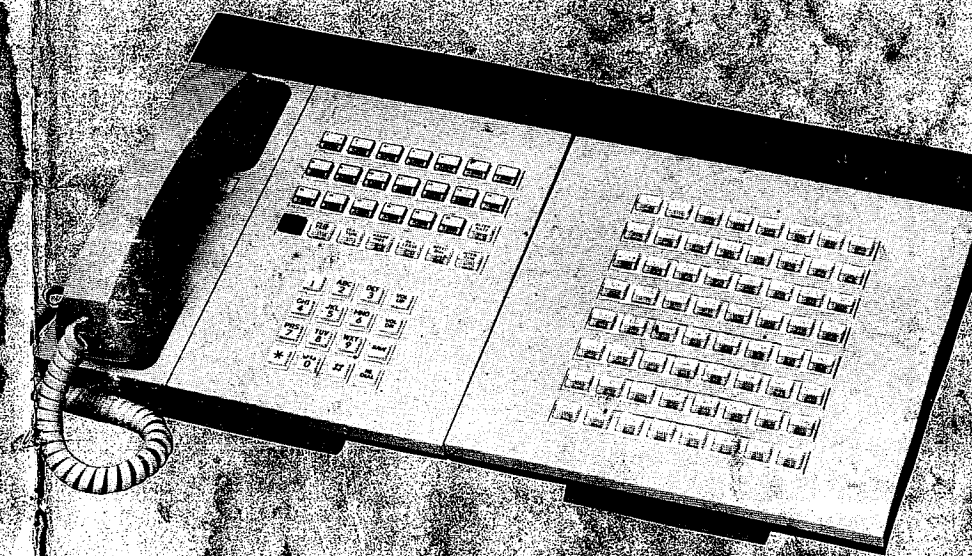


# EK-2464<sup>TM</sup>

FEATURE HANDBOOK



TIEUG-018

**TIE**® The Great Communicator.

TIE/communications, Inc.  
5 Research Drive, Shelton, CT 06484

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**ATTENDANT TELEPHONE**

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- NIGHT SERVICE
- PAGING
  - all telephones and paging speakers
  - selected extensions
- PARK
- PICK UP
- PULSE TO TONE CONVERSION
- SAVE
- SETTING THE DATE AND TIME
- SPEED DIAL
  - ADVANCED SPEED DIAL PROCEDURES
  - SPEED DIAL LINKING PROCEDURES
  - CHAIN-STORING SPEED DIAL NUMBERS
  - SPEED DIAL DIRECTIVES
    - \* 81 to \* 84 (CLASS OF SERVICE OVERRIDE)
    - \* 85 (CLASS OF SERVICE RESTORED)
    - \* 86 and \* 87 (SUPPRESSED DIGITS)
    - \* 88 (PULSE TO TONE CONVERSION)
    - \* 89 and \* 90 (ACCOUNT CODE)
    - \* 91 (Display telephones only) (DISPLAY TELEPHONE MICROPHONE OFF)
    - \* 92 (Display telephones only) (DISPLAY TELEPHONE MICROPHONE ON)
    - \* 93 to \* 95 (SPEED DIAL PAUSES)
    - # and \* 96 (THE \* DIGIT)
- STATION MESSAGE DETAIL RECORDING (SMDR)

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## FEATURE CHECKLIST

(Pre-checked boxes indicate features always available at your telephone.)

### BASICS

- OUTSIDE CALLS
- HOLD
  - can be picked up at any extension
  - can be picked up only at your telephone
- INTERCOM CALLS
- TRANSFER

### FEATURES

- ACCOUNT CODE
  - can enter when desired
  - must enter before an outside call is completed
- ALERT TONE
- ALTERNATE ATTENDANT EXTENSION
- ATTENDANT BARGE IN
  - Barge In with four alert tones
  - Barge In, unannounced
- BACKGROUND MUSIC
- BUSYING OUT LINES
- CALL FORWARDING
- CALL WAITING
  - from Intercom calls
  - from Callback requests
  - from Outside calls/Hold recalls/ Line queues available
  - from Hotline partner
- CALLBACK
- CLASS OF SERVICE (TOLL RESTRICTION)
- CONFERENCE
  - with one outside and one inside party
  - with two outside parties
- DO NOT DISTURB (DND) OVERRIDE
- HANDSFREE
- HEADSET COMPATIBILITY
- LAST NUMBER REDIAL
- LINE QUEUING
- MESSAGE WAITING

(Cut along dotted line.)

FEATURE CHECKLIST

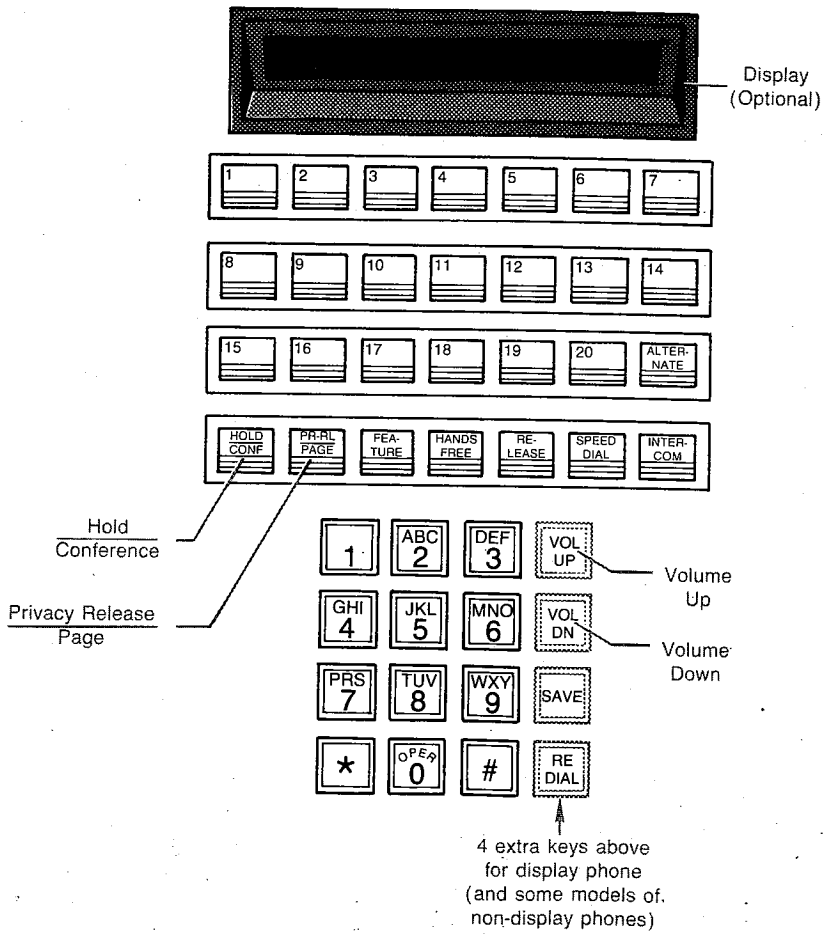
**FOR YOUR NOTES**

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**GETTING STARTED**

A QUICK REFERENCE CARD is attached to the inside back cover to help you quickly get started in using your telephone. The card fits in the directory tray underneath your phone.



