



■ VOICE PAGING — SYSTEM

To Place a Voice Page to All Zones:

- Press the **CONF/TRNS** key to place any current call on "soft hold."
- Press the **System Paging (VP-S)** access key or enter the **System Paging** access code _____.
- Make your paging announcement.
- Hang up; or in order to connect directly to the paged party, stay on the line.

To Answer a System Page:

- Press the **System Paging Retrieval (PR-S)** access key or enter the **System Paging Retrieval** access code _____.
- Wait to be connected to the held party.

■ VOICE PAGING — ZONE

To Place a Voice Page to a Specific Zone:

- Press the **CONF/TRNS** key to place any current caller on "soft hold."
- Press the **Zone Paging (VP-Z)** access key or enter the **Zone Paging** access code _____.
- Enter the desired paging zone number.
- Make your paging announcement.
- Hang up; or in order to connect directly to the paged party, stay on the line.

To Answer a Zone Page:

- Press the **Zone Paging Retrieval (VPMM)** access key or enter the **Zone Paging Retrieval** access code _____.
- Enter the number of the zone in which a call is being held for you.
- Wait to be connected to the held party.

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■ ACCOUNT CODE ENTRY

To Enter a Forced Account Code:

- Dial the desired destination number.
- Listen for recall dial tone.
- Enter the necessary account code.
- Listen for success tone and wait for the call to be established.

To Enter an Optional Account Code via Feature Access Key:

- Establish an outgoing or incoming call.
- Press the **Account Code (ACCT)** access key.
- Enter the desired account code.
- Press the **ACCT** key again.

To Enter an Optional Account Code via Feature Access Code:

- Establish an outgoing or incoming call and ask the party to wait.
- Press the **CONF/TRNS** key and enter the **Account Code** access code _____.
- Listen for recall dial tone.
- Enter the desired account code and listen for success tone.
- Press the **Release (RLS)** key and wait to return to the held party.

■ AUTHORIZATION CODE ENTRY

To Enter an Authorization Code:

- From an off-hook station, press the **Authorization Code (AUTH)** access key or enter the **Authorization Code** access code _____.
- Enter the desired authorization code.
- Dial the desired destination number or enter the desired feature access code.

■ SWAP

To Swap a Connected Call and a Waiting Call:

- After hearing the Call Waiting tone, press the **SWAP** access key or press the **CONF/TRNS** key, listen for recall dial tone, and enter the **Swap** access code _____.
- To alternate between the held call and the new call, repeatedly press the **SWAP** key or continue to press the **CONF/TRNS** key, listen for recall dial tone, and enter the **Swap** access code.

To Swap Two Calls During Consultation Hold:

- Establish a two-way connection.
- Press the **CONF/TRNS** key and listen for recall dial tone.
- Dial the destination number of the desired third party.
- When connected to the new call, access the held call by pressing the **SWAP** key.
- To alternate between the two calls, repeatedly press the **SWAP** key.

■ THREE-WAY CALLING

To Form a Three-way Conference:

- Establish a two-way connection.
- Press the **CONF/TRNS** key and listen for recall dial tone.
- Dial the number of the desired third party.
- Listen for ringback tone and wait for the called party to answer.
- Press the **CONF/TRNS** key to join all three parties.

■ VOICE CALLING

To Place a Voice Call:

- Press the **Intercom (ICM)** line key or any desired line key.
- Dial the number of the station or intercom group member to receive the voice call.
- Press the **Voice Calling (VC)** access key or press the **VCL** soft key.
- Listen for a burst of tone and then make your announcement.
- If there is no response, press the **VC** access key or **VCL** soft key again to change the voice call to a ringing call.

■ EIGHT PARTY CONFERENCE

To Set up a Conference of up to Eight Members:

- Establish a two-way connection.
- Press the **CONF/TRNS** key and listen for recall dial tone.
- Dial the number of the third party and listen for ringback tone.
- When the called party answers, press the **CONF/TRNS** key to form a three-way conference. If the called party does not answer, return to the held call by pressing the **Release (RLS)** key.
- To add each additional party, press the **CONF/TRNS** key, listen for recall dial tone, and dial the number of the desired party. (5)
- Listen for ringback tone and wait for the called party to answer. (6)
- Press the **CONF/TRNS** key to join all parties. (7)
- Repeat steps 5 ~ 7 until all desired parties are joined.

