

EK-2464TM

FEATURE HANDBOOK



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TIE[®] The Great Communicator.[™]

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MULTIBUTTON TELEPHONE

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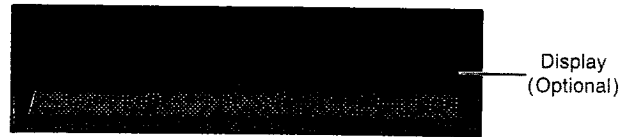
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Feature Checklist (continued)

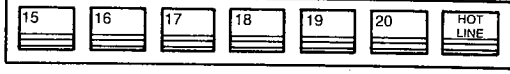
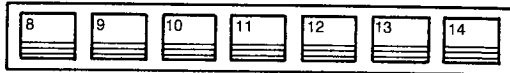
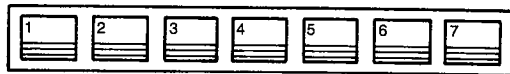
- NIGHT ANSWER
 - answer calls ringing at your telephone
 - answer calls ringing over the paging system
- PAGING
 - all telephones and paging speakers
 - selected extensions
- PARK
- PICK UP
- PULSE TO TONE CONVERSION
- SAVE
- SPEED DIAL
- SPEED DIAL DIRECTIVES
 - * 88 (PULSE TO TONE CONVERSION)
 - * 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)

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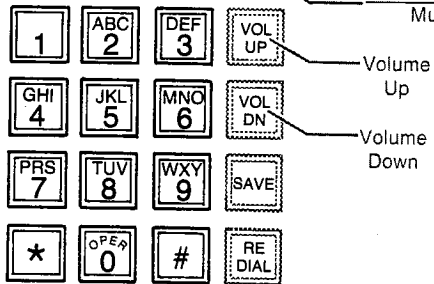
Display
(Optional)



Do Not Disturb
Mute

Hold
Conference

Privacy Release
Page



Volume
Up

Volume
Down

4 extra keys above
for display phone
(and some models of
non-display phones)

(cut along dotted line)

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
- BACKGROUND MUSIC
- BARGE IN
- CALL FORWARDING
 - from Intercom calls
 - from Callback requests/Attendant
 - from Outside calls/Hold recalls/Line queues available
 - from Hotline partner
- CALL WAITING
- CALLBACK
- CONFERENCE
 - with one outside and one inside party
 - with two outside parties
- DIRECT STATION SELECTION
- DO NOT DISTURB
- HANDSFREE
- HEADSET COMPATIBILITY
- HOTLINE
- LAST NUMBER REDIAL
- LINE QUEUING
- MESSAGE WAITING
- MICROPHONE MUTE
- MONITOR

FOR YOUR NOTES

INTRODUCTION

Your Multibutton Telephone is part of a sophisticated electronic telephone system that will save you time and help you work more efficiently. Your phone is not difficult to use once you familiarize yourself with the instructions in this handbook.

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. Prechecked 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.

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.

Terms:

Attendant is the telephone operator in your system and the person to see if you have questions.

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 are provided at the end 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

DISPLAY MESSAGE	MEANING
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.
DIGITS	Any digits you dial appear on your display.
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.
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.
HOLD LINE XX	Line XX is on Hold.
LINE XX	Appears when answering or placing a call on Line XX.
MSG FROM EXT YYY	Extension YYY has left you a message.
NUMBER TO BIN XX	The extension number or Speed Dial number will be stored in bin (storage location) XX.
NUMBER SAVED	Appears when you store a telephone number using the SAVE key.
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.
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 DN 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 TRANS FROM YYY	Extension YYY has transferred a call to you on line XX.
XX TRANS TO YYY	Call on line XX was transferred to extension YYY.
YYY BARGING IN	Extension YYY is barging in on your conversation.
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: XX represents line or storage bin numbers.
YYY represents extension numbers.

Speed Dial Directives (continued)

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 linked to a second bin. (See the attendant for information on linking Speed Dial numbers.)

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.