## Page Zones

There can be as many as seven page zones in your system. The installer must tell you which extensions have been programmed into each zone. You may also have paging speakers mounted in walls and ceilings.

ZONE	ACCESS CODE TO DIAL	EXTENSIONS AND/OR SPEAKERS

## Outside Lines

The outside lines in your system may be dedicated to different types of services (e.g., WATS, MCI, SPRINT).

LINE	TELEPHONE NUMBER	TYPE OF SERVICE
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
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24		

## INTRODUCTION

As the attendant, your telephone and console are the nerve center of a sophisticated electronic telephone system, and you contribute a great deal to the efficient operation of your workplace. Your phone and console are not difficult to use once you familiarize yourself with the instructions in this handbook.

Your system can have as many as 64 extensions, and up to 24 outside lines. Depending on programming, some outgoing lines may be reserved for special uses such as WATS, MCI, or SPRINT. Also, some extensions might be restricted from making certain types of calls, such as long distance calls. The installer or service contractor should give you details about how your system is set up. Charts are provided at the end of this handbook in which you can record this information. Because you are the attendant, your co-workers may ask you questions about the different kinds of extension phones they have: One Button, Four Button, or Multibutton. For information on these phones, see the corresponding Feature Handbooks.

### Your Feature Handbook

This handbook is set up in a two-column format: the left column contains the steps you must perform to use a feature and the right column contains the corresponding comments to those steps.

### Feature Checklist

Your phone has been programmed to provide you with those features that will best meet your specific communications needs. These features are presented in the FEATURE CHECKLIST at the end of this handbook. Pre-checked boxes indicate features that are always available at your telephone.

To avoid the need to continually refer to the FEATURE CHECKLIST, check boxes have also been placed next to each feature description. You can detach the checklist and then check off, in the handbook itself, exactly which features you have. Checks have been placed in boxes next to features which are always available at your telephone.

**Terms:**

**Direct Station Selection (DSS) Console** is the piece of equipment which accompanies your telephone that lets you place intercom calls and transfers to other extensions with a single touch. Each DSS key represents an extension; for example, DSS key 308 represents extension 308.

**Display** is an optional feature. Phones with a display show day, month, date, and time when not in use, and describe what is happening while in use or ringing—for example, "EXT 301 CALLING." A complete list of the display messages is provided in the Charts section of this handbook.

**Handset** is the hand-held part of the phone (commonly called the receiver).

**Handsfree or Monitor** (your phone has one or the other) allows you to use your phone without lifting the handset. See Features section of this handbook for details.

**Intercom** calls are used to call other extension users in your system.

**Multifunction keys** are the keys labeled 1-20 on your telephone. These keys can serve three different functions.

Normally, keys 1-20 give you access to, and show you the status of the outside lines in your system.

When used with the INTERCOM key while you are off-hook, keys 1-20 give you access to, and show the status of 20 extensions in the system. In either of the first two modes, a steadily illuminated key indicates that the line or extension is busy. A flashing key indicates a line on Hold, or an extension in the Do Not Disturb mode.

In the Speed Dial mode, keys 1-20 serve as storage locations for telephone numbers that you can access and dial with the touch of just a few buttons. You must press the SPEED DIAL key, then the key (1-20) where the number you want to call is stored in order to make a Speed Dial call.

**Signal tones** will sometimes be audible while you are on a call. These are detailed under Call Waiting in the Features section of this handbook.

**DISPLAY MESSAGES (Page 2 of 2)**

DISPLAY MESSAGE	MEANING
MICROPHONE OFF	Telephone microphone is off.
MICROPHONE ON	Telephone microphone is on.
MINUTE NN*	Enter a two-digit number for minutes.
MONTH NN*	Enter a two-digit number for the month.
MSG FROM EXT YYY	Extension YYY has left you a message.
NIGHT MODE OFF	The Night Mode is canceled.
NIGHT MODE ON	Your system is in the Night Mode.
NUMBER SAVED	Appears when you store a telephone number using the SAVE key.
NUMBER TO BIN XX	The extension number or Speed Dial number will be stored in bin (storage location) XX.
ORBIT XX BUSY	Parking orbit is busy.
PICKUP RING OFF	Calls to Pick Up Group ring.
PICKUP RING ON	Calls to Pick Up Group do not ring.
PROGRAM COMPLETE	Appears when you finish programming a bin (storage location) for an extension or Speed Dial number.
PROGRAM MEMORY	Your phone is in the programming mode. Appears when you press SPEED DIAL while programming a bin (storage location) for an extension or Speed Dial number.
RINGING YYY	The intercom call you made to extension YYY is ringing.
SECOND NN*	Enter a two-digit number for seconds.
THIS IS EXT YYY	Your extension number (YYY) is displayed when the power is turned on, when your telephone is plugged in, or when you press "1" while your phone is not in use.
TIMER 00-11	When you press VOL UP while on a call, the duration of the call (in hours and minutes) appears on your display. When you press VOL DOWN while on a call, the time of day is displayed.
TOLL RESTRICTED	You are restricted (by programming) from placing this call.
WAITING FOR YYY	You have sent a Call Waiting beep to busy extension YYY, and can wait for a reply.
XX HOLD RCL YYY	Call on line XX, placed on Hold at extension YYY, was not picked up and has reverted to (recalled) your phone.
XX TRANS FROM YYY	Extension YYY has transferred a call to you on line XX.
XX TRANS RCL YYY	Call on line XX, transferred to extension YYY, was not answered there and has reverted to (recalled) your phone.
XX TRANS TO YYY	Call on line XX was transferred to extension YYY.
YEAR NN*	Enter a two-digit number for the year.
YYY BARGING IN	Extension YYY is barging into a call.
YYY BUSY	Extension YYY is busy.
YYY DND	Extension YYY is in the Do Not Disturb mode.
YYY NOT EXIST	Extension YYY does not exist or is out of order.

**NOTE:** NN represents the two-digit number to be entered when programming the clock/calendar.  
 XX represents line or storage bin numbers.  
 YYY represents extension numbers.



