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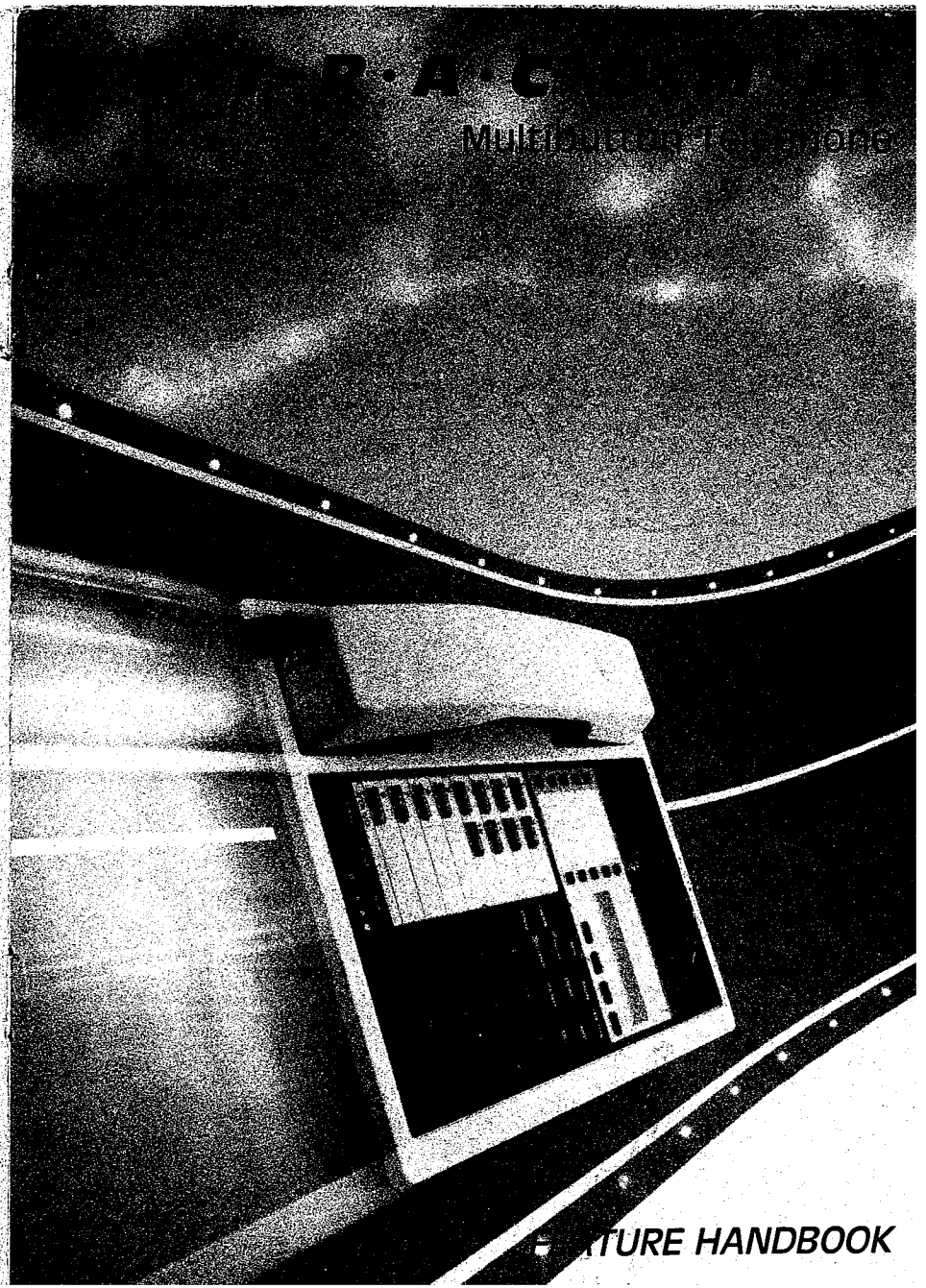

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OUTSIDE CALLS	
PLACE USING LINE KEY	Lift handset • Press Line key • *Dial access code* † • Dial call
PLACE USING LINE NUMBER	Lift handset • Press ICM • Dial 9 • Dial two-digit line number • *Dial access code* • Dial call
ANSWER	Lift handset • *Press flashing Line key*
HOLD	Press HOLD • Hang up
RETRIEVE HOLD	Lift handset • *Press flashing Line key*
TRANSFER	Press ICM • Dial extension • Announce call • Hang up
RECEIVE TRANSFER	Lift handset • *Press flashing Line key*
INTERCOM CALLS	
PLACE	Lift handset • Press ICM • Dial extension number
ANSWER	Speak towards phone if call is broadcast ***or*** Lift handset if phone rings

The BASICS of placing and answering calls on your Multibutton/Display phone are above. Some FEATURES are listed on the other side.

† You may not need to perform the steps in italics depending on how your phone is programmed.

QUICK REFERENCE

(cut along dotted line)

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Page Zones

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

INTERNAL PAGE ZONES

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

EXTERNAL PAGE ZONES

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

ALL CALL

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

NOTE: If your phone has three (3) or five (5) Line keys, you will only have access to Dial Codes 80-82, and 85.

TABLE OF CONTENTS

PAGE

INTRODUCTION 1
THE DISPLAY 1
CHARTS 1

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

BASICS 2
☑ OUTSIDE CALLS 2
☐ Ringing Line Preference
☐ Access to Lines Without Key Appearances
☑ HOLD 3
☑ System Hold
☐ Exclusive Hold
☐ System Hold Recall
☐ Recall Line Preference
☑ INTERCOM CALLS 4
☑ TRANSFER 5
☐ Ringing Line Preference
FEATURES 6
☐ ACCOUNT CODES 6
☐ Optional
☐ Forced
☐ ALARM CLOCK 7
☐ AUTOMATIC LINE ACCESS 8
☐ BACKGROUND MUSIC 8
☐ BLF DISPLAY PHONE SPECIAL FEATURE 9
☐ Speakerphone and Single Step Access
☐ CALL DURATION TIMER 10
☑ CALL FORWARDING 11
☐ CALL MONITOR 13
☐ Single Step Access

TABLE OF CONTENTS

PAGE

☑ CALL PICKUP 14
☐ CALLBACK 15
☐ CAMP-ON 16
☐ CONFERENCE 16
- ☐ One outside and multiple inside parties
- ☐ All inside parties
- ☐ Two outside parties
- ☐ Unsupervised Conference

☐ DIRECT INWARD SYSTEM ACCESS (DISA) 19
- ☐ Access extensions
- ☐ Access Group Hunt
- ☐ Access system lines

☑ DIRECT STATION SELECTION 21
- ☐ Speakerphone and Single Step Access

☐ DO NOT DISTURB 23
- ☐ Blocks just outside calls
- ☐ Blocks outside and intercom calls

☐ DOOR CHIME BOX 24
- ☐ Can call the Door Box
- ☐ Phone receives chime tone
- ☐ Can unlock door
- ☐ Door Alert Tone

☐ DUAL HANDSFREE HOTLINE 25
☐ EXECUTIVE CALL FORWARDING 26
☐ EXECUTIVE OVERRIDE 27
- ☐ Warning Tone

☐ GROUP HUNT 28
☐ GROUP HUNT TRANSFER 29
☐ HEADSET 30

Calling Restrictions

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

DAY CALLING RESTRICTIONS	OFF-HOURS CALLING RESTRICTIONS

Hunt Groups

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

HUNT GROUP NUMBER	EXTENSIONS (In Hunt Order)
0	
1	
2	
3	
4	
5	
6	
7	
8	
9	

Outside Lines (continued)

