

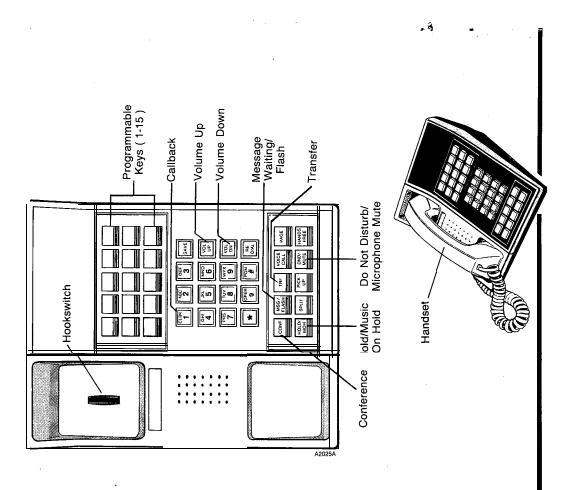
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DATA STAR





-FOR YOUR NOTES -

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INTRODUCTION.

FOR YOUR NOTES —

Your Multibutton telephone is part of a sophisticated electronic telephone system that will save you time and hel-p you work more efficiently. In addition to the features available on the labeled keys, the 15 programmable keys make this phone uniquely adaptable to the needs of each user. This guide describes all the features available on the Multibutton model, though your telephone may not be programmed to allow all features. Your phone is not difficult to use if you will invest a little time familiarizing yourself with how it operates.

TERMS:

Attendants are the telephone operators in the system and the people to see if you have questions. In some workplaces, a communications manager oversees the telephone system.

Dual Channel is the programmable feature permitting someone using the handset to receive and answer a second call over the built-in microphone and speaker. If you receive such a call while using the handset, you can answer without pushing any buttons or interrupting your first call. Although you can converse with both parties simultaneously, they cannot hear each other

Handset is the part of the telephone you pick up, also called the receiver.

Handsfree allows you to use your phone without lifting the handset. See Features section for details. For now, you need to know that calls may come to you broadcast over your phones speaker. You can answer without touching your phone if programming permits; otherwise, just lift the handset to talk.

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■□ VOLUME CONTROL

TERMS (Continued)

You can adjust the loudness of what you hear over your phone's handset and speaker. Volume control does not affect the loudness of signals or voice transmissions sent out by your phone.

To set volume of handset reception:

Lift handset.

Do not press HANDSFREE.

2. Press VOL UP or VOL DN key.

Press it until desired volume is

reached.

3. Hang up.

To set volume of Handsfree reception:

1. Press HANDSFREE.

2. Press VOL UP or VOL DN

Press it until desired volume is reached.

3. Press HANDSFREE again.

To set volume of ringing, paging, and Background Music:

1. Do not lift handset or press HANDSFREE.

2. Press VOL UP or VOL DN kev.

Press it until desired volume is reached.

Hookswitch is the button on the body of the phone on which the handset rests.

Intercom is used to call other extensions in your system.

Outside Lines are accessed by dialing line codes or by pressing programmable keys. Keys giveaccess to single lines, while codes may give access to groups of lines. Special outside lines such as WATS, MCI or SPRINT may be used in your system. The attendant will supply information about outside lines.

Signal Tones that indicate a waiting call will sometimes be audible while you are talking. These are detailed under Call Waiting in Features section.

Voice Prompt Messages are synthesized voice sentences that give you information such as CIRCUIT IS BUSY

PLEASE NOTE: Because of the flexibility inherent in system programming, your phone may not operate exactly as described. If not, you will be informed of any changes by your attendant or communications manager

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VOICE PROMPTING MESSAGES q

OUTSIDE CALLS

To answer a call:

1. Lift handset.

You may, depending on programming, be able to press a flashing line key and answer a call without using the handset. Your phones microphone picks up your voice.

2. Press the flashing line key (if necessary).

To place an outside call:

Lift handset:

Hear dial tone.

2. Dial access code for outside line or press a line key.

Listen for dial tone again.

3. Dial telephone number.

You may be restricted from making some calls. If you dial a restricted call a synthesized voice says YOUR CALL CANNOT GO THROUGH; PLEASE CALL THE OPERATOR.

To regain dial tone without hanging up, so you can make another outside call on the same line:

1. Press MSG / FLASH.

Voice synthesized messages that give help in operating the system play automatically at appropriate times when vou use your phone. In addition, you can dial codes to have the system tell you the time and your extension number.