## DISPLAY MESSAGES (Page 1 of 2)

DISPLAY MESSAGE	MEANING
BARGE IN TO YYY	You have barged into extension YYY's conversation.
CALL BACK CO XX	The busy line (XX) you queued for is available.
CALL BACK ST YYY	The busy extension (YYY) at which you left Callback command is available.
CLOCK STARTED	The clock has restarted.
CLOCK STOPPED	The clock is stopped, and can be reprogrammed.
CLEAR ALL CALL FWD	Call Forwarding is canceled at all phones in your system.
CO FROM ORBIT XX	Call is retrieved from Orbit XX.
CO TO ORBIT XX	Call is parked in Orbit XX.
DATE NN*	Enter a two-digit number for the date.
DAY NN*	Enter a two-digit number for the day (01 = Sun., 02 = Mon., etc.)
DIGITS	Any digits you dial appear on your display.
DISABLE LINE XX	Line XX is disabled (busied out).
DO NOT DISTURB	Your phone is in the Do Not Disturb mode.
8888888888888888 ***** *****	This message appears from 12 to 1 A.M. to exercise all segments of the display.
ENABLE LINE XX	Line XX is enabled (back in service).
ENTER ACCOUNT CODE	Account Code must be entered.
EXT YYY CALLING	Extension YYY is calling you.
EXT YYY WAITING	A call from extension YYY is waiting to be answered. (Appears when you are already on a call.)
EXTENSION YYY	Appears when you place a voice-announced intercom call to extension YYY.
FORCED RING ON	Forced intercom ringing is enabled.
FORCED RING OFF	Forced intercom ringing is disabled.
FORWARD FROM YYY	A call has been forwarded to you from extension YYY.
FORWARD TO YYY	Your calls have been forwarded to extension YYY.
HEADSET MODE OFF	Headset is not installed; handset is replaced.
HEADSET MODE ON	Headset is installed.
HOLD LINE XX	Line XX is on Hold.
HOUR NN*	Enter a two-digit number for the hour.
LINE XX	Appears when answering or placing a call on Line XX.

NOTE: NN represents the two-digit number to be entered when programming the clock/calendar.  
 XX represents line or storage bin numbers.  
 YYY represents extension numbers.

## BASICS

### ☑ Outside Calls

#### To answer an outside call:

1. Lift handset.
2. Press flashing Line key.

Also see Night Service in Features section.

#### To place an outside call:

1. Lift handset.
2. Press Line key.
3. Dial telephone number.

Listen for dial tone.  
 You can regain dial tone on the same line, to make another call, without hanging up—just press FEATURE key.

#### To place or answer a second outside call while already on an outside call:

1. Press Line key of second call.

The first call is automatically put on Hold.

#### To hang up on an outside call:

1. Hang up handset.

OR

Press RELEASE.

**If your system is installed behind a PBX, you may use the following procedure to access the PBX features, or to gain a new dial tone:**

1. Press FEATURE.

Listen for dial tone.

## Hold

### To put an outside call on Hold:

1. Press HOLD/CONF.
2. Hang up.

You *cannot* put intercom calls on Hold. It is possible to pick this call up at another phone in your system.

Line key flashes.

A call on Hold re-rings your extension after a time, then the attendant.

### To put an outside call on Hold so that only you can pick it up:

1. Press HOLD/CONF.
2. Press FEATURE.
3. Hang up.

You *cannot* put intercom calls on Hold.

Your Line key flashes, but all other phones will see this line as busy, that is, steadily lit.

A call on Hold will re-ring your extension after a time.

### To return to a call on either type of Hold:

1. Lift handset.
2. Press flashing Line key.

EXTENSION	CALLING RESTRICTIONS	BARGE IN ACCESS
349		
350		
351		
352		
353		
354		
355		
356		
357		
358		
359		
360		
361		
362		
363		
364		

EXTENSION	CALLING RESTRICTIONS	BARGE IN ACCESS
333		
334		
335		
336		
337		
338		
339		
340		
341		
342		
343		
344		
345		
346		
347		
348		

## Intercom Calls

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

You can also use the DSS Console to place Intercom calls. The console buttons show the status of all extensions. If a DSS key is flashing, the extension is in the Do Not Disturb mode; if steadily lit, the extension is busy.

### To place an Intercom call by dialing:

To make an extension ring, dial 1 before you dial the extension number.

Extensions in your system are:  to

1. Lift handset.
2. Press INTERCOM.
3. Dial extension number.

Listen for dial tone.

### To place an Intercom call using the console:

1. Lift handset.
2. Press DSS key for desired extension.

An Intercom call you make using the console automatically overrides a co-worker's Do Not Disturb (that is, your call will go through if the extension is free, or your call sends Call Waiting tones if the extension is busy).

## Intercom Calls (continued)

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

HANDSFREE flashes.

1. Just speak without touching the phone.

Your phone's microphone will pick up your voice.

OR

Lift the handset if you want privacy.

You do not have to push any buttons.

### To answer an intercom call that rings:

INTERCOM flashes.

1. Lift handset.

### To force incoming intercom calls to ring your extension instead of being broadcast:

1. Lift handset.
2. Press INTERCOM.
3. Dial 721.
4. Hang up.

Listen for dial tone.

### To cancel forced ringing of intercom calls to your extension:

1. Lift handset.
2. Press INTERCOM.
3. Dial 722.
4. Hang up.

Listen for dial tone.

EXTENSION	CALLING RESTRICTIONS	BARGE IN ACCESS
317		
318		
319		
320		
321		
322		
323		
324		
325		
326		
327		
328		
329		
330		
331		
332		

## CHARTS

### Calling Restrictions/Barge In Access

Extension users may not be able to dial certain telephone numbers or access specific outside lines. Record these numbers or lines in the **CALLING RESTRICTION** column.

Extension users may be able to Barge In to conversations occurring various lines. Record these line numbers in the **BARGE IN ACCESS** column.

EXTENSION	CALLING RESTRICTIONS	BARGE IN ACCESS
301		
302		
303		
304		
305		
306		
307		
308		
309		
310		
311		
312		
313		
314		
315		
316		

### Transfer

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

1. Press DSS key for desired extension.
2. Hang up.

The outside call is automatically put on Hold.

If you want to talk to the person receiving the Transfer, wait for the party to answer before hanging up (step 2). If the person does not answer, just press the flashing Line key to return to the outside call. If the called party lifts the handset to respond, press console button again to send call automatically.

If a person with Handsfree option asks to receive a Transfer without touching the phone, press the console button again before hanging up (step 2).

Any Transfer not completed (the extension is busy or the person does not answer) re-rings at your phone.

#### To pass a Transfer from extension to extension:

1. Press INTERCOM.
2. Dial extension number.

OR

Press DSS Console key.

This is useful if you expect to have the call referred to a third party.

The outside call is automatically put on Hold.

If the call is referred to a third party, repeat procedure.

**NOTE:** A transferred call that goes unanswered at any phone in your system, re-rings your attendant phone.

## FEATURES

### Account Code

Your system automatically records information about outside calls, including date, time, extension, and number dialed. For accounting purposes, you may be asked to add an Account Code number that identifies a client or customer you call, or an Account Code that identifies you or your department. You may be **required** to enter an Account Code before an outgoing call (except an operator or emergency call) is completed.

If you enter an Account Code before placing a call, you can make the code **temporary**, so that it only accompanies that call on an SMDR printout, or **permanent**, so that the code will accompany every outside call made (or attempted) from that telephone.

