOTLINE # + **HL** + Hotline key + ext. + VOLUME ϵ

NIGHT RING # + **NR** + Line key + **Y(es)** or **N(o)** + VOLUME ϵ

PAGE # + **VP** + **Y(es)** or **N(o)** + VOLUME ϵ

PRIME LINE # + **PLA** + Line key + **Y(es)** or **N(o)** + VOLUME ϵ

RING ASSIGNMENT # + **RA** + Line key + **Y(es)** or **N(o)** + VOLUME ϵ

RINGING LINE PREFERENCE # + **RLP** + **Y(es)** or **N(o)** + VOLUME ϵ

SPEED DIAL **Storing Outside Numbers in Bins**
 DIAL + # + Bin number (20-29, 50-59) + (Display only) Name or # + Line key (or line code + #) + Number (32 digits max.)
Storing Outside Numbers in One-Touch Keys
 DIAL + # + One-Touch Speed key (for first 10 numbers) or DIAL + # + DIAL + One-Touch key (for second 10 numbers) + (Display only) Name or # + Line key (or line/group code + #) + Number (32 digits max.)
Storing Intercom Features
 DIAL + # + One-Touch Speed Dial Key (or bin number) + (Display only) Name or # + CALL1 + Intercom feature code (32 digits max. using 0-9, # or *)

TIME CALL1 + # + 8 + Hour (00-23) + Minutes (00-59) + Seconds (00-59)

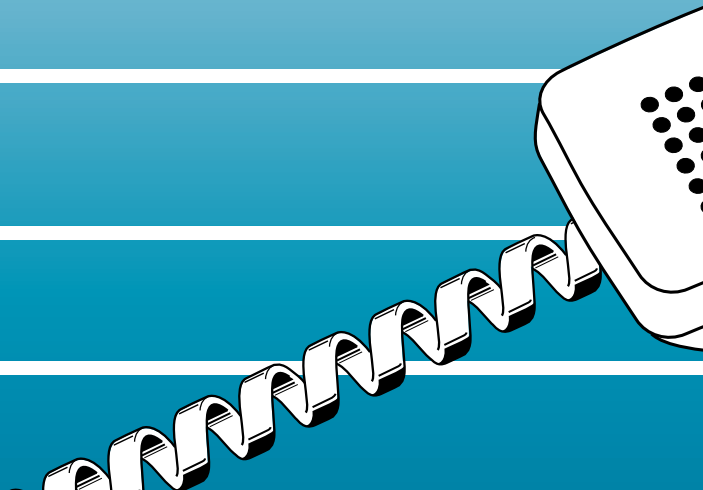
VOICE ANNOUNCE # + **VA** + **Y(es)** or **N(o)** + VOLUME ϵ

VOICE OVER # + **VO** + **Y(es)** or **N(o)** + VOLUME ϵ



ONYX™ VS*i*

**Multibutton Telephone
Feature Handbook**



This manual has been developed by Nitsuko America. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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