LINE NO.	LINE KEY OR DIAL-UP?	SERVICE	PBX ACCESS CODE	QUEUE GROUP
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				

TABLE OF CONTENTS

PAGE

- ☑ LAST NUMBER DIALED (LND) 32
  - ☑ Redial with a few touches (DC, *)
  - ☐ Redial with single touch (Function key 10)
- ☑ LINE QUEUING 33
  - ☐ Recall Line Preference
- ☑ MESSAGE WAITING 34
- ☑ MICROPHONE MUTE 36
- ☐ OFF-HOURS CALLING RESTRICTIONS 36
- ☐ PAGING 37
  - ☐ All phones/speakers—by dialing a code
  - ☐ All phones/speakers—using Function key 10
  - ☐ A selected group of extensions
  - ☐ Paging speakers
  - ☐ Meet-Me Answer
  - ☐ Meet-Me Conference
- ☐ PRIVATE LINE 40
- ☑ PULSE TO TONE CONVERSION 40
- ☐ ROOM MONITOR 41
- ☑ SAVE 42
  - ☑ Save in memory; redial using DC, #
  - ☐ Save under Function key 9
- ☐ SECURITY ALARM SIGNALS 43
- ☐ SPEAKERPHONE 44
  - ☐ Ringing Line Preference
  - ☐ Single Step Access
- ☑ SPEED DIAL 46
- ☑ SPEED DIAL NUMBERS, LINKING 48
- ☑ SPEED DIAL NUMBERS, RECORDING 48
- ☑ SPEED DIAL SPECIAL ENTRIES 49
- ☑ STEP CALLING 50
- ☐ STOPWATCH 51
- ☐ THREE MINUTE WARNING TONE 51

TABLE OF CONTENTS

PAGE

SYSTEM PROGRAMMING EXTENSION FEATURES 52
☐ MUSIC ON HOLD SELECTIONS 52
☐ OFF-HOURS RINGING 53
☐ SETTING TIME/DAY/DATE 54
☐ STORING SYSTEM-WIDE SPEED DIAL NUMBERS 55
CHARTS FOR SYSTEM INFORMATION 57
OUTSIDE LINES 57
CALLING RESTRICTIONS 59
HUNT GROUPS 59
PAGE ZONES 60

CHARTS FOR SYSTEM INFORMATION

Outside Lines

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

- Some of your lines may be accessed by a Line key, while others may have to be accessed by dialing the line number (Column 1).
- Some of your outside lines may be reserved for special services, such as WATS (Column 2).
- If your system is installed behind a PBX switch, you must dial an access code (e.g., 9) before you dial the desired telephone number (Column 3).
- Each line is assigned a queue group number to be used in conjunction with the Line Queuing feature (Column 4).

LINE NO.	LINE KEY OR SPECIAL SERVICE	PBX ACCESS CODE	QUEUE GROUP
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			

(continued)

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Display Enhancement

To display the Speed Dial number stored under a two-digit code:

Do not lift handset.

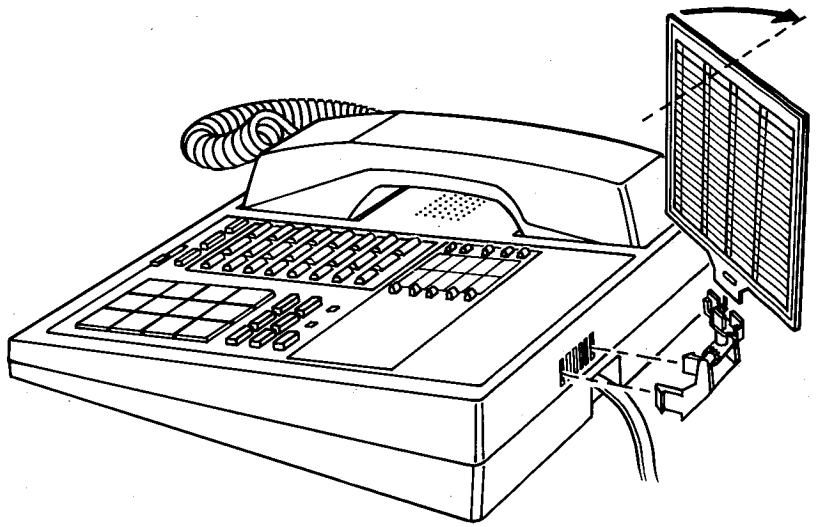
1. Press CHECK.
2. Press DC.
3. Dial desired two-digit code.

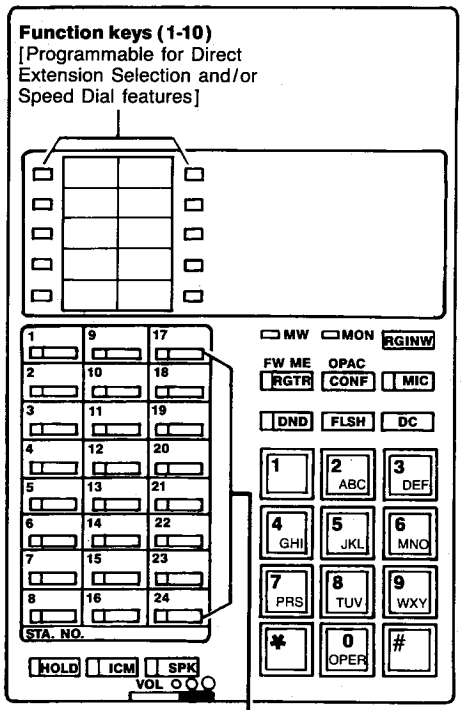
   Stored number displays. If it is longer than 10 digits, dial * to display remaining ones.

4. Press CLOCK to return to normal display.

GETTING STARTED

A QUICK REFERENCE card is provided on the inside back cover to help you easily begin using your new phone. The QUICK REFERENCE card fits into the plastic case that holds the directory card, and the case conveniently attaches to the back of your phone using the special clip that comes with your phone.





MW Message Waiting
MON Room Monitor
RG INW Ring Inward
FW ME Follow-Me
RG TR Ring Transfer
OPAC Operational Access
CONF Conference
MIC Microphone Mute
DND Do Not Disturb
FLSH Flash
DC Dial Control

ICM Intercom
SPK Speakerphone/Call Monitor
VOL Volume control for ringing, Background Music, paged announcements, and voice levels/tones you hear over your speaker.

☐ Storing System-Wide Speed Dial Numbers

In addition to the ten telephone numbers you can store at your extension for your personal use, you can store up to 100 Speed Dial numbers for system-wide use. The storage codes for these system-wide Speed Dial numbers are the two-digit codes (00-99). All extension users can access the system-wide Speed Dial numbers. Your phone can display, for review/verification purposes, a system-wide number you have stored under a two-digit code from the phone at port 10.

You will be expected to provide a directory of system-wide numbers, you store. Also see Speed Dial Numbers, Recording.

To store a system-wide Speed Dial number:

1. Lift handset.
2. Press DC.
3. Dial *.
4. Dial two-digit code (00-99).
5. Dial number to be stored, up to 18 digits including pauses, stops, pulse to tone conversion, and flashes.

   If any outside lines require an access code, store it before you store any number; include the access code in the digit count.

   For help with pauses, stops, etc., see Speed Dial Special Entries.
6. Hang up.

   To call the stored number, see Speed Dial. A stored number is automatically erased by storing another one in its place.

NOTE: If a number you wish to store is more than 18 digits, store it in the usual way, but under two or more codes. Use Speed Dial Numbers, Linking to call it.

