

---

# BUSINESSCOM PLUS™

OPX Handbook



-TIEUG-030

**TIE**® The Great Communicator.™

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

Part No. 01652 OPX 01  
Issue 1-0

January 1987  
Printed in U.S.A.  
009020000

## TABLE OF CONTENTS

### PAGE

<b>INTRODUCTION</b> .....	1
<b>ROTARY SINGLE LINE TELEPHONES</b> .....	1
<b>THE HOOKSWITCH</b> .....	1
<b>CHARTS</b> .....	1

- You can use the pre-checked (✓) **BASICS/FEATURES** from the checklist below. Your communications manager can tell you which of the remaining ones you can use. If a feature you like has not been assigned to your phone, you may be able to request it from your communications manager.

### **BASICS**

<input checked="" type="checkbox"/> <b>OUTSIDE CALLS</b> .....	2
<input checked="" type="checkbox"/> <b>HOLD</b> .....	3
<input checked="" type="checkbox"/> <b>INTERCOM CALLS</b> .....	4
<input checked="" type="checkbox"/> <b>TRANSFER</b> .....	5

### **FEATURES**.....

<input type="checkbox"/> <b>ACCOUNT CODES</b> .....	6
<input checked="" type="checkbox"/> <b>CALL PICKUP</b> .....	7
<input type="checkbox"/> <b>CALL WAITING</b> .....	8
<input type="checkbox"/> Manual signals	
<input type="checkbox"/> Automatic signals	
<input type="checkbox"/> <b>CAMP-ON</b> .....	9
<input checked="" type="checkbox"/> <b>CONFERENCE</b> .....	9
<input type="checkbox"/> <b>DIRECT INWARD SYSTEM ACCESS (DISA)</b> .....	10
<input type="checkbox"/> Access extensions	
<input type="checkbox"/> Access Group Hunt feature	
<input type="checkbox"/> Access system lines	
<input type="checkbox"/> <b>GROUP HUNT</b> .....	12
<input type="checkbox"/> <b>GROUP HUNT TRANSFER</b> .....	13
<input checked="" type="checkbox"/> <b>LINE QUEUING</b> .....	14
<input type="checkbox"/> <b>OFF-HOURS CALLING RESTRICTIONS</b> .....	14

FOR YOUR NOTES

## TABLE OF CONTENTS

	PAGE
<input type="checkbox"/> PAGING .....	15
<input type="checkbox"/> All phones/speakers	
<input type="checkbox"/> A selected group of extensions	
<input type="checkbox"/> Paging speakers	
<input type="checkbox"/> Meet-Me Answer	
<input type="checkbox"/> PRIVATE LINE .....	17
<input checked="" type="checkbox"/> PULSE TO TONE CONVERSION .....	17
<b>CHARTS FOR SYSTEM INFORMATION</b> .....	18
<b>OUTSIDE LINES</b> .....	18
<b>CALLING RESTRICTIONS</b> .....	20
<b>HUNTING GROUPS</b> .....	20
<b>PAGE ZONES</b> .....	21

### GETTING STARTED

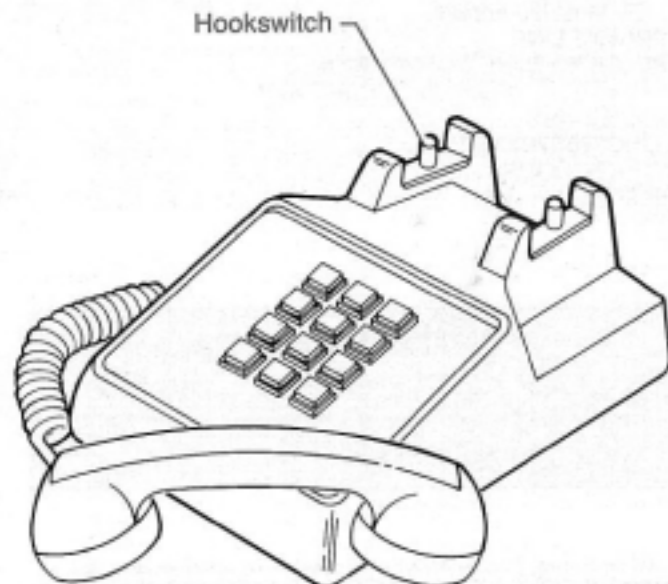
A QUICK REFERENCE card is attached to the inside back cover to help you easily begin using your new phone.