To hear the time:

- 1 Do **not** lift handset.
- 2. Dial 1.

To have the system tell you your extension number:

- 1. Do not lift handset.
- 2. Dial 2.

cl SPLIT '

Split allows you to alternate repeatedly between two calls. If you have three or more calls on Hold, Split alternates only between the last two.

To answer a call while already on the phone:

1. Press SPLIT.

First call is automatically held.

To alternate between the calls:

1. Press SPLIT.

INTERCOM CALLS —

You can place an intercom call in either of two ways: so the extension you call rings, or so your voice is broadcast over the extension's speaker.

To place an intercom call that rings:

1. Lift handset.

Hear dial tone.

2. Dial extension number.

If you dial a non-existent extension number, you hear

VACANT NUMBER.

To place an intercom call in which your voice is broadcast:

Lift handset.

Hear dial tone.

2. Press VOICE CALL.

3. Dial extension number.

You hear tones when your call

goes through.

To answer an intercom call that rings your extension:

(Also see Multiple Extension Appearance in Features

section.)

Lift handset.

To answer an intercom call that is broadcast over your phone's speaker:

1. Answer without touching the phone if programming permits.

OR

Lift handset.

Your phone's microphone picks up your voice. (Also see Microphone Mute in Features

section.)

You can put both outside and intercom calls on Hold.

To put a call on Hold you may have two choices:

A. For regular Hold:

1. Press HOLD / MOH.

If Music on Hold is provided,

it comes on automatically.

2. Hang up.

The line key or HOLD / MOH flashes, and the call can be picked up at any extension.

B. For exclusive Hold the line key **must** appear on your phone:

1. Press HOLD / MOH twice.

The line key flashes only on your extension, and only you

can pick up the call.

2. Hang up.

To return to a call you put on Hold:

So it is not forgotten, a call on Hold re-rings after a time. If not answered, an outside call diverts to the attendant.

- 1. Lift handset.
- 2. Press appropriate flashing line key, or flashing HOLD / MOH.

To retrieve a call put on Hold at another extension if the flashing line key does not appear on your phone:

- Lift handset.
- 2. Dial number of extension where call is on Hold.
- 3. Press PICKUP

You may want to dial Speed Dial numbers in combination, for example, a first for your long distance carrier and a second for the person you are calling. You can use extension and system-wide numbers together in any combination.

To use two Speed Dial numbers in combination:

Lift handset.

You may have automatic Handsfree when you press a Speed Dial key, although not when you dial a code.

- Dial code or press key storing the first number and let it dial out.
- 3. Press TRF only if one or both of desired numbers is stored by a code.
- 4. Dial code or press key storing second number.

If you are chaining two numbers stored on keys, do not press TRF.

SPEED DIAL (Continued)

TRANSFER -

To Speed Dial any stored number:

1. Lift handset.

You may have automatic Handsfree when you press a Speed Dial key, though not when you dial a code.

Dial Speed Dial code, or press programmable key storing the desired number. If the stored number is a long one that overflowed to the next key or code, you need only access the first.

If your call does not dial out within 5 seconds, it may be because the system does not detect dial tone. Dial ** to make the call go out.

If you dial a code or press a key that is not storing a number, a voice synthesized message says VACANT NUMBER.

You can transfer both intercom and outside calls to other extensions in your system. You can transfer calls so they ring the other extension, or so you can announce them over the extension's speaker. (Also see Call Waiting in Features section.)

To transfer a call so it rings the other extension:

1. Press TRF

No need to put first call on

Hold; this happens

automatically.

2. Dial extension number.

3. Hang up.

When you want to talk to the person receiving the transfer,

wait for answer before

hanging up.

To transfer a call so you can announce it over the extension% speaker:

1. Press VOICE CALL.

No need to put first call on

Hold; this happens

automatically.

2. Dial extension number

3. Announce call.

 Press VOICE CALL if the person wants to receive and answer the transfer without

touching the phone.

Receiving extension must be programmed to allow this.

5. Hang up.

To return to the first call if your coworker does not accept the transfer or does not answer:

If you hang up instead of returning to the call, it re-rings your extension after a time and if not answered, an outside call diverts to the

attendant.

1. Press SPLIT

THE FEATURES

Your phone may not access all features. For easy reference, you can put a check in the box next to each feature you have.