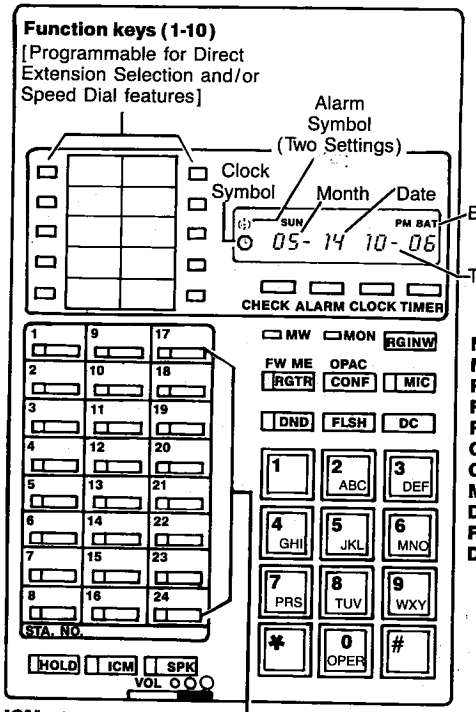
☐ Setting the Time/Day/Date

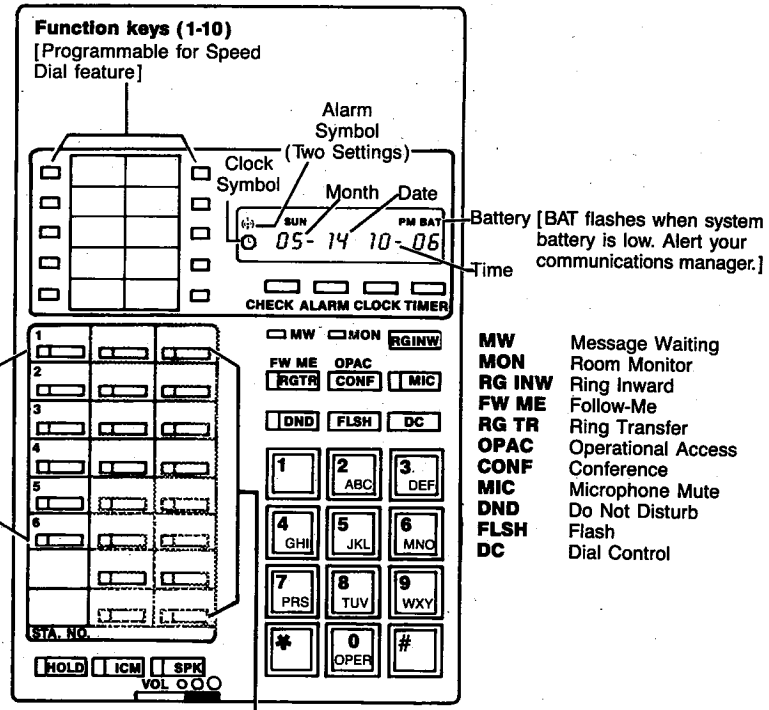
The display normally shows the time, day, and date. The Time/Day/Date are set from the phone connected to port 10, the one used to program the system.

To set the Time/Day/Date:

This procedure sets the time/day/date for all display phones in your system.

1. Lift handset.
2. Press OPAC.
3. Press CLOCK.
4. Dial a four-digit number for the year. — For example, 1987.
5. Dial *.
6. Dial a two-digit number (01-12) for the month. — Jan. = 01, Feb. = 02, etc.
7. Dial a two-digit number (01-31) for the date.
8. Dial *.
9. Dial a number (0-6) for the day of the week. — Sunday = 0, Monday = 1, etc.
10. Dial *.
11. Dial time in terms of a 24 hour clock. — For example, dial 1305 for 1:05 P.M.
12. Dial *.
13. Hang up. — The display shows the new time, day and date.





BLF DISPLAY TELEPHONE

(See BLF Display Phone Special Feature)

☐ Off-Hours Ringing

You can send the ringing for your incoming outside calls to extensions that normally do not receive it. The extensions to receive the ringing are selected and programmed during system installation.

To activate Off-Hours Ringing:

1. Lift handset.
2. Press RG TR.
3. Dial #. — RG TR is steadily lit.
4. Hang up.

To cancel Off-Hours Ringing:

1. Lift handset.
2. Press RG TR twice. — RG TR extinguishes.
3. Hang up.

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SYSTEM PROGRAMMING
EXTENSION FEATURES

☐ Music On Hold Selections

When anyone in your system puts an outside call on Hold, the party on the line hears synthesized music. The Music On Hold melodies are ***GREENSLEEVES*** and ***HOME ON THE RANGE***. You can program which one will play.

To program Music On Hold:

1. Lift handset.
2. Press OPAC.
3. Press HOLD.
4. Dial 1 for ***GREENSLEEVES.***
   OR
   Dial 2 for ***HOME ON THE RANGE.***
5. Hang up.

INTRODUCTION

Your telephone is part of a sophisticated electronic telephone system that will save you time and help you communicate more efficiently. For example, the **SPEAKERPHONE** and **CALL MONITOR** features allow you to use your phone without lifting the handset, leaving both hands free to work while on a call—you simply have to press the SPK key instead of lifting the handset. Consult the checklist to see which feature applies to your phone.

The Display

If your phone has a display window, the time, day and date display while your phone is not in use. When you place a call, the number you dial displays (up to 11 digits). In addition, the display window automatically shows the number of an extension that is calling you, and can display helpful information when using certain features, namely: Direct Station Selection, Message Waiting, and Speed Dial.

Charts

At times, some of the BASICS/FEATURES will require technical information before you can use them. Your communications manager has provided you with this information in the CHARTS FOR SYSTEM INFORMATION section. Your handbook will refer you to the charts when appropriate.

Outside Calls

On a Multibutton phone, the Line keys light red. On a Display phone, the Line keys light red or green: red when a call rings in, green when it is answered. A Line key also lights green when it is pressed to place a call.

To answer an Outside Call:

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

☐ ***Ringing Line Preference: You can answer an Outside Call by just lifting the handset.***

To place an Outside Call:

You may be restricted from placing certain calls (see Calling Restrictions Chart).

1. Lift handset.
2. Press Line key.

☐ ***Access to Lines Without Key Appearances: You have access to lines that do not appear on the Line keys as follows: press ICM, dial 9, then dial the two-digit line number sited in the Outside Lines Chart.***

3. Dial telephone number.

You may need to dial an access code before dialing the phone number (see PBX Access Code in the Outside Lines Chart).

On Display phones, you can press CLOCK to see the time and date while on a call.

To activate Step Calling:

1. Place intercom call; hear busy tone or no answer.
2. Press #.

The next extension is automatically called. If busy tone continues or there is no answer, press # again.

If Step Calling reaches a non-existent extension, it will not search beyond it.

☐ Stopwatch

Your phone's clock can be used as a Stopwatch to time events. For example, you can use the Stopwatch to time the length of any of your phone calls.

To use the clock as a Stopwatch:

1. Press TIMER to start and stop clocking time.
2. Press CLOCK to return to normal display.

If you put a call on Hold while timing it, the Stopwatch resets back to zero.

☐ Three Minute Warning Tone

You will hear a (warning) tone every three minutes while on an outgoing outside call.

Speed Dial Special Entries (continued)

To store a flash:

1. Press FLSH.

This key can be pressed at any point in the sequence.

To store a pulse to tone conversion:

1. Press #.

The # may be entered at any point while storing the number. The digits stored before entering # are dialed as pulse digits; the digits stored after the # are dialed as tone digits. The telephone reverts to pulse dialing when you hang up.

When calling a Speed Dial number in which you have stored a pulse to tone conversion, the number stops dialing when it reaches #; dial * to restart the dialing.