Your Account Code is:

#### A. To enter an Account Code (temporary or permanent) before placing a call:

1. Lift handset.
2. Press INTERCOM. Listen for dial tone.
3. Dial 6.
4. Dial # for a temporary Account Code.

OR

- Dial \* for a permanent Account Code.
5. Dial Account Code number.
  6. Dial #.
  7. Press a Line key within 30 seconds and place call in the normal manner. You can "interrupt" a permanent Account Code and assign a temporary Account Code to a call. When that call is completed, the permanent Account Code is reinstated.

## HEARING AID COMPATIBILITY

**NOTE:** The box a phone is packed in has a sticker identifying it as hearing aid compatible or not.

FCC rules prohibit the use of non-hearing aid compatible telephones in the following locations:

- (a) Any public or semipublic location where coin-operated or credit card telephones may be found.
- (b) Elevators, highways, and tunnels (automobile, subway, railroad, or pedestrian) where a person with impaired hearing might be isolated in an emergency.
- (c) Places where telephones are specifically installed to alert emergency authorities such as fire, police, or medical assistance personnel.
- (d) Hospital rooms, residential health care facilities, convalescent homes, and prisons, specifically where telephones are used for signaling life-threatening or emergency situations if alternative signaling methods are not available.
- (e) Workstations for hearing impaired personnel.
- (f) Hotel, motel, apartment lobbies; in stores where telephones are used by patrons to order merchandise; in public transportation terminals where telephones are used to call taxis, or to reserve lodging or rental automobiles.
- (g) Hotel and motel rooms. At least ten percent of the rooms must contain hearing aid compatible telephones; or contain jacks for plug-in hearing aid compatible telephones which will be provided to hearing impaired customers upon request.

## FCC AND TELCO REQUIREMENTS

### NOTIFICATION TO TELCO

As owner of this telephone system, you may be required to give the following information to the operating telephone company before connecting or disconnecting the system:

1. Sufficient notice of your intention to use privately owned telephone equipment.
2. The particular lines to be used (telephone numbers xxx-xxxx through xxx-xxxx).
3. The Model, FCC Registration Number, Ringer Equivalence and Registered Jack.

### INCIDENCE OF HARM

When a problem exists, the customer shall disconnect the registered equipment from the telephone line to determine if the registered equipment is malfunctioning. If the registered equipment is malfunctioning, the use of such equipment shall be discontinued until the problem has been corrected.

When practical, the telephone company must notify the customer that service may be temporarily discontinued if customer-provided equipment is causing harm to the telephone network. The telephone company must attempt to inform the customer that service is to be discontinued before discontinuance of service. The telephone company must also provide customers with an opportunity to correct the problem and must advise the customers of their right to bring complaint procedures before the FCC.

## Account Code (continued)

### B. To erase a temporary or permanent Account Code:

1. Lift handset.
2. Press INTERCOM. Listen for dial tone.
3. Dial 6.
4. Dial # twice.
5. Hang up handset.

### C. To enter an Account Code (temporary) immediately after dialing a call:

1. Lift handset.
2. Press Line key. Listen for dial tone.
3. Dial telephone number. You have approximately six seconds from the moment you finish dialing your call to dial # (step 4).
4. Dial #.
5. Dial Account Code number. Maximum of nine digits.
6. Dial #.

### D. To assign an Account Code (temporary) to a call in progress:

1. Press INTERCOM. The outside call is put on Hold. Listen for dial tone.
2. Dial 5, then \*. This will assign the Account Code to the line being used.
3. Dial Account Code number.
4. Dial #. This returns you to the call on Hold.

(continued)

## Account Code (continued)

### E. To erase an Account Code (temporary) from a call in progress:

1. Press INTERCOM. The call is automatically placed on Hold.  
Listen for dial tone.
2. Dial 5, \*, #. The Account Code is erased, and you are automatically reconnected to the call on Hold.

### Alert Tone

An Alert Tone sounds at regular intervals while your phone is in the Handsfree answerback mode. (Your phone is in the Handsfree answerback mode when an intercom call is broadcast over your phone's speaker; HANDSFREE flashes.) Any conversation you may be having in the vicinity of your phone is picked up by your phone's microphone. The Alert Tone sounds to remind you of this fact, thus preventing *unauthorized* monitoring of your conversations.

### Station Message Detail Recording (SMDR)

Your system has been installed with a printer and will record detailed data about outside calls, including date and time placed, duration, extension called from, line used, telephone number dialed and Account Code. This equipment functions automatically except for Account Code entries, which must be made by each extension user. If you need to reset the date and time, see the feature—Setting the Time and Date.



## Speed Dial Directives (continued)

### Display Telephone Microphone On (Directive \* 92)

(Use this directive only if you have stored directive \* 91 with a Speed Dial number.)

This directive cancels the directive \* 91. For example, if you wish to chain an Extension Speed Dial bin ending in \* 91 to another extension bin, rather than following it with a manually dialed number, program \* 92 as the first entry in the second bin. The Handsfree microphone will be enabled immediately after the second bin dials out, thus allowing you to conduct your phone conversation Handsfree.

### Speed Dial Pauses (Directives \* 93, \* 94 and \* 95)

These directives are used to enter pauses into Speed Dial bins. The directive \* 93 enters one pause, \* 94 enters two pauses, \* 95 enters three pauses. The duration of the pause is programmed during system installation. Pauses can be the last entry in a bin only if the bin is always chained to a second bin.

Pauses are most frequently needed when you must wait in a dialing sequence for a tone. For example, this may happen when you dial an access code to one of the special long distance services (MCI, SPRINT) and then must wait for a tone before dialing more numbers.

### The Digits # and \* (Directive \* 96)

The digits # and \* can be stored into Speed Dial bins to be dialed out as part of the Speed Dial number. To store the # digit, simply enter #. However, to enter \* as a digit, enter \* 96.

## Alternate Attendant Extension

You can direct all your incoming intercom and outside calls to the Alternate Attendant Extension, which was assigned during installation. Normally, incoming calls will ring at your phone, and if unanswered after a programmed interval of time, ring at the Alternate Attendant Extension, also. When you direct your calls to the Alternate Attendant, the outside calls ring at *both* your phone and the Alternate Attendant Extension.

### To direct your calls to the Alternate Attendant Extension:

1. Do *not* lift handset.
2. Press ALTERNATE. ALTERNATE flashes.

### To return the calls to you:

1. Do *not* lift handset.
2. Press flashing ALTERNATE. ALTERNATE extinguishes.

## **Attendant Barge In**

Normally both intercom and outside calls are private, but you can break into a conversation to deliver an urgent message. You can:

- Barge In, alerting the other party with four beeps (see A below)
- Barge In, unannounced (see B below)

**WARNING: UNAUTHORIZED MONITORING OF CALLS USING THE ATTENDANT BARGE IN FEATURE CAN BE INTERPRETED AS AN INVASION OF PRIVACY.**

### **A. To activate Attendant Barge In with four alert beeps:**

1. Lift handset.
2. Place intercom call to desired extension.      Sends two Call Waiting tones.
3. Dial \*.
4. Dial number of desired extension      Attendant Barge In sends four rapid signal tones.
5. Wait four seconds.
6. Join conversation.