CI ACCOUNT CODE

Your system may automatically record information about outside calls, including date, time, extension number, and outside number. For accounting purposes, you may be asked to enter an Account Code number that identifies a client or customer you talk to. You can enter the Account Code number any time during an incoming or outgoing call.

To enter an Account Code when you place a call:

- 1. Place call in normal way.
- 2. Dial # immediately after dialing telephone number.

Do not delay after dialing or the call will ring before you can enter the Account Code.

3. Enter the Account Code.

Maximum of 10 digits long.

To enter an Account Code while an incoming or outgoing call is in progress:

- 1. Put the call on Hold.
- 2. Dial #.
- 3. Enter the Account Code.

Maximum of 10 digits long.

- 4. Dial # unless Account Code was exactly 10 digits long.
- 5. Return to the call on Hold.

Speed Dial can store your most frequently called outside numbers and dial them with just a few touches. Depending on how your phone is set up, numbers might be stored on some of your 15 programmable keys, or by two-digit codes. In addition to numbers stored at your own extension for personal use, you may also have access to system-wide Speed Dial numbers stored by the attendant. The attendant will supply a directory for system-wide numbers; make a list of the numbers you store at your extension.

To store a Speed Dial number at your extension:

- Lift handset.
- 2 Dial #.
- 3. Press a programmable key designated for Speed Dial, or dial two-digit code.
- 4. Dial outside line code or press line key.
- 5. Dial telephone number to be stored, up to 16 digits long including pauses.

This becomes the storage key or code for the Speed Dial number. The attendant must tell you what codes to use.

SPEED DIAL 🗆 💳

This stores the line group or line with the number.

Pauses, entered by pressing HOLD / MOH, count as digits See attendant for information on when pauses are needed.

Any number longer than 16 digits automatically overflows to next designated Speed Dial key or code. If so, you cannot program that next key or code separately.

6. Hang up.

q SAVE

You can Save an outside number you dial and later redial it with the touch of one button. You can place and receive other calls in the meantime. The Saved number is retained until you Save another one in its place. When you use a Saved number, it goes out on the same line group as when you originally dialed.

NOTE: If you Line Queue while trying to Speed Dial, your last Saved number is displaced by the Speed Dial number.

To Save a number:

1. Place call.

The number can be Saved regardless of whether the call was answered, unanswered, or whether it encountered a busy signal.

- 2. Press SAVE at any time during call.
- 3. Hang up.

To redial a Saved number:

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1. Press SAVE.

Depending on programming, Handsfree may be automatically activated. If not, you must lift handset to talk.

BACKGROUND MUSIC •I

You may receive Background Music broadcast over your phone's speaker. Background music shuts off automatically when you use your phone, but you can also turn it off at your extension when your phone is not in use.

To turn Background Music off or on:

- 1. Do not lift handset.
- 2. Press HOLD / MOH while phone is not in use.

☐ CALL FORWARDING

Call Forwarding can temporarily reroute your calls to another telephone either inside or outside your system. If you forward calls to another extension you have three options: (1) forward only calls that go unanswered when they ring your extension; (2) forward only calls that receive a busy signal or go unanswered when they ring your extension; (3) forward all calls without having them ring your extension. If you forward calls to an outside number, all calls are forwarded without ringing your extension.

To forward calls to another extension:

At programmed intervals, a voice synthesized reminder repeats YOUR CALLS HAVE BEEN FORWARDED.

- Lift handset.
- 2. Press #.
- Dial extension number to which calls will be forwarded.
- 4. Dial 1 to forward only unanswered calls.

 OR

Dial 2 to forward only unanswered calls or calls that receive a busy signal

OR

Dial 3 to forward all calls.

Hear dial tone.

Hear dial tone.

Hear dial tone. Only the extension to which you are forwarding calls can place a call to you.

5. Hang up.

Pickup enables you to answer your coworkers' calls from your own telephone. Extensions are grouped to allow people who work closely (for instance, in the same department) to answer each others calls by just pressing the flashing PICKUP key. The attendant will supply information on Pickup group assignments. You can also retrieve a call ringing at an extension outside your Pickup group, as long as you know the extension number.

To answer a call ringing at another extension in your Pickup group:

1, Press flashing PICKUP

Depending on programming, Handsfree may be automatically activated. If not, you must lift handset to talk.

To answer a call ringing at an extension outside your Pickup group:

- 1. Lift handset.
- 2. Dial number of extension where call is ringing.
- 3. Press PICKUP

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PARK (Continued)

CALL FORWARDING (Continued)

B. To Park a call for a person whose extension number you know, but the person is away from his or her désk:

1. Press TRF.

This Holds the call automatically.