Step Calling

When you make an intercom call and get a busy signal or no answer, Step Calling lets you call the remaining extensions — in sequential order — by just dialing a code. For example, if extension 11 is busy, Step Calling calls extension 12; if there is no answer at 12, it calls extension 13, and so on.

Hold

- **System Hold** puts an outside call on Hold at your phone so that the call can be picked up at your phone ***or*** at any other phone in your system (see A and C that follow).
- ☐ **Exclusive Hold** puts an outside call on Hold at your phone so that the call can only be picked up from your phone (see B and C that follow).

You cannot put intercom calls on either type of Hold.

A. To put an outside call on System Hold:

1. Press HOLD.
2. Hang up.

Line key flashes.

☐ ***System Hold Recall: A call on System Hold re-rings your extension after a time to remind you it is on Hold.***

B. To put an outside call on Exclusive Hold:

1. Press HOLD button twice.

Your Line key flashes. All other phones will see this line as busy (steadily lit).

2. Hang up.

A call on Exclusive Hold re-rings your extension after a time to remind you it is on Hold. If unanswered, the call reverts to System Hold.

C. To return to an outside call on either type of Hold:

Also see Call Pickup.

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

☐ ***Recall Line Preference: If a call on Hold is re-ringing your extension, you can return to it by just lifting the handset.***

Intercom Calls

Intercom Calls let you call the other extension users in your system. When you place an Intercom Call, you hear ringing or a beep. If you hear ringing, simply wait on the line until the person answers; otherwise, state your message after the beep — your voice will be broadcast over the other extension's speaker.

To place an Intercom Call: Also see Direct Station Selection.

1. Lift handset.
2. Press ICM. — Hear dial tone.
3. Dial extension number. — You hear two beeps if the microphone is off at the extension.

   To convert a voice announced call into one that rings, or vice versa, dial 1 after the number.

NOTE: You can record the name of each extension user on the Directory Card (STATION NO. side) provided with your phone.

To answer Intercom Calls that are broadcast over your phone's speaker:

1. Speak towards the phone. — Your phone's microphone picks up your voice. Also see Microphone Mute.

   OR

   Lift the handset for privacy.

To answer Intercom Calls that ring:

1. Lift handset.

Display Enhancement

Your phone automatically displays the number of an extension that is calling you.

Speed Dial Special Entries

You can enter pauses, stops, pulse to tone conversion and flashes when storing a Speed Dial number. Each pause, stop, pulse to tone conversion or flash counts as a digit when totaling the number of digits in a Speed Dial number.

Pauses and stops are most frequently needed when you must wait in a dialing sequence for a tone. For example, this may happen when you dial the access number to one of the special long distance services (such as, MCI, SPRINT) and then must pause/stop to wait for a tone before you can dial more digits.

Pulse to tone conversion is used if the dialing mode of a line is normally pulse (rotary) and you need the Speed Dial number to be dialed out in tones instead.

Flashes are most frequently needed to access certain PABX features. See the communications manager for more information on flashes.

To store a pause: The length of the pause is three seconds.

1. Press RG INW. — This key can be pressed at any point in the dialing sequence, and more than once.

To store a stop:

1. Press CONF. — This key can be pressed at any point in the dialing sequence.

   When calling a Speed Dial number in which you have stored a stop, the number stops dialing when it reaches CONF; you must dial * to restart the dialing.

(continued)

Speed Dial Numbers, Linking

You can link personal and/or system-wide Speed Dial numbers so they dial out one after the other. For example, you can link a system-wide code that stores the number to MCI or SPRINT with a Function key that stores the number of the person you are calling. Speed Dial numbers can be linked in any combination and as many as you wish. You can also manually dial before or after using a Speed Dial number.

To link Speed Dial numbers:

1. Lift handset.
2. Press Line key.
3. Press Function key for desired personal number.
   OR
   Press DC, then dial two-digit code (00-99) for desired system-wide number.
   OR
   Manually dial a number.
4. Wait for the number to dial out completely.
5. Repeat steps 3 and 4 for each number you wish to link.

Speed Dial Numbers, Recording

You can record the Speed Dial numbers that you store under the Function keys on the card underneath the plastic panel that is next to the keys. To remove the card, apply pressure along the left side of the panel; the right side will pop up.

For your convenience, the preprinted Directory Card provided with your phone lists all the possible system-wide Speed Dial codes (referred to as ABBREVIATED DIAL NO.). You can record the stored telephone number next to the appropriate codes.

Transfer

Transfer lets you send an outside call to another extension. You can first announce the call before sending it. Or, you can send the call directly, with ringing, to the other extension. You cannot transfer intercom calls.

To Transfer a call:

1. Press ICM.	Line key flashes. The outside call is automatically put on Hold.
2. Dial extension number.	
3. Announce the call.	If the person does not wish to accept the call, press the flashing Line key to return to it.
	To transfer directly, skip step 3.
4. Press RG INW.	Line key lights steadily and the call is sent.
5. Hang up.	If a direct Transfer is not answered, the call re-rings your phone.

To receive an announced transferred call:

1. Lift handset and wait on the line.	You will be automatically connected.
	If the call is voice announced over the speaker, you can accept by speaking toward the phone. Then wait for the call to ring (see procedure below).

To receive a transferred call that rings:

Transferred calls have a fast ring.

1. Lift handset.
2. Press flashing Line key (green on Display phones).

☐ ***Ringing Line Preference: You can receive a transferred call that rings your phone by lifting the handset.***

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☐ Account Codes

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

- ☐ **Optional** — Account Code entries are not required. Your company may request that you assign Account Codes to certain calls (see A that follows).
- ☐ **Forced** — You **must** enter an Account Code before dialing any outside call (see B that follows). If you wish, you can enter one anytime during an incoming call (see A that follows).

A. To enter an Account Code after dialing or anytime during a call:

1. Dial *.
2. Dial Account Code. Up to eight digits.
3. Dial *.

B. To enter an Account Code before dialing a call:

1. Lift handset.
2. Press Line key.
3. Dial *.
4. Dial Account Code. Up to eight digits.
5. Dial *.
6. Dial telephone number.

To call a Speed Dial number stored under a Function key:

1. Lift handset.
2. Press Line key.
3. Press Function key which stores desired personal number.

To call a system-wide Speed Dial number:

1. Lift handset.
2. Press Line key.
3. Press DC.
4. Dial two-digit code (00-99) which stores desired system-wide number. To dial a system-wide number stored on two different codes, see Speed Dial Numbers, Linking after this section.

Display Enhancement

To display the Speed Dial number stored under a Function key:

Do not lift handset.

1. Press CHECK.
2. Press DC.
3. Press Function key (1-10) which stores personal number. The stored number is displayed. If the Speed Dial number is longer than ten digits, dial * to display the remaining digits.
4. Press CLOCK to return to normal display.

Speed Dial

Speed Dial allows you to store ten of your most frequently called outside numbers in your phone's memory so you can call them with just a single touch. The storage locations for the Speed Dial numbers are the ten Function keys.

In addition to the numbers you store at your extension for your personal use, you also have access to system-wide Speed Dial numbers stored at the System Programming Extension. The access codes for these numbers are the two-digit codes (00-99). The communications manager or the user of the System Programming Extension can supply you with a directory of the system-wide numbers.

If you have a Display phone, your phone can display, for review/verification purposes, a number you have stored under a Function key. Your phone also has special places where you record the numbers (see Speed Dial Numbers, Recording after this section).