**NOTE:** Some extensions may be programmed to block this type Barge In from you, the attendant.

### **B. To Barge In, unannounced:**

1. Lift Handset.
2. Press key of line you wish to enter call on.      The system manager or installer can tell you which lines you can enter on in this fashion.

## **Speed Dial Directives (continued)**

### **Pulse to Tone Conversion (Directive \* 88)**

The \* 88 directive is used to change the dialing mode of a Speed Dial number from Pulse (DP) to Tone (DTMF). The digits preceding the \* 88 are dialed as Pulse digits. The digits following the \* 88 are dialed as Tone digits. This directive is useful if your system is in a Pulse signaling area and you have special services (e.g., MCI, SPRINT, etc.) which require Tone signaling. For example, the special service security code could be stored in a Speed Dial bin which has \* 88 as the first stored digits.

### **Account Code (Directives \* 89 and \* 90)**

The directives \* 89 and \* 90 are used to designate the beginning and end of Account Codes. These directives assure that Account Codes will not be dialed as digits and will be properly recorded on the SMDR. Enter \* 89 before the first Account Code digit, \* 90 after the last.

### **Display Telephone Microphone Off (Directive \* 91)**

(This directive applies only to display telephones.)

If an Extension Speed Dial number will normally be followed by a manually dialed number, enter the directive \* 91 as the last entry in the bin. When you Speed Dial such a number on a display telephone (only), this directive turns off the display telephone microphone after the number finishes dialing out, assuring correct manual dialing. If the directive \* 91 is not programmed, any background noise picked up by the display telephone microphone may cause the system to misinterpret the digits you manually dial. (Also see directive \* 92.)

(continued)

## Speed Dial Directives (continued)

### Class of Service Override (Directives \*81, \*82, \*83, \*84)

Some extension users may be restricted from placing certain system-wide Speed Dial calls due to their Class of Service (COS). However, when the directives \*81, \*82, \*83, or \*84 are stored at the beginning of the system-wide Speed Dial bin, those (restricted) extensions can temporarily override their COS and Speed Dial the stored system-wide number (if their COS allows access to the directive). Your installer can tell you how your system's COS's are structured, and which directives can temporarily override them (also see directive \*85).

### Class of Service Restored (Directive \*85)

You should store \*85 at the end of a system-wide Speed Dial number before which you have stored \*81, \*82, \*83, or \*84. This directive restores the normal COS to the extension after the system-wide number dials out. For example, if \*81 is stored before a telephone number to one of the special long distance services (such as MCI, SPRINT), the \*85 directive, stored at the end of the bin, assures that an extension user will not be able to manually dial normally restricted calls using the special long distance service.

### Suppressed Digits (Directives \*86 and \*87)

These directives will suppress a visual readout, on a telephone display or SMDR printout, of some or all of the digits stored within a system-wide Speed Dial bin. The directive \*86 should be stored at the beginning of the digits you wish to be suppressed, and \*87 at the end. For example, you can suppress the digits in the access code to one of the special long distance services (such as MCI, SPRINT), thus preventing unauthorized use of the special service.

### Background Music

Your system is equipped with an outside music source that allows you to receive music through your telephone's speaker when your phone is not in use. The outside music source also automatically provides music to any call you put on Hold.

#### To turn Background Music on or off while your phone is not in use:

1. Press HOLD/CONF.

The music automatically turns off when you use the phone or when someone calls you.

### Busy Out Lines

From your attendant extension, you can remove a problem outside line from service (for instance, when people report static). You can take a particular line out of service by making it appear busy until a repairman arrives.

#### To busy out a line:

Your line numbers are:  to

1. Lift handset.
2. Press INTERCOM.
3. Dial \*.
4. Dial two-digit number of problem line.
5. Hang up.

Listen for dial tone.

After the line is repaired, you restore it to service by repeating the same procedure (steps 1-5).

## ☑ Call Forwarding

You can reroute your calls (intercom and outside) to another extension when you need to be away from your phone.

### To activate Call Forwarding:

1. Lift handset.
2. Press INTERCOM. Listen for dial tone.
3. Dial #.
4. Dial extension number to which calls will be forwarded.
5. Hang up. HOLD/CONF flashes.

### To cancel Call Forwarding at your phone:

1. Lift handset.
2. Press INTERCOM. Listen for dial tone.
3. Dial # twice.
4. Hang up. HOLD/CONF extinguishes.

### To cancel Call Forwarding at all phones in the system:

1. Lift handset.
2. Press INTERCOM. Listen for dial tone.
3. Dial 700.
4. Hang up.

## Chain Storing Speed Dial Numbers (continued)

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>6. Dial three-digit code (831-880).</li> <li>7. Dial number to be stored, up to 16 digits including pauses and directives.</li> <li>8. Dial *.</li> <li>9. Dial storage location code (31-80) of system-wide number <i>to be chained</i>.</li> <li>10. Press key (1-20) <i>again</i>. (Refer to step 4.)</li> </ol> | <p>This code becomes the storage location for the number.</p> <p>For help with pauses and special directives, see Speed Dial Directives feature.</p> <p>That is, do <i>not</i> dial the usual three-digit code (831-880); just dial the last two digits of the code.</p> <p>You will hear a beep tone as confirmation that the number is stored.</p> |
|--|--|

## ☑ Speed Dial Directives

You can enter special directives into a Speed Dial bin when storing a telephone number at your extension. (An *Extension Speed Dial bin* is the storage location key [1-20] for an Extension Speed Dial number; a *system-wide Speed Dial bin* is the storage location code [831-880] for a system-wide number.) Each character in the directive counts as a digit when totaling the number of digits in a Speed dial number. (The directive \*88 counts as three digits.) If the first entry you make into a Speed Dial bin is a directive, you must enter an additional \* before the directive. (If \*88 is the first entry in a bin, enter \*\*88.)

**NOTE:** Directives 81-87 can only be stored in system-wide Speed Dial bins; Directives 88-96 can be stored with Extension or system-wide Speed Dial numbers.