- 2. Dial extension number of person to receive call (no answer).
- 3. Press and release hookswitch to regain dial
- 4. Page person and announce extension.
- 5. Hang up.

If not picked up, the Parked call re-rings your extension first, and if unanswered, an outside call diverts to the attendant.

To answer a Parked call when your extension is announced:

You can pick up the call at any extension.

- 1. Lift handset.
- 2. Dial *.
- 3. Dial announced extension number.

To forward all calls to an outside number:

At programmed intervals, a voice synthesized reminder repeats YOUR CALLS HAVE BEEN FORWARDED.

- 1. Lift handset.
- 2. Press #.
- 3. Dial access code for outside line or press line kev.
- 4. Dial outside telephone number to which calls will be forwarded.
- 5. Hang up.

To cancel Call Forwarding:

- Lift handset.
- 2. Press #.
- 3. Hang up.

☐ CALL WAITING (CAMP-ON)

PARK q

When you make an intercom call or transfer to a busy extension, Call Waiting enables you first to send a signal indicating you are trying to get through, then allows you to wait for an answer. (If transferring to a busy extension, you can just hang up when you hear a busy signal. This sends Call Waiting beeps automatically, and the transferred caller waits for an answer.)

When you are on your phone, a rapid double beep indicates a call is waiting; you do not have to answer if it is inconvenient to do so. A-triple beep, however, means someone from a specially equipped extension will soon break into your conversation to deliver an urgent message.

To send a Call Waiting signal when you call a busy extension:

- 1. Place intercom call (busy extension).
- 2. Dial 2.

Sends two rapid beeps.

3. Do not hang up.

To answer a Call Waiting signal while you are on the phone:

 Hang up on your first call to have waiting call ring your extension.

OR

Use Split feature to alternate between the two calls.

Park is a special waiting state for intercom or outside calls. It allows you to transfer a call to a coworker away from his or her desk, or to someone whose extension you do not know. In either case, you page the person, who can then answer the call from any extension.

- A. To Park a call for a person whose **exten**sion you do not know:
- 1. Press TRF.
- 2 Dial two-digit Park code or press programmed key for a Park code if your phone is set up that way.
- 3. Page person to receive call and announce Park code.
- 4. Hang up.

To answer a Parked call when the Park code is announced:

- 1. Lift handset.
- 2. Dial announced Park code.

You might also do this when an unanswered transfer rerings your phone.

This Holds the call. You then hear dial tone.

You should hear dial tone again. If instead you hear voice synthesized message, CIRCUIT IS BUSY, that code is already Parking a call. Take call off Hold and repeat steps at left to try another code.

If not answered, the Parked call re-rings your extension.

You can answer the call at any extension.

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PAGING

CALLBACK -

You can page from your telephone either to all phones in your system equipped with speakers, or just to selected extensions.

To page all phones in your system equipped with speakers:

Some systems also have paging speakers mounted in

- Lift handset.
- 2. Press PAGE.

OR

If your PAGE key is programmed for a single zone, dial 1 followed by *

3. Make announcement.

4. Hang up.

To page selected extensions (zones 1.7):

- 1. Lift handset.
- 2. Press PAGE key if programmed for the desired zone: otherwise, dial code for particular zone you want, followed by ★
- Make announcement.
- 4. Hang up.

To page selected extensions (zones 8-31):

- 1. Lift handset.
- 2. Press PAGE key if programmed for desired zone: otherwise dial code for particular zone vou want.

- 3. Make announcement.
- 4. Hang up.

ceilings or walls.

Some of your 20 programmable keys may also be reserved for paging.

See attendant for information on zones.

Some of your 20 programmable keys may also be reserved for paging.

If you use PAGE key, do not dial... ★

See attendant for information on zones.

Some of your 20 programmable keys may also be reserved for paging.

When you make an intercom call to a busy extension, Callback can automatically place your call again when both extensions become free. You can use your phone in the meantime, and you can leave Callback commands at more than one extension.

To activate Callback:

- 1. Place intercom call (busy extension),
- 2. Dial CLBK / 1.

You hear dial tone.

3. Hang up.

To answer when you are recalled:

Lift handset.

In handset, you hear the other

extension ringing.

To' cancel a Callback command before you are recalled:

- 1. Lift handset.
- 2. Dial the extension number.
- 3. Dial *
- 4. Hang up.