To store a Speed Dial number under a Function key:

1. Lift handset.
2. Press DC.
3. Dial *.
4. Press a Function key (1-10).
5. Dial number to be stored, up to 18 digits including pauses, stops, pulse to tone conversion, and flashes.

   If any outside lines require an access code, store the code before you store any number; include the access code in the digit count.

   For help with pauses, stops, etc., see Speed Dial Special Entries after this section.
6. Hang up.

   A stored number is automatically erased by storing another one in its place.

NOTE: If a number you wish to store is more than 18 digits, store the number under two or more keys.

Alarm Clock

Your phone's clock can serve as an Alarm Clock. You can set two different alarms, both of which are repeating alarms — they will sound every day at the same time, unless you cancel them.

To set an alarm:

1. Lift handset.
2. Press ALARM.
3. Dial 1 to set the first alarm.

   OR

   Dial 2 to set the second alarm.

   The display's alarm symbol lights.
4. Dial time in terms of a 24 hour clock.

   For example, dial 1545 for 3:45 P.M.
5. Dial *.
6. Hang up.

   To **CHECK** an alarm setting, perform steps 1-3; the set time displays. Hang up.

   When the alarm sounds, the alarm symbol flashes.

To stop the alarm tone:

1. Press ALARM.

To cancel an alarm:

1. Lift handset.
2. Press ALARM.
3. Dial 1 to cancel the first alarm.

   OR

   Dial 2 to cancel the second alarm.
4. Dial *.
5. Hang up.

   Alarm symbol extinguishes.

☐ Automatic Line Access

Automatic Line Access gives you access to an outgoing line without pressing a Line Key or dialing a line number. Your communications manager can tell you which of the following methods you can use.

- ☐ You can press SPK, then dial a queue group number. These steps automatically access the first available line in the queue group.
- ☐ You can press SPK, then dial 0. These steps automatically access the first available line among all the lines assigned to your phone.
- ☐ You can just dial 0 while the handset is on-hook. This single step gives you access to the first available line among all the lines assigned to your phone.

In each case, dial tone comes over the speaker of the phone, and the call can be dialed. When the call goes through, you must lift the handset to speak if your phone is equipped with Call Monitor; otherwise, you can just speak toward the phone. (The Outside Line Charts list the lines and queue groups you have access to.)

☐ Background Music

You can receive music through your telephone's speaker when the phone is not in use.

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

Do not lift handset.

1. Dial #.	The Background Music automatically turns off when you place a call, when a call comes in or when a paging occurs, then resumes when the phone is idle again.

To place a Speakerphone call:

1. Press SPK instead of lifting handset.	SPK lights steadily.
2. Place outside or intercom call in the normal way.	You hear dial tone, dialing, ringing, and the other person answer — all over your phone's speaker.

☐ ***Single Step Access: You do not need to press SPK in step 1; just pressing the Line key or ICM automatically activates the Speakerphone — SPK lights and you hear dial tone over your speaker.***

To hang up a Speakerphone call:

1. Press SPK.	SPK extinguishes.

To change to the Speakerphone during a handset call:

1. Press SPK.	SPK lights steadily.
2. Replace handset.	

To change to handset during a Speakerphone call:

1. Lift handset.	SPK extinguishes.

☐ Speakerphone

The Speakerphone allows you to use your phone without lifting the handset. For any instruction in this handbook that says "Lift handset", you can press SPK instead (unless a comment specifically instructs you otherwise).

For example, the Speakerphone allows you to place calls or answer calls that ring without lifting the handset. To converse on a Speakerphone call, simply speak towards your phone — your phone's microphone picks up your voice.

To answer an outside call without lifting the handset:

1. Press SPK instead of lifting handset.
2. Press flashing Line key.

☐ *Ringing Line Preference: You can answer a call by just pressing SPK.*

To answer a ringing intercom call without lifting the handset:

1. Press SPK instead of lifting handset.

☐ BLF Display Phone Special Feature

(ULTRACOM AT 8/16 Systems Only)

The 16 Direct Station Selection (DSS) keys (underneath the Line keys) on your phone represent the extensions in your system. They allow you to quickly place an intercom call or quickly transfer an outside call to another extension. In addition, when any extension user lifts the handset, the associated DSS key lights. The communications manager can tell you which extensions the DSS keys represent.

To place an intercom call using the DSS keys:

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

You may hear one or two beeps instead of ringing. If so, you can state your message after the beeps — your voice will be broadcast over that extension's speaker.

To convert a voice announced intercom call into one that rings, or vice versa, dial 1 after you press the DSS key.

☐ *Speakerphone and Single Step Access: You can make an intercom call by pressing the DSS key while the handset is on-hook. The SPK key lights and the call goes through — just speak toward the phone.*

(continued)

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BLF Special Feature (continued)

To transfer an outside call to another extension using a DSS key:

1. Press DSS key for desired extension.	Line key flashes. The outside call is automatically put on Hold.
2. Announce call if you wish to speak to the receiving party. OR Press RG INW to make the outside call ring the extension.	You can return to the outside call by pressing the flashing Line key. Line key is steadily lit; you cannot return to the outside call.
3. Hang up.	If an unannounced transfer is not answered, the call will re-ring your phone after a time.

You cannot transfer intercom calls.

☐ Call Duration Timer

Your phone automatically times the length of your outgoing outside calls starting _____ seconds after you press the Line key, and stops when you hang up. The duration of the call is shown on your display. If you press the HOLD or FLSH keys while a call is being timed, the timer resets back to zero.

C. To Save a number under Function key 9:

1. Lift handset.
2. Press Line key.
3. Dial telephone number.
4. Press Function key 9 anytime before hanging up.

D. To call a number saved under Function key 9:

1. Lift handset
2. Press Line key.
3. Press Function key 9.

E. To restore Function key 9 to Save:

1. Lift handset.
2. Press DC.
3. Dial *.
4. Press Function key 9.
5. Press DND.
6. Dial #.
7. Hang up.

☐ Security Alarm Signals

Your telephone system is connected to your security alarm system. When the security alarm is activated, you will hear repeated tones (signals) at your phone. The alarm tones can only be cleared by resetting the alarm system; they cannot be cleared through your phone.

Save

- Save allows you to store an outside telephone number in your phone's memory so that you can call the number with just a few touches (see A and B that follow).
- ☐ You can Save (store) an outside telephone number under the ninth Function key and later redial it with a single touch (see C and D that follow). If you store a Speed Dial number under the ninth Function key, it will not function as a Save key. You can, however, restore Function key 9 to its Save capability using procedure E.

A. To Save a number in your phone's memory:

1. Lift handset.	
2. Press Line key.	If you need to dial an access code on this line, dial it after you press the Line key.
3. Dial telephone number.	The number can be saved regardless of whether the call was answered, unanswered or encountered a busy signal.
4. Press DC twice.	
5. Hang up.	The saved number is retained until you store another one in its place.

B. To redial a number saved in your phone's memory:

1. Lift handset.
2. Press Line key.
3. Press DC.
4. Dial #.

Call Forwarding

Call Forwarding allows you to reroute your incoming calls so they ring at another extension. You can forward the following types of calls:

- Intercom (see A that follows)
- Outside (see B that follows)
- Both intercom and outside (see C that follows)

When someone forwards calls to ***you*** (intercom and/or outside) the RG TR key at your phone flashes fast.

A. To forward your intercom calls to another extension:

Do not lift handset.

1. Press RG TR.	
2. Dial your extension number.	
3. Dial the extension number to which calls will be forwarded.	
4. Press RG TR.	RG TR flashes intermittently and you hear one short beep over your speaker as confirmation. (No flashing and one long beep means you cannot forward calls to that extension.)