(continued)

## Chain-Storing Speed Dial Numbers (continued)

- |  |   |
|--|---|
| 5. Dial a number (01-20).  | This number becomes the storage location for the Extension Speed Dial number.   |
| 6. Dial number to be stored, up to 13 digits including pauses and directives.              | For help with pauses and special directives, see Speed Dial Directives feature. |
| 7. Dial *.   |   |
| 8. Dial storage location (01-20) of the Extension Speed Dial number <i>to be chained</i> . |   |

OR

- |   |   |
|---|---|
| Dial storage location code (31-80) of system-wide Speed Dial number <i>to be chained</i> .  | That is, do not dial the usual three-digit code (831-880); just dial the last two digits of the code. |
| 9. Dial #.  | You will hear a beep tone as confirmation that the number is stored.                                  |
| 10. Hang up.  |   |
| <b>C. To store a system-wide Speed Dial number at the Attendant telephone so that it is chained to another system-wide Speed Dial number:</b> | The second system-wide number in the chaining sequence should be stored in the usual manner.          |
| 1. Do <i>not</i> lift handset.  |   |
| 2. (Optional) Press Line key.   | This stores the line with the number.   |
| 3. Press SPEED DIAL.  |   |
| 4. Press a key (1-20).  | This key has no significance, but must be pressed.  |
| 5. Dial *.  |   |

## Call Waiting

When you are busy on a call, you may receive signal tones that another call is waiting to be answered. When you are not using the handset for your call, Call Waiting tones are broadcast over your phone's speaker. The lights on your phone and the number of signal tones (beeps) you hear indicate the type of waiting call.

### Call Waiting Signal:

- One beep with fluttering DSS and INTERCOM key.
- Two beeps.
- Two beeps with flashing Line key.

### Type of Waiting Call:

- Intercom call.
- Another station is requesting a Callback.
- Outside call.
- Call on Hold is recalling.
- Line queued for is free.

### To answer an intercom Call Waiting signal using your telephone:

1. Lift handset.
  2. Press INTERCOM.
  3. Dial 4.
- Listen for dial tone.

### To answer an intercom Call Waiting signal using a DSS Console:

1. Press fluttering DSS key.
- You can choose not to answer Call Waiting signals.
- An outside call in progress will be automatically placed on Hold. An intercom call in progress will be dropped.

(continued)

## Call Waiting (continued)

### To answer an outside Call Waiting signal:

1. Press flashing Line key.

You can choose not to answer Call Waiting signals.

An outside call will be automatically placed on Hold. An intercom call in progress will be dropped.

## Callback

When you place an intercom call to a busy extension, rather than place your call again to possibly encounter another busy signal, you can activate Callback before you hang up. When both your extension and the busy extension are free, Callback rings your phone. When you answer the ring, the call to the previously busy extension is automatically placed (dialed) for you.

### To activate Callback:

1. Place intercom call (busy extension).
2. Press FEATURE.
3. Hang up.

FEATURE flashes momentarily. You can place other calls in the meantime. You cannot cancel a Callback request.

### To answer when Callback rings your phone:

1. Lift handset.

FEATURE flashes.

FEATURE extinguishes and you are automatically connected to the previously busy extension.

## Chain-Storing Speed Dial Numbers (continued)

4. Dial number to be stored, up to 16 digits including pauses and directives.
5. Dial \*.
6. Dial storage location number (01-20) of the Extension Speed Dial number *to be chained*.

For help with pauses and special directives, see Speed Dial Directives feature.

Do *not* press the storage location key (1-20)—actually dial the number of the key instead.

OR

Dial storage location code (31-80) of a system-wide Speed Dial number *to be chained*.

That is, do not dial the usual three-digit code (831-880); just dial the last two digits of the code.

7. Press flashing key (1-20).
8. Hang up.

You hear a beep tone as confirmation that the number is stored.

### B. To store an Extension Speed Dial number at a Four Button, One Button, or Single Line telephone so that it is chained to a system-wide or (another) Extension Speed Dial number:

1. Lift handset.
2. Dial #.
3. Dial 8.
4. Dial two-digit line number.

The second Speed Dial number in the chaining sequence should be stored in the usual manner.

This stores the line with the number.

(continued)

## Speed Dial Linking Procedures (continued)

### D. To manually dial after a Speed Dial number from any phone:

1. Access Speed Dial number as usual; wait for number to dial out.
2. Manually dial the second number.

### Chain-Storing Speed Dial Numbers

A Speed Dial number can be stored in a special way, so that it is actually chained (linked) to another extension and/or system-wide number right in the storage bin (key/code) itself. When the specially stored number is accessed in the normal way, the second (or linked) number dials out automatically.

Be sure to provide the extension users who ask you for this information with the instructions that correspond to their type of phone.

### A. To store an Extension Speed Dial number at a Multibutton/Attendant phone so that it is chained to a system-wide or (another) Extension Speed Dial number:

1. Do *not* lift handset.
2. Press SPEED DIAL.
3. Press key (1-20).

This second number in the chaining sequence should be stored in the usual manner.

This key becomes the storage location for the Extension Speed Dial number; the key flashes.

### Class of Service (Toll Restriction)

The type of calls that can be placed from each extension is programmed during installation. Extensions can be restricted to placing only internal calls, local calls, Speed Dial calls, or calls to selected area codes. The installer will give you this information, and you can record it in the Calling Restrictions chart in the back of this handbook.

### Conference

Conference calls allow multiple-party telephone conversations. A Conference call can be conducted in either of two ways:

- with one outside and one inside party (see A below)
- with two outside parties (see B below)

### A. To place a Conference call with one outside and one other inside party:

1. Place outside call first; wait for the party to answer.
2. Press PR•RL/PAGE.
3. Dial extension number of second inside party.
4. Announce line number of Conference call.
5. Press flashing Line key.

This saves the outside call.

The invited inside party has approximately ten seconds to join the Conference.

### To join a Conference as the invited inside party:

1. Lift handset.
2. Press announced Line key.

## Conference (continued)

### B. To place a Conference call with two outside parties:

1. Place first outside call.
2. Put call on Hold.
3. Place second outside call on a different Line key.
4. Put second call on Hold.
5. Press HOLD/CONF.

HOLD/CONF is steadily lit. If it extinguishes before you reach step 6, your Conference call cannot be established.

6. Press both Line keys of the Conference sequentially.

Conference call is established. As the only inside party, if you hang up the call is terminated.

### Do Not Disturb (DND) Override

You can make a voice announcement to an extension when the extension is in the DND mode.

#### To initiate DND Override:

1. Lift handset.
2. Press DSS key for desired extension.
3. Make announcement.
4. Hang up.

## Speed Dial Linking Procedures (continued)

### B. To manually link Extension Speed Dial numbers and/or system-wide Speed Dial numbers on a Multibutton/Attendant phone choosing a specific line:

1. Lift handset.
2. Press Line key.
3. Press SPEED DIAL.
4. Dial \*.
5. Press storage location key (1-20) for Extension Speed Dial number.

Listen for dial tone.

OR

6. Repeat step 5 for each additional Extension or system-wide number you wish to link.
7. Dial \*.

That is, do not dial the usual three-digit code (831-880); just dial the last two digits of the code.

### C. To manually link (just) Extension Speed Dial numbers from a Multibutton or the Attendant phone:

1. Lift handset.
2. Press Line key.
3. Press SPEED DIAL.
4. Press Extension Speed Dial storage location keys (1-20) in the order you want the numbers to dial out.

Listen for dial tone.

(continued)



## **Speed Dial Linking Procedures**

You can manually link Extension Speed Dial numbers and/or system-wide Speed Dial numbers (which are stored in different keys or codes) in any combination and as many as you wish so they dial out one after the other. In addition, you can manually dial *after* an Extension or system-wide Speed Dial number dials out.