☐ CONFERENCE

Conference calls allow up to seven parties to converse jointly. Any combination of inside and outside parties can constitute a conference, and the parties can be added to the conversation in any order. As the initiator of the conference, you can hang up without terminating the call as long as at least one internal party is left.

To establish a conference call:

- 1. Place first call.
- 2. Press CONF key.

This automatically Holds the first call and gives you internal dial tone.

3. Place next call.

If you get a busy signal or no answer, press HOLD / MOH to rejoin established call.

- 4. Announce conference.
- 5. Press CONF key to establish conference.
- 6. Add parties by repeating steps 2-5.

When the attendant is not on duty, ringing for outside calls might

be transferred to extensions that normally do not receive it, or might be broadcast over the paging system. Any call that rings your own extension is answered in the normal way. If you place an intercom call to the attendant during off-hours, you hear voice synthesized message *THE NUMBER YOU HAVE DIALED IS NOT IN SERVICE*.

To answer an off-hours call you hear ringing over the paging system:

- 1. Lift handset.
- 2.Dial *.
- 3. Dial 0.

In systems with more than one attendant, you dial a two-digit code (01-04) instead of 0. The proper code will be supplied by your attendant.

OFF-HOURS RINGING

To answer an off-hours call you hear ringing at another extension:

- 1. Lift handset.
- 2. Dial *.
- 3. Dial number of ringing extension.

☐ MULTIPLE EXTENSION 'APPEARANCE (MEA)

Some of your programmable keys might be assigned to Multiple Extension Appearance. Each of these keys represents an extension (your own or someone else's), and flashes to indicate an incoming call to that extension. There are several benefits: you can have a flashing key to indicate an incoming call even while on the phone; also if these keys represent your coworkers' extensions, you can help answer their calls from your phone anytime you see an MEA key flash.

To answer a flashing Multiple Extension Appearance key when your phone is not in use:

Depending on programming, your phone may not ring.

- 1. Lift handset.
- 2. If not connected after lifting handset, press flashing MEA key.

You may not have to lift the handset. Handsfree may be automatically activated if you press the flashing MEA key.

To answer a flashing MEA key when you are already on your phone:

1. Put first call on Hold.

Programming may allow you to use the Split feature instead.

2. Press flashing MEA key to answer second call.

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DO NOT DISTURB | -

When you do not want to receive calls or paging, use Do Not Disturb. You can still place both outside and intercom calls. Only calls from your Hotline partner, the attendant, or someone with a specially equipped extension can override your Do Not Disturb. (Also see Hotline feature.)

To activate or cancel Do Not Disturb:

DND / MUTE key lights while DND is activated.

- 1. Do **not** lift handset.
- 2. Press DND / MUTE while phone is not in use.

While your DND is activated, callers hear voice synthesized *PLEASE DO NOT DISTURB* message.

DO NOT DISTURB OVERRIDE — (Also see Executive Override)

You can override your Hotline Partner's Do Not Disturb.

To override Do Not Disturb:

1. Press HOTLINE key.

Hear **PLEASE DO NOT**

DISTURB.

2. Press VOICE CALL key.

Your call goes through i partner's phone is not b busy, you hear busy sig and **automatically** sen Call Waiting beeps.

Microphone Mute turns off your phone's microphone, so you can have a private conversation in your office without sending your voice. You can disable the microphone during any call for which you are **not** using the handset.

To activate or cancel Microphone Mute while on a call:

1. Press DND / MUTE.

DND / MUTE flashes while the microphone is turned **off**.

MICROPHONE MUTE

MESSAGE WAITING (Continued)

When a Message Waiting indication is left for you, you have two choices: Your MSG / FLASH key flashes and a voice synthesized reminder says YOU HAVE A MESSAGE.

A. To call the person who left the Message Waiting:

- 1. Lift handset.
- 2. Press flashing MSG / FLASH.

This automatically calls the extension of the person who left the Message Waiting. The call is received and answered like a normal intercom call.

If your MSG / FLASH button continues flashing after you hang up, you had more than one Message Waiting. Repeat the two steps at left.

OR

B. To cancel a Message Waiting without calling the person: back:

If you had more than one Message Waiting, this cancels them all.

- Lift handset.
- 2. Dial #.
- 3. Dial *
- 4. Hang up.

EXECUTIVE OVERRIDE •I •

Normally all calls in the system are private, so that if someone's extension is in use, no one else can get through. Executive Override allows you to break into the conversation of a coworker if you need to deliver an urgent message. You can also call an extension in Do Not Disturb mode by using Executive Override.