BASICS

Outside Calls

To answer an outside call:

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

Also see Night Answer in Features section.

To place an outside call:

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

Listen for dial tone.

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 will re-ring your extension after a time, and if unanswered, reverts to the attendant.

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

1. Press HOLD/CONF.
2. Press FEATURE within three seconds.
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, and if unanswered, reverts to the attendant.

To return to a call on either type of Hold:

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

Speed Dial Directives (continued)

Display Telephone Microphone Off (Directive *91)

(This directive pertains to display phones only.)

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 Handsfree, this directive turns off the display telephone Handsfree 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.)

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 link 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. (See the attendant for information on linking Speed Dial numbers.)

(continued)

Speed Dial Directives

You can enter special directives into a Speed Dial storage location key (1-20) when storing a telephone number at your extension. 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.)

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.

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 you can state your message after you hear the beeps—your voice is broadcast over that extension's speaker.

Extensions in your system are: to

To place an Intercom call to another extension:

1. Lift handset.
2. Press INTERCOM.
3. Dial extension number or press desired DSS key.

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

Listen for dial tone.

See Direct Station Selection for more information.

To place an Intercom call to the attendant:

1. Lift handset.
2. Press INTERCOM.
3. Dial 0.

You cannot make this call ring by dialing 1 before you dial 0.

Listen for dial tone.

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

1. Just speak without touching the phone.

HANDSFREE flashes.

Your phone's microphone will pick up your voice. (Also see Microphone Mute.)

OR

Lift the handset if you want privacy.

You do not have to push any buttons.

(continued)

Intercom Calls (continued)

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. Listen for dial tone.
3. Dial 721.
4. Hang up.

To cancel forced ringing of Intercom calls to your extension:

1. Lift handset.
2. Press INTERCOM. Listen for dial tone.
3. Dial 722.
4. Hang up.

Speed Dial (continued)

To dial a system-wide Speed Dial number: The attendant can supply a system-wide Speed Dial directory.

Your system-wide Speed Dial codes are: to

1. Lift handset.
2. Press INTERCOM. Listen for dial tone.
3. Dial three-digit code for the number.

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

1. Place Speed Dial call. You have approximately six 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 #.

Speed Dial

Speed Dial can store your most frequently called outside numbers and dial them with just a few touches. Keys 1-20 normally give access to outside lines. However, when used with the SPEED DIAL button, they become storage locations for Speed Dial numbers. You may also have access to system-wide Speed Dial numbers stored by the attendant.

To store a Speed Dial number at your extension:

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

This becomes the storage location for the Speed Dial number.

4. Dial number to be stored up to 16 digits, including pauses and directives.

See attendant for help with longer numbers. For help with pauses and directives, see Speed Dial Directives feature.

5. Press key (1-20) again.

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

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.)

Transfer

To transfer an outside call to another extension:

1. Press INTERCOM.
2. Dial extension number.
3. Hang up.

You cannot transfer intercom calls.

This puts the outside call on Hold.

Listen for dial tone.

When you want to talk to the person receiving the Transfer, wait for party to answer before hanging up (step 3).

You can return to the outside call—for example, when the person does not wish to receive the Transfer—by pressing the flashing Line key.

A Transfer that cannot be completed (the extension is busy or the person does not answer) re-rings your extension, then the attendant.

To return to the outside call after hanging up, just lift the handset and press the flashing Line key.

FEATURES

Account Code

Your system may automatically record 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 this code **temporary** so that it only accompanies that call on an SMDR printout, or **permanent**, so that the code will accompany every call made from that telephone.

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

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

Listen for dial tone.

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.

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.

To redial a Saved number:

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

Listen for dial tone.

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 *.

Listen for dial tone.

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.

Account Code (continued)

B. To erase a 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. Listen for dial tone.
2. Press Line key.
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.
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 the phone's microphone. The Alert Tone sounds to remind you of this fact, thus preventing *unauthorized* monitoring of your conversations.

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. The attendant can tell you which extensions are in your Pick Up group.