NOTE: You can re-forward your intercom calls by simply repeating steps (1-4) at your own phone ***or*** at the phone receiving your forwarded calls (Follow-Me).

To cancel Call Forwarding for intercom calls:

You can cancel it only from your own phone — not from the phone receiving your forwarded calls.

Do not lift handset.

1. Press RG TR.	
2. Dial your extension number.	
3. Press RG TR.	RG TR extinguishes.

(continued)

Call Forwarding (continued)

B. To forward the ringing from your outside calls to another extension:

Your outside calls will ring elsewhere, but the Line key still flashes. You still have the option of answering them from your own phone.

1. Lift handset.
2. Press RG TR.
3. Dial extension number to which calls will be forwarded.
4. Press *.

RG TR flashes slowly and you hear one short beep over your speaker as confirmation. (No flashing and one long beep means you cannot forward calls to that extension.)

5. Hang up.

To cancel Call Forwarding for outside calls:

1. Lift handset.
2. Press RG TR button twice.

RG TR extinguishes.

3. Hang up.

C. To forward both your intercom and outside calls:

1. Perform Call Forwarding procedures A and B.

To cancel this type of Call Forwarding, simply perform the canceling procedures for A and B.

☐ Room Monitor

From your phone you can monitor the sounds going on in a room or area that has an extension in it. This feature must be activated at the phone to be monitored and at your phone. While Room Monitor is activated, both phones can still place and receive calls; however, Room Monitor is disabled until the call is terminated.

To activate or cancel Room Monitor at the phone to be monitored:

1. Lift handset.
2. Press OPAC.
3. Press FLSH.

MON flashes while Room Monitor is activated.

4. Hang up.

To activate or cancel Room Monitor at your phone:

Do not lift handset.

1. Press OPAC.
2. Press FLSH.

MON flashes while Room Monitor is activated.

While monitoring, you can lift the handset or press SPK to place a call (or use another feature); however, Room Monitor is temporarily disabled until you hang up.

☐ Private Line

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

Your communications manager can give you more details about your Private Line.

☑ Pulse to Tone Conversion

If the dialing mode of a line is pulse (rotary dialing), you can temporarily change it to tone while dialing an outside call. You may have to do this in order to use special services such as MCI, SPRINT, etc.

To convert your dialing mode from pulse to tone:

1. Lift handset.	
2. Press Line key.	Listen for dial tone. If you need to dial an access code for this line, dial it after you press the Line key.
3. Dial #.	The # may be entered at **any** point while dialing the number. The digits you dial before entering # are dialed as pulse digits; the digits you dial after # are dialed as tone digits. The telephone reverts to pulse dialing as soon as you hang up.
4. Dial number.	If you put a call on Hold after making the conversion, the line automatically reverts to pulse.

☐ Call Monitor

Call Monitor lets you dial your calls without lifting the handset — a key is pressed instead. When the call goes through, you must lift the handset to talk (see A that follows).

Call Monitor also allows you to replace the handset while on Hold (or while listening to a recording), leaving both hands free. You can listen to the call over your phone's speaker, but likewise, must lift the handset to talk (see B and C that follow).

A. To dial a call using Call Monitor:

1. Press SPK instead of lifting the handset.	SPK lights steadily.
2. Place intercom or outside call in normal way.	You hear dial tone, the dialing, ringing, and the other person answer — all over your phone's speaker.
3. Lift handset to talk.	☐ *Single Step Access: You do not need to press SPK in step 1; just pressing ICM or a Line key automatically activates Call Monitor — SPK lights and you hear dial tone over your speaker.*

B. To change to Call Monitor during a call:

1. Press SPK.	SPK lights steadily.
2. Hang up.	

C. To change to handset during Call Monitor:

1. Lift handset.	SPK extinguishes.

Call Pickup

Call Pickup allows you to answer, from any phone, an intercom call you hear ringing or voice announced at another phone (see A that follows). Call Pickup also allows you to retrieve a call on System Hold when the Line key for the held call does not appear on your phone (see B that follows).

A. To answer an Intercom call you hear ringing or voice announced at another phone:

1. Lift handset.
2. Dial the extension number of the ringing phone.

   OR

   Dial #.

Do *not* press SPK.

You can do this only if the ringing phone is in the same Internal Page Zone as yours (see Page Zones Chart).

B. To retrieve a call on System Hold for which there is no Line key:

1. Lift handset.
2. Press ICM.
3. Dial 99.
4. Dial the number of the extension that placed the call on System Hold.

If your system has Flexible Line Appearance, you may not be able to retrieve the call. Ask your communications manager.

4. Page person; request that the person "pick up" and dial #.
5. Dial # at your phone.
6. Do *not* hang up; wait for the answer.

To respond to a Meet-Me Answer request:

1. Lift handset.
2. Dial #.

You can only respond from a phone that received the page.

Do *not* press SPK.

F. To initiate Meet-Me Conference Paging:

1. Lift handset.
2. Press ICM.
3. Dial desired page zone code (80-84).

See Page Zones Chart for information on codes. If you dial 80, the page can be answered from any phone that receives Paging.

4. Page the parties; request that they "pick up" and press CONF.
5. Press CONF at your phone.
6. Do *not* hang up; wait for the answer.

You hear a tone each time a party joins the conference.

To respond to a Meet-Me Conference request:

1. Lift handset.
2. Press CONF.

You can only respond from a phone that received the page.

Do *not* press SPK.

Paging (continued)

B. To page all phones and speakers using Function key 10:

1. Lift handset.
2. Press Function key 10.
3. Make announcement.
4. Hang up.

NOTE: If you have programmed Function key 10 for Direct Station Selection, it will not function as a page key. You can, however, restore Function key 10 to its Paging capability by using the programming procedure described in the Direct Station Selection feature; just enter 80 when the procedure asks for the extension number.

C. To page a selected group of extensions:

1. Lift handset.
2. Press ICM.
3. Dial page zone code (81-84) for desired extension group. — See Page Zones Chart for extension groupings.
4. Make announcement.
5. Hang up.

D. To page just the paging speakers:

1. Lift handset.
2. Press ICM.
3. Dial page zone code (85-87) for desired speakers. — See Page Zones Chart for speakers to be paged.
4. Make announcement.
5. Hang up.

E. To initiate Meet-Me Answer Paging:

1. Lift handset.
2. Press ICM.
3. Dial desired page zone code (80-84). — See Page Zones Chart for information on codes.

   If you dial 80, the page can be answered from any phone that receives Paging.

☐ Callback

When you make an intercom call to a busy extension, rather than retry your call later, you can use Callback. As soon as both the busy extension and your extension are free, Callback alerts you by ringing your phone. When you answer the ring, the call to the previously busy extension is automatically placed (dialed) for you.

To activate Callback: — You can leave Callback requests at more than one extension.

1. Place intercom call; hear busy tone.
2. Dial *. — Busy tone stops. One beep over your phone's speaker confirms Callback.
3. Hang up. — You can place other calls in the meantime.

To answer when Callback rings your phone: — Callback is canceled if you do not answer within 20 seconds.

1. Lift handset. — Your ICM button lights, and you hear ringing in your handset.

To cancel a Callback request before it rings your phone:

1. Lift handset.
2. Dial *, 1, *.
3. Hang up.

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☐ Camp-On

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

To activate Camp-On:

1. Place intercom call; hear busy tone.	
2. Dial 2.	Busy tone stops.
3. Do *not* hang up.	When the extension becomes available, you hear it ringing in your handset. To cancel Camp-On, just hang up.

☐ Conference

Conference allows you to establish multiple-party telephone conversations from your phone.