Be sure to provide the extension users who ask you for this information with the instructions that correspond to their type of phone.

### **A. To manually link Extension Speed Dial numbers and/or system-wide Speed Dial numbers from any phone:**

1. Lift handset.
2. Press INTERCOM if linking from a Multibutton/Attendant telephone; otherwise skip to step 3.
3. Dial 8.
4. Dial \*.
5. Dial storage location number (01-20) or press the storage location key (1-20) for desired Extension Speed Dial number.

OR

Dial storage location code (31-80) for desired system-wide Speed Dial number.

6. Repeat step 5 for each additional Extension or system-wide Speed Dial number you wish to link.
7. Dial \*.

This procedure selects an outside line for you.

That is, do *not* dial the usual three-digit storage code (831-880); just dial the last two digits of the code.

## **Handsfree**

You can answer a call that rings, place a call, or converse on a call without lifting the handset. For any instruction in this handbook that says "Lift handset," you can press HANDSFREE instead.

### **To answer a call that rings without lifting the handset:**

1. Press HANDSFREE instead of lifting handset.

This connects you to a ringing intercom call.

OR

- Press HANDSFREE, then press flashing Line key.

This connects you to a ringing outside call.

### **To place a Handsfree call:**

1. Press HANDSFREE instead of lifting handset.
2. Place call in the normal way.
3. Speak when the other party answers.

You hear the dial tone, ringing and person answering—all over your phone's speaker.

Your phone's microphone picks up your voice.

### **To hang up a Handsfree call:**

1. Press HANDSFREE.

### **To change to Handsfree during a call:**

1. Press HANDSFREE.
2. Replace handset.

### **To change to handset during a Handsfree call:**

1. Lift handset.

## Headset Compatibility

You can replace the handset on your telephone with a headset for quicker and easier call processing. As a general rule, if using the headset, replace the phrases "Lift the handset" with "Press HANDSFREE."

When using a headset, all Intercom calls to your phone will ring, and are answered by pressing HANDSFREE.

### **If you want to use a headset with your telephone:**

1. Lift handset.
2. Press INTERCOM. Listen for dial tone.
3. Dial 732.
4. Unplug handset.
5. Plug in headset.

### **If you want to return to using the handset:**

1. Press INTERCOM. Listen for dial tone.
2. Dial 733.
3. Unplug headset.
4. Plug in handset.

## Last Number Redial

Your telephone remembers the last outside number you dialed and can redial it quickly for you.

### **To place a call using Last Number Redial (on a non-display phone):**

1. Lift handset.
2. Press Line key used for original call. Listen for dial tone.
3. Press same Line key again.

## Speed Dial (continued)

### **To enter an Account Code when using Extension or System Speed Dial:**

1. Place Speed Dial call. You have approximately 15 seconds from the moment the call finishes dialing to dial # (step 2).
2. After the call dials out, dial #.
3. Dial Account Code number.
4. Dial #.

## Advanced Speed Dial Procedures

When a Speed Dial number you or any extension user wishes to store is longer than 16 digits, there are two alternatives:

- The number can be stored in the usual manner, but in two or more keys/codes, and then **dial**ed using the new procedure described in this section—Speed Dial Linking Procedures.
- The number can be **store**d (in a special way) using the new procedure described in this section—Chain-Storing Speed Dial Numbers—and then dialed in the usual manner.

## Speed Dial (continued)

### To Speed Dial a number stored at your extension:

1. Lift handset.
2. Press a Line key.
3. Press SPEED DIAL.
4. Press storage location key (1-20).

That is, the key where the Speed Dial number is stored. (See step 3 in the previous procedure.)

### To store a system-wide Speed Dial number:

1. Do *not* lift handset.
2. (Optional) Press Line key.
3. Press SPEED DIAL.
4. Press any key (1-20).
5. Dial \*.
6. Dial a three-digit code (831-880).
7. Dial number to be stored, up to 16 digits, including pauses and directives.
8. Press same key (1-20) again.

You are expected to supply a system-wide Speed Dial directory to your co-workers.

This stores the line with the number.

This key has no special significance, but must be pressed.

This becomes the storage code for the Speed Dial number.

For help with pauses and special directives, see Speed Dial Directives feature.

You hear a beep tone as confirmation the number is stored.

### To dial a system-wide Speed Dial number:

1. Lift handset.
2. Press INTERCOM.
3. Dial three-digit code (831-880) for the desired number.

Listen for dial tone.

## Last Number Redial (continued)

### To place a call using Last Number Redial (on a display phone):

1. Lift handset.
2. Press Line key.
3. Press REDIAL.

Listen for dial tone.

OR

1. Lift handset.
2. Press Line key used for original call.
3. Press same Line key again.

Listen for dial tone.

### Line Queuing

When an outside line that you wish to use is busy (for example, WATS line), Line Queuing can ring your phone as soon as the line becomes available.

### To Queue for an outside line:

1. Press the busy Line key you want.
2. Press FEATURE.
3. Hang up.

You cannot cancel a Line Queuing request.

### To answer when Line Queuing rings:

The Line key flashes.

1. Lift handset.

You will have dial tone on line you want, and can begin to dial. You do *not* have to press the Line key.

## ✔ Message Waiting

When you make an intercom call to a co-worker who is away from his or her phone, 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 (no answer).
2. Press FEATURE.
3. Hang up.

### You can respond to a Message Waiting Signal left for you in two ways:

Your FEATURE button flashes (and your phone may emit an intermittent beep).

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

1. Lift handset.
2. Press flashing FEATURE.

This automatically calls the extension of the person who left the Message Waiting. The call is received and answered like a normal intercom call, except you cannot make it ring by dialing 1. If your FEATURE button continues flashing, this means you have more than one Message Waiting. Repeat the two steps.

## ✔ Speed Dial

Speed Dial allows you to store frequently called outside numbers to later dial them with just a few touches. Speed Dial numbers are of two types: (1) those stored by each extension user for his or her personal use, and, (2) those stored by you, the attendant, for system-wide use. As many as 20 Speed Dial numbers can be stored at each Multibutton extension, using the 20 Line keys as storage locations. As many as 20 Speed Dial numbers can be stored at each Single Line, One Button and Four Button phone, using codes (01-20) as storage locations. You can store up to 50 Speed Dial numbers stored under three-digit codes (831-880) for system-wide use. All extension users can access the system-wide numbers.

A Speed Dial storage location (key or code) can contain a maximum of 16 digits including pauses and directives. (See Speed Dial Directives.) For instructions on how to store and/or dial Speed Dial numbers longer than 16 digits, refer to the feature—Advanced Speed Dial Procedures. Extension users in your system may ask you for these instructions also.

### To store a Speed Dial number at your extension:

1. Do *not* lift handset.
2. Press SPEED DIAL.
3. Press a key (1-20).
  
4. Dial number to be stored, up to 16 digits including pauses and directives.
5. Press key (1-20) again.

This becomes the storage location for the Speed Dial number.