Nothing contained in this handbook shall be deemed to be, and this handbook does not constitute, a warranty of, or representation with respect to, any of the equipment covered. This handbook is subject to change without notice and TIE/communications, Inc. has no obligation to provide any updates or corrections to this handbook. Further, TIE/communications, Inc., also reserves the right, without prior notice, to make changes in equipment design or components as it deems appropriate. No representation is made that this handbook is complete or accurate in all respects and TIE/communications, Inc. shall not be liable for any errors or omissions. In no event shall TIE/communications, Inc. be liable for any incidental or consequential damages in connection with the use of this handbook. This document contains proprietary information that is protected by copyright. All rights are reserved. No part of this document may be photocopied or reproduced without the prior written consent of TIE/communications, Inc.

©1986 by TIE/communications, Inc. All Rights Reserved.  
Businesscom Plus is a trademark of TIE/communications, Inc.

### Page Zones

There can be as many as six page zones in your system: four which page only extension groups (Internal Page Zones) and two which page only paging speakers (External Page Zones). An All Call Page pages all those extensions and speakers that are programmed to receive paging.



#### INTERNAL PAGE ZONES

ZONE	DIAL CODE	EXTENSIONS
1	81	
2	82	
3	83	
4	84	

#### EXTERNAL PAGE ZONES

ZONE	DIAL CODE	SPEAKERS
1	86	
2	87	
1 & 2	85	All paging speakers

#### ALL CALL

ZONE	DIAL CODE	EXTENSIONS/SPEAKERS
All Call	80	All those listed in Internal and External Page Zones.

## Calling Restrictions

You may be restricted from placing certain outside calls during the day and/or while your system is in the Off-Hours Ringing mode.

DAY CALLING RESTRICTIONS	OFF-HOURS CALLING RESTRICTIONS

## Hunting Groups

The extensions in your system are grouped together under the following Hunting Group numbers. These numbers are used in conjunction with two features: Group Hunt and Group Hunt Transfer.

HUNTING GROUP NUMBER	EXTENSIONS (in Hunting order)
0	
1	
2	
3	
4	
5	
6	
7	
8	
9	

## INTRODUCTION

Your Off Premises Single Line phone is part of a sophisticated electronic telephone system that will save you time and help you communicate more efficiently. Even though your phone is away from the main system, you are still considered an internal party.

### Rotary Single Line Telephones

If you have a rotary phone instead of a pushbutton phone, any feature that requires the use of the # or \* buttons will not be available to you.

### The Hookswitch

Sometimes, while on a call, a BASIC/FEATURE will require you to press and release the hookswitch (pictured on page iii). This means you must hold it down for approximately one second, then release it. If you hold it down too long, your call will be cut off. If you do not hold it down long enough, the feature will not work. After a time, you will easily be able to estimate the one-second interval.

### Charts

Some of the BASICS/FEATURES require that you know the technical details of how your system has been set up. The type of technical information you'll need is outlined in the CHARTS FOR SYSTEM INFORMATION section; your communications manager can provide you with the information that goes in the charts. Your handbook refers you to this information when appropriate.

## BASICS

### Outside Calls

#### To answer an Outside Call:

1. Lift handset.

#### To place an Outside Call:

1. Lift handset. Listen for dial tone.
2. Dial queue group number (1-6) for desired line group.  
OR  
Dial 9, then dial the two-digit line number. Queue group and line numbers can be found in the Outside Lines Chart.
3. Dial telephone number. After the number is dialed you should hear a new dial tone. You may need to dial an access code before dialing the number (see PBX Access Codes in the Outside Lines Chart).

## Outside Lines (continued)

LINE NO.	SERVICE	PBX ACCESS CODE	QUEUE GROUP
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			

## CHARTS FOR SYSTEM INFORMATION

### Outside Lines

This chart contains three different types of information about your outside lines:

- Some of your outside lines may be reserved for special services, such as WATS (Column 1).
- If your system is installed behind a PBX switch, you must dial an access code (e.g., 9) before you dial the desired telephone number (Column 2).
- Each line is assigned a queue group number to be used when accessing a line or when using the Line Queuing feature (Column 3).