You can place a Conference call with:

- ☐ One outside and up to five other inside parties (see A that follows)
- ☐ Up to five other inside parties (see B that follows)
- ☐ Two outside parties (see C that follows)
- ☐ Two outside parties, and then drop out of the conversation, leaving the outside parties connected (Unsupervised Conference—see D that follows)

☐ Paging

You can page from your telephone to:

- ☐ All phones and paging speakers in your system that are programmed to receive paging — by dialing a code (see A that follows)
- ☐ All phones and paging speakers in your system that are programmed to receive paging — using Function key 10 (see B that follows)
- ☐ A selected group of extensions (see C that follows)
- ☐ Any paging speakers that may be installed in ceilings or walls (see D that follows)

There are two special types of Paging:

- ☐ **Meet-Me Answer Paging** allows a person you have paged to answer your page — with just a single touch — from nearly any phone (see E that follows).
- ☐ **Meet-Me Conference Paging** allows you to initiate a Conference call with a page. More specifically, up to five people you have paged can answer your page from nearly any phone and everyone can jointly converse (see F that follows).

A. To page all phones and paging speakers by dialing:

1. Lift handset.
2. Press ICM.
3. Dial 80.
4. Make announcement.
5. Hang up.

(continued)

Microphone Mute

Microphone Mute allows you to turn off your telephone's microphone in two different instances:

- You can turn it off during a Speakerphone conversation — intercom or outside. This allows you to have a conversation in your office without sending your voice to the party on the line.
- You can turn it off while your phone is not in use. This ensures that a new intercom caller, whose voice is broadcast over your phone's speaker, will not hear what is being said in the vicinity of your phone at the moment the call comes through.

You must, however, turn on the microphone or lift the handset to converse.

To turn the microphone off or on:

1. Press MIC.	MIC is steadily lit while the microphone is turned **off**.
	When an intercom call comes over your speaker while your microphone is off, you hear two beeps (instead of one).

Off-Hours Calling Restrictions

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

A. To place a Conference call with one outside and up to five other inside parties:

1. Place outside call first; wait for party to answer.	
2. Press CONF.	
3. Press ICM.	
4. Dial extension number of invited inside party; wait for the party to answer.	The person must answer using the handset.
5. Press CONF **once** if no further parties are to be added.	All parties are connected.
OR	
Press CONF **twice** if more parties are to be added.	Repeat steps 3-5 for each additional party you wish to add.
	To exit the Conference, hang up; the remaining parties will stay connected. To reenter the Conference, press the Line key of the Conference.

B. To place a Conference call with up to five other inside parties:

1. Place intercom call; wait for the party to answer.	The person must answer using the handset.
2. Press CONF.	Hear dial tone.
3. Dial extension number of next inside party; wait for the party to answer.	The person must answer using the handset.
4. Press CONF **once** if no further parties are to be added.	All parties are connected.
OR	
Press CONF **twice** if more parties are to be added.	Repeat steps 3-4 for each additional party you wish to add.
	To exit the Conference, hang up; the remaining parties will stay connected.

(continued)

Conference (continued)

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

1. Place first outside call; wait for the party to answer.	
2. Press CONF.	Line key flashes.
3. Place second outside call on another Line key; wait for the party to answer.	
4. Press CONF.	Both Line keys are steadily lit and the Conference call is established. As the only inside party, if you hang up the Conference is terminated. If one outside party hangs up, you remain connected to the other.

D. To place an Unsupervised Conference call:

1. Place first outside call; wait for the party to answer.	
2. Press CONF.	Line key flashes.
3. Place second outside call; wait for the party to answer.	
4. Press CONF.	All parties are connected.
5. Press CONF.	
6. Hang up.	The two outside parties remain connected and can converse. To reenter the Unsupervised Conference, lift handset and press either Line key. To exit again, repeat steps 5-6.

To cancel all Message Waiting indications you have left:

1. Lift handset.
2. Dial *.
3. Dial 0.
4. Dial *.
5. Hang up.

To cancel an individual Message Waiting indication you have left:

1. Lift handset.
2. Dial *.
3. Dial the extension number where you left the Message Waiting.
4. Dial *.
5. Hang up.

Display Enhancement

To display the extension that left a Message Waiting indication at your phone:

Do not lift handset.

1. Press CHECK.	
2. Dial *.	One or two extension numbers display. Normal display returns.
3. Press CLOCK.	

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Message Waiting

When you make an intercom call to a busy extension, or to a co-worker who is away from the phone, Message Waiting lets you leave a visual indication at that phone requesting a return call. You can use your phone in the meantime and you can leave Message Waiting indications at more than one extension.

When someone leaves you a Message Waiting, the MW light flashes fast. If you have a Display phone, your phone can display the extension number that left the Message Waiting.

To leave a Message Waiting:

1. Place intercom call (no answer or hear busy tone).
2. Dial 0. — MW flashes intermittently as confirmation.
3. Hang up.

To call a person who left a Message Waiting at your phone:

1. Lift handset.
2. Press ICM.
3. Dial *. — This automatically rings the person's extension. If there is no answer, you can leave a Message Waiting at that phone by dialing 0 before hanging up.

   If MW continues flashing fast, you have another Message Waiting. Repeat steps 1-3 to answer it.

Direct Inward System Access (DISA)

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

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

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

A. To use DISA to call an extension user:

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

(continued)

DISA (continued)

B. To use DISA to access Group Hunt:

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

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

1. Call the DISA line.	Your telephone system answers this call with DISA dial tone.
2. Dial #.	
3. Dial security code.	Receive confirmation tone.
4. Dial queue group number (1-6) for desired line. OR Dial 9, then the two-digit line number.	Wait for dial tone. If the line requires a PBX access code, dial it before the phone number — you'll hear a new dial tone.
5. Dial telephone number.	To enter an Account Code after dialing the call: dial *, Account Code number, then * again.
6. Dial #.	You hear your call ringing.

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

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

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

You must do this before hanging up.

1. Dial *, #, #.

Line Queuing

When all lines in a particular line group are busy (e.g., all the WATS lines), you can use Line Queuing to ring your phone as soon as a line in the group becomes available.

To queue for an outside line:

1. Lift handset.	
2. Press HOLD.	Hear dial tone.
3. Dial queue group number (1-6) assigned to the line you desire.	See Outside Lines Chart for queue group numbers. HOLD flashes and dial tone stops to indicate queue is accepted.
4. Hang up.	

NOTE: When you queue for an outside line, the last outside number you manually dialed is erased from your phone's memory. (See Last Number Dialed.)

To answer when Line Queuing rings:	HOLD extinguishes and Line key flashes.
1. Lift handset.	
2. Press flashing Line key.	You hear dial tone on the line. ☐ ***Recall Line Preference: You hear dial tone on the line by just lifting the handset.***
3. Dial telephone number.	If you normally dial an access code for this line, dial it before the telephone number.

Last Number Dialed (LND)

- Your telephone automatically stores in its memory the last outside number you manually dialed so you can redial it with just a few touches (see A that follows).
- ☐ Your telephone automatically stores in its memory the last outside number you manually dialed so you can redial it using Function key 10. If you have stored a Speed Dial number under Function key 10 it will not function as an LND key. You can, however, restore Function key 10 to its LND capability (see B and C that follow).

A. To redial LND:

1. Lift handset.
2. Press Line key.
3. Press DC.
4. Dial *.

B. To redial LND using Function key 10:

1. Lift handset.
2. Press Line key.
3. Press Function key 10.

C. To restore Function key 10 to LND:

1. Lift handset.
2. Press DC.
3. Dial *.
4. Press Function key 10.
5. Press DND.
6. Dial *.
7. Hang up.

Direct Station Selection

☐ **BLF Option**

Each Function key can be programmed to call another extension in your system. A Function key lights when the associated extension is in use (unless your phone has Function keys that are entirely silver). If you have a Display phone, your phone can display, for review/verification purposes, the extension number a Function key is programmed to call.