To answer a call to your Pick Up group:

1. Lift handset.
2. Press flashing INTERCOM.
3. Dial 2.

A call ringing into your Pick Up group is indicated by a flashing INTERCOM Key.

Listen for dial tone.

You are connected to the ringing call.

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

1. Lift handset.
2. Press INTERCOM.
3. Dial 734.
4. Hang up.

Listen for dial tone.

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

1. Lift handset.
2. Press INTERCOM.
3. Dial 735.
4. 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 for a person whose extension you do not know:

1. Press INTERCOM. Listen for dial tone.
The call is automatically put on Hold.
2. Dial #.
3. Dial a Park code (50-59). 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.
4. Press PR•RL/PAGE and announce Park code. See Paging for instructions on paging specific zones.
5. Hang up. If not picked up, the parked call re-rings your extension first, and if unanswered, then rings the attendant.

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

1. Lift handset. You can pick up the call at any extension.
2. Press INTERCOM.
3. Dial announced Park code (50-59). Listen for dial tone.

Background Music

Your system is equipped with an outside music source; you can receive music through your telephone's speaker when your phone is not in use. The outside music source 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.

Barge In

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

You can enter conversations being held on various lines in the system. The attendant can tell you which lines you can enter conversations on.

To Barge In to a conversation:

1. Press key of line you wish to Barge In upon.

Call Forwarding

You can reroute your outside, transferred and Intercom calls 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:

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

NOTE: To forward calls to your Hotline partner: (1) Do *not* lift the handset, and (2) Press HOTLINE; press HOTLINE again to cancel Call Forwarding to your Hotline partner.

Paging

You can page from your telephone:

- all phones in your system equipped with speakers
- a selected group of extensions

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.

To zone page a selected group of extensions:

The page zone numbers are: to

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

Night Answer

You can answer incoming outside calls which ring during your company's off-hours. You may answer calls that ring:

- at your phone (see A below)
- over the paging system (see B below)

A. To answer a call that rings at your telephone:

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

B. To answer a call you hear ringing over the paging system:

1. Lift handset.
2. Press INTERCOM.
3. Dial 69.

Listen for dial tone.

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:

Type of Waiting Call:

- | | |
|--|---|
| <input type="checkbox"/> One beep with flashing HOLD/CONF key. | Intercom call. |
| <input type="checkbox"/> Two beeps with flashing HOLD/CONF key. | Intercom call from the attendant. Another station is requesting a Callback. |
| <input type="checkbox"/> Two beeps with flashing Line key. | Outside call. Call on Hold is recalling. Line queued for is free. |
| <input type="checkbox"/> Two beeps with illuminated HOTLINE key. | Intercom call from your Hotline partner. (See Hotline feature.) |

NOTE: If while on a call you hear four beeps, this means the attendant will soon break into your conversation to deliver an urgent message.

To answer an intercom Call Waiting signal:

1. Press HOLD/CONF.

You can choose not to answer Call Waiting signals.

You are automatically connected to a waiting intercom call. An outside call in progress is automatically put on Hold and an intercom call in progress is terminated; intercom calls cannot be put on Hold.

(continued)

Call Waiting (continued)

To answer an outside Call Waiting signal:

1. (Optional) Press HOLD/CONF. Do this only if you are busy on another outside call. This will place the initial outside call on Hold. An intercom call in progress will be dropped; intercom calls cannot be put on Hold.
2. Press flashing Line key.

Monitor

You can perform various operations without using the handset. Monitor lets you dial your calls without lifting the handset. Monitor also allows you to replace the handset during a call—for example, when you are left on Hold and don't want to hold the handset to your ear. You can listen to the call, but must lift the handset to talk.

To place a call using Monitor:

1. Press MON instead of lifting handset.
2. Place call in the normal way.
3. Lift handset to talk.

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

To change to Monitor during a call:

1. Press MON.
2. Replace handset.

To change to handset during a Monitor call:

1. Lift handset.

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.