LINE NO.	SERVICE	PBX ACCESS CODE	QUEUE GROUP
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			
11			
12			

### Hold

When you put an outside call on Hold, the call can be picked up from your phone or any other phone in the system. You cannot put intercom calls on Hold.

#### To put an outside call on Hold:

1. Press and release the hookswitch. Listen for dial tone.
2. Do **not** hang up; place the handset next to the phone.

#### To return to a call on Hold:

Also see Call Pickup.

1. Press and release the hookswitch.

PAGE

## Intercom Calls

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

**To answer an Intercom Call:** All Intercom Calls ring your phone.

1. Lift handset.

### **To place an Intercom Call:**

1. Lift handset.
2. Dial 7.
3. Dial extension number.

Listen for dial tone.

Listen for a new dial tone.

To convert an Intercom Call that is broadcast into one that rings, or vice versa, dial 1 after the extension number.

## Private Line

You have a private outside line which is incoming and/or outgoing. The Private Line may be reserved exclusively for your use, or the line may be reserved for you and a few co-workers. The instructions under Outside Calls, Hold and Transfer apply to a Private Line as they do any other outside line.

Your communications manager can tell you which line is your Private Line and other details about the line.

## Pulse To Tone Conversion

If the dialing mode of an outside line is pulse (rotary dialing) you can temporarily change it to tone at any point while dialing a telephone number. This is useful, for example, when you want to use special services such as MCI, SPRINT, etc. The line automatically reverts to pulse when you hang up.

### **To convert the dialing mode from pulse to tone:**

1. Lift handset.
2. Access an outside line.
3. Dial #.
4. Dial telephone number.

The # may be dialed at any point while dialing the number. The digits dialed before # are dialed as pulse; after #, as tone.

The line reverts to pulse if you put the call on Hold.



## Paging (continued)

### C. To page just the paging speakers:

- |  |                           |
|--|---------------------------|
| 1. Lift handset.                                     | Listen for dial tone.     |
| 2. Dial 7.   | Listen for new dial tone. |
| 3. Dial page zone code (85-87) for desired speakers. | See Page Zones Chart.     |
| 4. Make announcement.                                |                           |
| 5. Hang up.  |                           |

### D. To initiate Meet-Me Answer Paging:

- |   |  |
|---|--|
| 1. Lift handset.  | Listen for dial tone.  |
| 2. Dial 7.  | Listen for new dial tone.  |
| 3. Dial page zone code (80-84).                               | If you dial 80, the page can be answered from any phone that receives paging. If you dial a zone (81-84), the page can only be answered from a phone in that zone. |
| 4. Page person; request that the person "pick up" and dial #. |  |
| 5. Dial # at your phone.                                      |  |
| 6. Do not hang up; wait for the paged party to reply.         |  |

## Transfer

Transfer allows you to send an outside call to another extension in your system. You can announce the call to the other extension user before completing the Transfer, or you can send the call directly, without announcing it.

### To Transfer an outside call to another extension:

1. Press and release the hookswitch.
2. Dial extension number.
3. Announce the call.
4. Hang up.

You cannot Transfer Intercom calls.

Listen for dial tone. The outside call is automatically put on Hold.

If you wish to Transfer the call directly, skip this step.

### To return to the outside call after calling the extension:

1. Press and release the hookswitch.

For example, when the extension user does not wish to accept the Transfer.

### To receive a transferred outside call when a co-worker announces it to you:

1. Keep the handset to your ear; do not hang up.

You are automatically connected to the transferred call as soon as your co-worker hangs up.

## FEATURES

### Account Codes

Your system automatically records and prints information about the outside calls placed and answered at each extension in the system, including extension number, line number, start time and duration of call. You can assign an Account Code to an outside call to identify a customer or client you talk to. The Account Code prints with the other call information.

#### To assign an Account Code during an established incoming or outgoing call:

- |                                      |  |
|--------------------------------------|--|
| 1. Press and release the hookswitch. | Hear dial tone. Outside call is automatically put on Hold. |
| 2. Dial 9.                           | Dial tone stops.   |
| 3. Dial Account Code.                | Up to eight digits.  |
| 4. Press and release the hookswitch. | This returns you to the call.                              |

**NOTE:** You can enter an Account Code before dialing a call as follows: Establish outside dial tone in the usual way, then do steps 2-4. Step 4 re-establishes outside dial tone so you can dial your call.