WARNING: Unannounced monitoring of calls using the Executive Override feature can be interpreted as an invasion of privacy.

To initiate Executive Override:

- 1. Place intercom call (busy extension).
- 2. Dial 3.

Sends three beeps to busy extension. If you hear a fast busy signal the extension is programmed to block Executive Override.

- 3. Wait 4 seconds.
- 4. Deliver message.
- 5. Hang up.

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17

☐ HANDSFREE

Handsfree allows you to place or receive calls without lifting the handset. There are three levels of Handsfree: (1) You can dial and listen Handsfree but must lift the handset to talk on all calls. (2) You can place and receive intercom calls Handsfree, and can dial outside calls Handsfree, but must lift handset to talk on outside calls. (3) You can place and receive any call Handsfree, and for any instruction in this guide that says "Lift handset," you can press the HANDSFREE key instead. When Handsfree is activated, your HANDSFREE key lights. (Also see Microphone Mute.)

To answer when an intercom call comes to you broadcast over your phone% speaker:

1. Answer without touching the phone if programming permits.

Your phones microphone picks up your voice.

OR

Lift handset.

To answer without using the handset when your phone rings (if programming permits):

1. Press HANDSFREE instead of lifting handset.

You may not need to press HANDSFREE. Some systems may be programmed to allow vou to answer an outside call by just pressing the flashing line kev.

2. When answering an outside call, press flashing line key if you normally do so.

When you make an intercom call to a busy extension, or if your coworker doesn't answer, Message Waiting lets you request a return call. You can use your phone in the meantime, and you can leave Message Waiting indications at more than one extension.

To leave a Message Waiting:

- 1, Place intercom call (busy or no answer).
- 2. Press MSG / FLASH.
- 3. Hang up.

To cancel a Message Waiting indication you left at an extension:

- Lift handset.
- 2. Dial extension where vou left the Message Waiting.
- 3. Hang up.

□ LINE QUEUING¹

When all of the outside lines in a particular group are busy (for example, all the WATS lines), Line Queuing can ring your phone as soon as a line becomes available.

To Queue for an outside line:

To answer when Line Queuing rings:

and the second s

- 1. Lift handset.
- 2. Press a line key, or dial code for outside line (whichever you normally do).

You hear voice synthesized message ALL LINES ARE BUSY FOR AUTOMATIC CALLBACK PRESS CALL-

- 3. Dial CLBK / 1.
- 4. Hang up.

BACK KEY You hear dial tone.

1. Lift handset.

You will have dial tone on line you want. If you Line Queued when using Speed Dial, Last Number Redial, or Save, your call dials out automatically.

HANDSFREE (Continued)

To hang up a Handsfree call:

1 Press HANDSFREE.

To place a Handsfree call:

- 1. Press HANDSFREE instead of lifting handset.
- 2. Place call in the normal way.

You hear the dial, ring, and answer over your phone's speaker.

3. Speak when the other party

Your phone's microphone picks up your voice.

answers if programming permits.

OR Lift handset to talk.

To change to Handsfree during a call:

- 1. Press HANDSFREE.
- 2. Replace handset.

To change to handset during a Handsfree call:

You can lift the handset at any time if you want privacy.

1. Lift handset.

☐ HOTLINE

One of your programmable keys can be designated as a Hotline key. Hotline is a special connection sometimes used between two extensions to streamline calls and transfers. When your partner is on the phone, your Hotline key illuminates. (Also see Do Not Disturb Override.)

To place a call to your Hotline partner:

1. Press HOTLINE.

Depending on programming, Handsfree may be automatically activated. If not,

automatically activated. If not you must lift handset to talk.

To transfer a call to your Hotline partner:

- 1. Press TRF.
- 2. Press HOTLINE.
- 3. Hang up.

If you want to talk to the person receiving the transfer, wait for answer before

hanging up.

Any transfer your partner does not answer re-rings your extension first, then an outside call diverts to the attendant.

LAST NUMBER REDIAL []

Your telephone automatically remembers the last outside number you dialed, and can redial it at the touch of a single button. The number is stored regardless of whether the call was answered or unanswered, or whether it encountered a busy signal. When using Last Number Redial, your call goes out on the same line group as when you originally dialed.

To place a call using Last Number Redial:

1 Press REDIAL.

Depending on programming, Handsfree may be automatically activated. If not, you must lift handset to talk.