Microphone Mute

Microphone Mute allows you to turn off your phone's microphone while on a Handsfree call. This way you can have a private conversation in your office without sending your voice to the party on the line.

To activate or cancel Microphone Mute:

1. Press DND/MUTE.

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

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.

Conference

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

- with one inside and one outside 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.

Message Waiting

When you make an intercom call to a co-worker who 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 (no answer).
2. Press FEATURE.
3. Hang up.

Your FEATURE button flashes (and your phone may emit an occasional 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.

(continued)

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. Lift handset.
2. Press the busy Line key you want.
3. Press FEATURE.
4. Hang up.

You cannot cancel a Line Queuing request.

To answer when Line Queuing rings:

1. Lift handset.

The Line key flashes.

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

Conference (continued)

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

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

HOLD/CONF is steadily lit. If it extinguishes before you reach step 6, your Conference call cannot be established. To try again, start at step 5.

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.

Direct Station Selection

Keys 1-20 normally give access to, and show the status of outside lines. If a line is being used, the corresponding key is illuminated. If a key is flashing, either a call is ringing in on that line, or a call on the line is on Hold. The unused keys, if programmed, represent extensions.

When keys 1-20 are used with the INTERCOM key, they directly connect you to other extensions in the system. You can choose which extension each key should represent; otherwise, keys 1-20 represent extensions 301-320. A key represents the extension if the phone is idle or if you lift the handset and press INTERCOM to place a DSS call.

A. To program a key for Direct Station Selection (DSS):

1. Do *not* lift the handset.
2. Press SPEED DIAL.
3. Press a key (1-20).
This becomes the storage key for the extension number.
4. Dial *
5. Dial number of extension that the key is to represent.
Enter an unused extension number if you do not want the key to represent any extension.
6. Press the key (1-20) again.
You should receive a confirmation beep.
If you assign a new extension to a key, you automatically erase the previous DSS assignment.

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.

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

1. Lift handset.
2. Press Line key. Listen for dial tone.
3. Press REDIAL.

OR

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

Hotline

Hotline provides a direct (quick) connection between your extension and another multibutton extension—your Hotline partner. (Your Hotline partner extension is programmed during system installation.) While your partner is on the phone *your* HOTLINE button stays illuminated. When your partner is in the Do Not Disturb mode, *your* HOTLINE button flashes slowly.

To place a call to your Hotline partner:

This call is received and answered like a normal intercom call, except you cannot make it ring by dialing 1.

1. Lift handset.
2. Press HOTLINE.

To transfer an outside call to your Hotline partner:

1. Press HOTLINE.
2. Announce Line key of outside call.
3. Hang up.

Outside call is automatically put on Hold.

A transfer your partner does not pick up reverts to the attendant.

NOTE: Pressing HOTLINE while your partner is on the phone will send two Call Waiting beeps to your partner indicating that you are trying to get through.

Direct Station Selection (continued)

B. To place an Intercom Call using Direct Station Selection (DSS):

1. Lift handset.
2. Press INTERCOM.

Listen for dial tone.

The keys now show the status of the extensions they represent. An illuminated key represents a busy extension. A flashing key represents an extension in Do Not Disturb.

3. Press key (1-20) of desired extension.

To change the keys back to represent outside lines, press SPEED DIAL.

Do Not Disturb (DND)

When you do not want to receive calls, use Do Not Disturb. You can still place both outside and intercom calls, and if you do, Do Not Disturb will also block Call Waiting signal tones. (See Call Waiting.)

To activate Do Not Disturb:

Only a call from your Hotline partner or the attendant can reach you.

1. Do *not* lift handset.
2. Press DND/MUTE.

DND/MUTE flashes.

To cancel Do Not Disturb:

1. Do *not* lift handset.
2. Press DND/MUTE.

DND/MUTE extinguishes.

Handsfree

Your phone has a HANDSFREE button that allows you to 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. (Also see Microphone Mute.)

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. | You hear the dial tone, ringing and person answering—all over your phone's speaker. |
| 3. Speak when the other party answers. | 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. | |