### Paging

You can make a paged announcement from your telephone to:

- All phones and paging speakers in the system that are programmed to receive paging (see A below)
- A selected group of extensions (see B below)
- Any paging speakers that may be installed in the ceilings or walls (see C on next page)
- Meet-Me Answer Paging** allows a person you have paged to answer your page, from nearly any phone, with a single touch (see D on next page). The paged party can answer from any key telephone that received the page, but not from an Off Premises Single Line phone (rotary or pushbutton).

#### A. To page all phones and speakers:

- |                       |                           |
|-----------------------|---------------------------|
| 1. Lift handset.      | Listen for dial tone.     |
| 2. Dial 7.            | Listen for new dial tone. |
| 3. Dial 80.           |                           |
| 4. Make announcement. |                           |
| 5. Hang up.           |                           |

#### B. To page just a selected group of extensions:

- |   |                           |
|---|---------------------------|
| 1. Lift handset.  | Listen for dial tone.     |
| 2. Dial 7.  | Listen for new dial tone. |
| 3. Dial page zone code (81-84) for desired extension group. | See Page Zones Chart.     |
| 4. Make announcement.                                       |                           |
| 5. Hang up.   |                           |

**Line Queuing**

When you dial a queue group number to access an outside line and receive busy tone, you can use Line Queuing. Line Queuing rings your phone as soon as a line in the queue group becomes available.

**To queue for an outside line:**

1. Lift handset.
2. Dial queue group number (1-6). Hear busy tone.
3. Dial same queue group number again.
4. Hang up.

**When Line Queuing rings your phone:**

1. Lift handset. You have outside dial tone.
2. Dial desired telephone number.

 **Off-Hours Calling Restrictions**

When your telephone system is in Off-Hours Ringing mode—perhaps at night, when your company is closed for business—you are restricted from placing certain outside calls. See the Calling Restrictions Chart.

 **Call Pickup**

Call Pickup allows you to pick up a call that was placed on Hold at another extension. If more than one call is on Hold at another extension, the Call Pickup feature picks up the last call that was placed on Hold at that extension.

**To use Call Pickup:**

1. Lift handset.
2. Dial 99.
3. Dial the number of the extension that placed the call on Hold. If you hear busy tone, you cannot pick up that call.

## Call Waiting

When you place an intercom call to an extension that is busy, Call Waiting allows you to send a signal to that extension to indicate you are trying to get through. After the signal is sent, you can wait on the line for a reply.

- Manual Call Waiting signals (see A below)
- Automatic Call Waiting signals (see B below)

### A. To manually send a signal to a busy extension:

1. Place intercom call; hear busy tone.
2. Dial 1. You hear one short burst of tones, then silence.
3. Do not hang up—wait for a reply. If the person does not reply, you can dial 1 again to send another short burst of tones.

### B. To automatically signal a busy extension:

1. Simply place intercom call in usual way—you'll hear one short burst of tones instead of busy tone. Your phone is specially programmed to send a tone burst to a busy extension.
2. Do not hang up—wait for a reply. If the person does not answer, you can dial 1 to send another tone burst.

## Group Hunt Transfer

The extensions in your system are grouped together in Hunting Groups and each group is assigned a number (0-9)—for example, your sales department might be Hunting Group 7. When you dial the Hunting Group number, the Group Hunt Transfer feature calls the first idle extension in the group, and then allows you to transfer an outside call to that extension. (See Hunting Groups Chart for the extension groupings.)

### To use Group Hunt Transfer:

1. Establish outside call.
2. Press and release hookswitch.
3. Dial #.
4. Dial desired Hunting Group number (0-9).

Listen for dial tone. Outside call is automatically placed on Hold.

This connects you to the first idle extension in the group. If there is no answer, you can press # to call the next idle extension.

If you hear busy tone, all extensions in the group are busy and you can use the Camp-On feature to connect you to the first extension in the group as soon as it becomes available.