The telephones may have Busy Lamp Field LEDs located adjacent to the DSS keys. The LEDs indicate:

a. The off-hook status of the associated station, i.e., the station programmed to the DSS key. If the associated station goes off-hook, the LED on equipped telephones lights.

b. The DND status (level 2) of the associated station. When an associated station activates DND level 2, the LED on equipped telephones lights.

To program a Function key for Direct Station Selection:

1. Lift handset.
2. Press DC.
3. Dial #.
4. Press a Function key.
5. Dial extension number.
6. Hang up.

(continued)

Direct Station Selection (continued)

To call an extension using Direct Station Selection:

1. Lift handset.
2. Press Function key assigned to desired extension.

You may hear one or two beeps instead of ringing. If so, state your message after the beeps — your voice will be broadcast over that extension's speaker.

To convert a voice announced call into a call that rings, or vice versa, dial 1 after step 2.

☐ *Speakerphone and Single Step Access: You can make the call by pressing the Function key while the handset is on-hook. The SPK key lights and the call goes through — just speak toward the phone.*

Display Enhancement

To display the extension number a Function key represents:

Do not lift handset.

1. Press CHECK.
2. Press ICM.
3. Press Function key. — Four digits display; first two are key number, second two are extension number.
4. Press CLOCK. — The normal display returns.

Answering Calls

To answer an outside call:

1. Press SPK.
2. Press flashing Line key.

To answer an intercom call that is voice announced in your headset earpiece:

1. Just speak into the headset mouthpiece.

To answer a ringing intercom call:

1. Press SPK.
2. Press flashing ICM.

☐ Headset

You can replace the handset on your telephone with a headset for quicker, easier call processing. When using the headset, one general rule applies: for any instruction in the handbook that says "Lift handset", you must "Press SPK key" instead (SPK lights). To hang up, you must press the SPK key again (SPK extinguishes). For quick reference, specific calling instructions are provided below.

Placing Calls

To place an outside call:

1. Press SPK.
2. Access an outside line and dial your call in the usual way.

To place an intercom call:

1. Press SPK.
2. Press ICM, then dial extension number.

   OR

   Press DSS key for desired extension.

NOTE: If a Single Step Access is programmed and you are using a Line key or the ICM key to place your call, you can skip step 1. Just pressing a Line key or the ICM key makes the SPK key light (automatically) and you can dial your call.

☐ Do Not Disturb

Do Not Disturb (DND) prevents incoming calls from ringing your phone. You can activate DND while your phone is idle (not in use) so you can work undisturbed. Or, you can activate DND while you are on a call to block signals from other calls that may try to reach you (see Call Waiting).

DND blocks the following types of calls:

- ☐ Just outside calls
- ☐ Outside & intercom calls; only a call from the attendant can reach you. Paged announcements are also blocked.

You can still place calls while your phone is in the Do Not Disturb mode.

To activate Do Not Disturb:

1. Press DND.	DND lights steadily to indicate both outside and intercom calls are blocked.
	DND flashes to indicate just outside calls are blocked. **If both boxes (above) are checked, you must repeat step 1 to see DND flash.**
	DND is automatically canceled if someone forwards calls to you using Executive Call Forwarding.

To cancel Do Not Disturb:

1. Press DND.	DND extinguishes. If it doesn't, repeat step 1.

☐ Door Chime Box

A Door Chime Box, which is most often placed alongside an entrance door, allows a visitor to send a chime tone to the extension users inside to announce his or her arrival. When an extension user answers the chime, a two-way conversation is possible and the user may be able to unlock the door. A Door Chime Box can also be placed in a room or office, instead of a telephone, when only intercom communication is necessary.

- ☐ You can call the Door Chime Box (see A that follows).
- ☐ Your phone receives the chime tone (see B that follows).
- ☐ You can unlock the door from your phone (see C that follows).

A. To call the Door Chime Box:

There may be two boxes.

1. Lift handset.
2. Press ICM.
3. Dial 88 or 89.

Your communications manager can tell how the access codes are assigned to the boxes.

☐ *Door Alert Tone: You hear a tone after you dial.*

B. To answer the chime tone:

The chime tone can only be answered from a phone that receives the chimes.

1. Lift handset.

C. To unlock the door after you have called the Door Chime Box or answered the chime tone:

1. Press FLSH.

☐ Group Hunt Transfer

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

To use Group Hunt Transfer:

1. Establish outside call.
2. Press ICM. — Call is automatically put on Hold.
3. Dial #.
4. Dial desired Hunt Group number (0-9). — You are connected to the first idle extension. If there is no answer, you can press #, and this feature will hunt for another idle extension in the group.

   If you hear busy tone, all extensions in the group are busy (see the last comment under Group Hunt).
5. Announce the call. — If the person does not wish to accept the call, press the flashing Line key to return to it.

   To transfer directly, without announcing the call, skip step 5.
6. Press RG INW. — Line key lights steadily and the call is sent.
7. Hang up. — If a direct Transfer is not answered, the call re-rings your phone.

☐ Group Hunt

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

To activate Group Hunt:

1. Lift handset.	
2. Press ICM.	
3. Dial #.	
4. Dial desired Hunt Group number (0-9).	You are connected to the first idle extension. If there is no answer, you can press #, and this feature will hunt for another idle extension in the group. If you hear busy tone, all extensions in the group are busy. Rather than retry your call later, you can use Callback or Camp-On. These features will automatically connect you to the first extension in the group as soon as it becomes idle.

☐ Dual Handsfree Hotline

Dual Handsfree Hotline links your extension with designated pairs of extensions, allowing you to simultaneously call both extensions in a pair. You can make a voice-announced intercom call over the speaker of both extensions as long as both are idle. The two extension users can respond Handsfree (over the speaker), and all three of you can converse. If either extension user in the pair lifts the handset to talk, the other is automatically disconnected.

The pairs of extensions you can call simultaneously are:

(1) ⌊_⌋⌊_⌋ and ⌊_⌋⌊_⌋ (3) ⌊_⌋⌊_⌋ and ⌊_⌋⌊_⌋
(2) ⌊_⌋⌊_⌋ and ⌊_⌋⌊_⌋ (4) ⌊_⌋⌊_⌋ and ⌊_⌋⌊_⌋

To activate Dual Handsfree Hotline:

1. Lift handset.	
2. Press ICM.	
3. Dial either extension number in the pair.	You are connected to both phones. If the extensions ring, you can dial 1 after step 3 to annouce the call over the speakers.

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☐ Executive Call Forwarding

Executive Call Forwarding allows you to reroute your incoming calls so they ring at your (preprogrammed) "partner" extension. Your partner extension is: ☐☐

You can forward the following types of calls to your partner:

- ☐ Just outside calls
- ☐ Outside & intercom calls; only a call from your partner can reach you.

To activate or cancel Executive Call Forwarding:

Do not lift handset.

1. Press DND.

DND lights steadily while intercom and outside calls are forwarded.

DND flashes while just outside calls are forwarded. **If both boxes are checked, you must press DND a second time to see it flash.**

☐ Executive Override

You can break into a co-worker's conversation on an outside line to deliver an urgent message.

To activate Executive Override:

1. Lift handset.
2. Press steadily lit Line key.

☐ *Warning Tone: When you press the Line key, a short tone sounds over your co-worker's speaker (yours too) to let your co-worker know you are breaking into the call.*

3. Deliver message.
4. Hang up.