For help with pauses and special directives, see Speed Dial Directives feature.

You hear a beep tone as confirmation that the number is stored.

(continued)

### Setting the Time and Date (continued)

9. Dial two-digit number (00-59) for the seconds.
10. Press INTERCOM key, then dial 727.
11. Dial two-digit number (01-07) for the day.      01 = Sun., 02 = Mon., etc.
12. Press INTERCOM key, then dial 728.
13. Dial two-digit number (01-31) for the date.
14. Press INTERCOM key, then dial 729.
15. Dial two-digit number (01-12) for the month.
16. Press INTERCOM key, then dial 730.
17. Dial two-digit number for year.      1986 = 86
18. Press INTERCOM key, then dial 731.      Clock/Calendar is now started.
19. Hang up.

### Message Waiting (continued)

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

1. Do *not* lift handset.
2. Press flashing FEATURE.

If your FEATURE button continues flashing, you have more than one Message Waiting. Repeat the two steps.

## **Night Service**

During off-hours, when you will not be processing calls at the attendant phone, ringing for incoming outside calls is sent to other extensions or paging speakers. The extensions or speakers to receive off-hours ringing are selected and programmed during system installation. (The calls may still ring at your attendant phone, also.)

### **To activate Night Service from a non-display telephone:**

1. Turn the left volume control to the left until you hear a "click." INTERCOM key is illuminated.

### **To cancel Night Service from a non-display telephone:**

1. Turn the left volume control to the right until you hear a "click." INTERCOM key extinguishes.

### **To activate or cancel Night Service from a display phone:**

1. Do *not* lift handset.
2. Dial 2. INTERCOM key will illuminate when the feature is activated.

### **To answer a call that rings at your phone or over the paging system while the system is in the Night Service mode:**

1. Lift handset.
2. Press flashing Line key.

## **Save (continued)**

### **To redial a Saved number:**

1. Lift handset.
2. Press Line key.
3. Press SAVE.

## **Setting the Time and Date**

Your phone shows day, month, date and time when not in use. This clock/calendar is set during installation, but you can reset it from your attendant phone as needed (for example, to adjust for Daylight Savings Time or if the clock has stopped due to a loss of electricity). If your system has Station Message Detailed Recording (SMDR), date and time for it is also reset during this procedure. Do not pause more than 30 seconds between entries or you must start over.

### **To enter time and date:**

1. Lift handset.
2. Press INTERCOM key. Listen for dial tone.
3. Dial 723. Clock/Calendar is now ready to be set.
4. Press INTERCOM key, then dial 724.
5. Dial two-digit number (00-23) for the hour of day. For example, for 1 P.M. enter 13.
6. Press INTERCOM key, then dial 725.
7. Dial two-digit number (00-59) for the minutes.
8. Press INTERCOM key, then dial 726.

(continued)

## **Pulse To Tone Conversion**

You can temporarily change the dialing mode of your telephone from Pulse (DP) to Tone (DTMF). You may need to do this to access special services such as MCI or SPRINT.

### **To convert the dialing mode of your telephone from Pulse to Tone:**

1. Lift handset.
2. Press Line key.
3. Dial \*.

The \* may be entered at *any* point while dialing. The digits preceding the \* are dialed as Pulse digits. The digits after the \* are dialed as Tone digits. The telephone reverts to Pulse dialing as soon as you hang up.

4. Dial number.

## **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.

### **To Save a number:**

1. Place outside call.
2. Press SAVE.
3. Hang up.

You can do this anytime after dialing and before hanging up.

## **Paging**

You can page from your telephone:

- all phones and paging speakers in your system that are programmed to receive paging (see A below)
- a selected group of extensions (see B below)

### **A. To page all phones in your system equipped with speakers:**

Some systems have speakers mounted in ceilings or walls that will also receive your page.

1. Lift handset.
2. Press PR•RL/PAGE.
3. Make announcement.
4. Hang up.

### **B. To zone page a selected group of extensions:**

See Page Zones in the Charts section of this handbook.

The page zone numbers are:  to

1. Lift handset.
2. Press INTERCOM.
3. Dial zone number for desired group of extensions.
4. Make announcement.
5. Hang up.

Listen for dial tone.

**☑ Park**

Park is a special waiting state for outside calls. It allows you to transfer a call to a person who can answer the call at any extension.

**To park a call:**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Press INTERCOM.</li> </ol>                               | <p>The call is automatically put on Hold.<br/>Listen for dial tone.</p>  |
| <ol style="list-style-type: none"> <li>2. Dial #.</li> <li>3. Dial a Park code (50-59).</li> </ol> | <p>You should hear a single (confirmation) tone. If you hear dial tone after dialing, that code is already parking a call. Dial another Park code.</p> |
| <ol style="list-style-type: none"> <li>4. Press PR•RL/PAGE and announce Park code.</li> </ol>      | <p>See Paging for instructions on paging specific zones.</p>   |
| <ol style="list-style-type: none"> <li>5. Hang up.</li> </ol>                                      | <p>If not picked up, the Parked call re-rings your extension first, and if unanswered, then rings the attendant.</p>                                   |

**To answer a parked call when the Park code is announced:**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Lift handset.</li> <li>2. Press INTERCOM.</li> <li>3. Dial announced Park code (50-59).</li> </ol> | <p>You can pick up the call at any extension.<br/><br/>Listen for dial tone.</p> |
|--|--|

**☐ Pick Up**

Your extension may be grouped together with other extensions in what is called a Pick Up group. Extensions are grouped in this manner to allow people who work closely with each other (for instance, in the same department) to answer each other's calls.

You can enable ringing at your extension for the calls to the other extensions in your Pick Up group.

**To answer a call in your Pick Up group:**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. Lift handset.</li> <li>2. Press flashing INTERCOM.</li> <li>3. Dial 2.</li> </ol> | <p>The attendant can tell you which extensions are in your Pick Up group.<br/>A call ringing into your Pick Up group is indicated by a flashing INTERCOM key.<br/><br/>Listen for dial tone.<br/>You are connected to the ringing call.</p> |
|---|---|

**To enable ringing at your extension for calls to the other extensions in your Pick Up group:**

- |   |                              |
|---|------------------------------|
| <ol style="list-style-type: none"> <li>1. Lift handset.</li> <li>2. Press INTERCOM.</li> <li>3. Dial 734.</li> <li>4. Hang up.</li> </ol> | <p>Listen for dial tone.</p> |
|---|------------------------------|

**To disable ringing at your extension for calls to other extensions in your Pick Up group:**

- |   |                              |
|---|------------------------------|
| <ol style="list-style-type: none"> <li>1. Lift handset.</li> <li>2. Press INTERCOM.</li> <li>3. Dial 735.</li> <li>4. Hang up.</li> </ol> | <p>Listen for dial tone.</p> |
|---|------------------------------|