5. Announce call.
6. Hang up.

### To return to the outside call after you call a Hunting Group:

1. Press and release the hookswitch.

## □ Group Hunt

The extensions in your system are grouped together in Hunting Groups, and each group is assigned a number (0-9)—for example, your sales department might be Hunting Group 7. When you dial the Hunting Group number, the Group Hunt feature “hunts” through the extensions in the group and calls the first idle one it finds. (See Hunting Groups Chart for the extension groupings.)

### To activate Group Hunt:

1. Lift handset.
2. Dial 7.
3. Dial #.
4. Dial desired Hunting Group number (0-9).

Listen for dial tone.

Listen for new dial tone.

You are automatically connected to the first idle extension. If there is no answer, you can press # to call the next idle extension in the group.

If you hear busy tone, all extensions in the group are busy. Rather than retry the call later, you can use the Camp-On feature. This feature automatically connects you to the first extension in the Hunting Group as soon as it becomes available.

## □ Camp-On

When you make an intercom call to a busy extension, rather than hang up, you can dial the Camp-On code and wait for the extension to become available. When it does, your call automatically goes through.

### To activate Camp-On:

1. Place intercom call (hear busy tone).
2. Dial 2.
3. Do not hang up; wait for the call to go through.

Busy tone stops.

When the busy extension becomes available, you hear it ringing in your handset. To cancel Camp-On, hang up.

## ☑ Conference

Conference allows you to establish a three-party telephone conversation from your phone: you, an outside party, and another inside party can jointly converse.

### To establish a Conference call:

1. Establish outside call first.
2. Press and release the hookswitch.
3. Dial extension number of invited inside party.
4. Press and release the hookswitch.

Listen for dial tone. Outside call is automatically put on Hold.

This person must answer using the handset.

All parties are connected.

You will remain connected to the outside party even if the other inside party hangs up.

## Direct Inward System Access

Direct Inward System Access (DISA) allows you to access certain features of your telephone system from a telephone outside of your company. A DISA call bypasses the system operator.

- You can call into the system and contact an extension user directly (see A below).
- You can call into the system and access the Group Hunt feature (see B below).
- You can call into the system from home, for example, and use your DISA security code to place a call on one of the system's outside lines. The communications manager can tell you your DISA security code, the time of day you can use it, the system lines you can access and whether or not you can assign Account Codes to these calls (see C on next page).

You must use a tone generating phone to make the DISA call. Your communications manager can tell you the number of the DISA line.

### **A. To use DISA to call an extension user:**

- |                                   |   |
|-----------------------------------|---|
| 1. Call the DISA line.            | Your telephone system answers this call with DISA dial tone.  |
| 2. Dial desired extension number. | You hear Music on Hold, if installed; otherwise, silence. If not answered within 30 seconds, your call automatically disconnects. |

### **B. To use DISA to access the Group Hunt feature:**

- |   |  |
|---|--|
| 1. Call DISA line.                          | Your telephone system answers this call with DISA dial tone.   |
| 2. Dial 8.                                  |  |
| 3. Dial desired Hunting Group number (0-9). | You hear Music On Hold if installed; otherwise, silence. If not answered within 30 seconds, your call automatically disconnects. |

## Direct Inward System Access (continued)

### **C. To use DISA to place a call on a system line:**

- |  |  |
|--|--|
| 1. Call the DISA line.   | Your telephone system answers this call with DISA dial tone.   |
| 2. Dial #.   |  |
| 3. Dial security code.   | Receive confirmation tone.   |
| 4. Dial queue group number(1-6) for desired line.<br>OR<br>Dial 9, then the two-digit line number. | In either case, you should hear dial tone. If accessing a PBX line, you must dial the appropriate access code before dialing the phone number. |
| 5. Dial telephone number.  | To enter an Account Code after dialing the call: dial *, Account Code number, then * again.  |
| 6. Dial #.   | You hear your call ringing.  |

### **To hang up the call on the system line and place another one:**

- |  |                      |
|--|----------------------|
| 1. Dial *, #, *.                               | Hear DISA dial tone. |
| 2. Repeat steps 2-6 in the previous procedure. |                      |

### **To force disconnect both the DISA line and the system line:**

- |                  |  |
|------------------|--|
| 1. Dial *, #, #. |  |
|------------------|--|