To Release the Last-added Party from a Conference:

- Press the **RLS** key.
- Continue to release each last-added party by repeatedly pressing the **RLS** key.

■ LAST NUMBER REDIAL

To place a Call via Last Number Redial:

- Press the **Last Number Redial (REDIAL)** access key.
- Listen for ringback tone.

To Retrieve a Call Locally:

- Press the **CP-L** key or enter the **Call Park—Local** access code _____.
- Wait to be connected to the parked call.

To Park a Call Remotely:

- Establish a two-way connection.
- Press the **Call Park—Remote (CP-R)** access key or press the **CONF/TRNS** key, listen for recall dial tone, and enter the **Call Park—Remote** access code _____.
- Dial the number of the station where the call is to be parked.
- Listen for success tone.

To Retrieve a Call Remotely:

- Press the **CP-R** key or enter the **Call Park—Remote** access code _____.
- Dial the number of the station where the call is parked.
- Wait to be connected to the parked call.

■ CALL PICKUP

To Answer a Call Ringing within Your Call Pickup Group:

- Press the **Call Pickup—Group (GPU)** access key or enter the **Call Pickup—Group** access code _____.
- Wait to be connected to the calling party.

To Answer a Call Ringing in Another Call Pickup Group:

- Press the **Call Pickup—Directed Group (DGPU)** access key or enter the **Call Pickup—Directed Group** access code _____.
- Dial the number of any station that is a member of the group in which the call is ringing.
- Wait to be connected to the calling party.

To Answer a Call Ringing at Another Station:

- Press the **Call Pickup—Directed (DPU)** access key or enter the **Call Pickup—Directed** access code _____.
- Dial the number of the ringing station.
- Wait to be connected to the calling party.

■ CALL TRANSFER

To Transfer a Call:

- Establish a two-way connection.
- Press the **CONF/TRNS** key, listen for recall dial tone, and dial the number of the station that is to receive the call.
- Listen for ringback tone.
- Hang up, or wait for the called party to answer, announce the call, and then hang up.

■ CALL WAITING

To Answer a Waiting Call:

- After hearing the Call Waiting tone, press the **SWAP** access key or press the **CONF/TRNS** key, listen for recall dial tone, and enter the **Swap** access code _____.
- To alternate between calls, repeatedly press the **SWAP** key or continue to press the **CONF/TRNS** key, listen for recall dial tone, and enter the **Swap** access code.

■ CAMP-ON

To Perform an Off-hook Camp-on:

- Remain off-hook and wait for busy tone to change to success tone, or press the **Camp-on (CAMP)** access key or the **CAMP** soft key and listen for success tone.
- Wait for ringback tone, which will sound when the called party hangs up.

To Perform an On-hook Camp-on:

- Remain off-hook and wait for busy tone to change to success tone, or press the **Camp-on (CAMP)** access key or the **CAMP** soft key and listen for success tone.
- Hang up and wait for a camp-on callback, which will occur when the called party hangs up.

To Cancel a Registered Camp-on:

- Press the **Camp-on (CAMP)** access key or enter the **Camp-on Cancellation** access code _____.

■ CAMP-ON TRANSFER

To Perform a Camp-on Transfer:

- Establish a two-way connection.
- Press the **CONF/TRNS** key, listen for recall dial tone, and dial the number of the destination that is to receive the call.
- After receiving busy tone, wait on the line for busy tone to change to success tone, or press the **Camp-on (CAMP)** access key or **CAMP** soft key and listen for success tone.
- Hang up. This will camp the transferred call onto the busy line.

■ CONSULTATION HOLD

To Consult with a Third Party:

- Establish a two-way connection.
- Press the **CONF/TRNS** key and listen for recall dial tone.
- Dial the number of the third party and listen for ringback tone.
- After the called party answers, return to the held party by pressing the **SWAP** access key.
- To alternate between the two parties, repeatedly press the **SWAP** key.

■ DO NOT DISTURB

To Register Do Not Disturb:

- Press the **Do Not Disturb (DND)** access key or enter the **Do Not Disturb** access code _____.

To Cancel Do Not Disturb:

- Press the **DND** key or enter the **Do Not Disturb Cancellation** access code _____.

- Press the **CFAC, CFNA, or CFBN** key, or enter the appropriate feature access code.
- Dial the number to which you want calls to be forwarded. When dialing an off-premises number, include any necessary trunk access code or **Least Cost Routing (LCR)** access code _____.
- Press the **PRGM** key to exit Program Mode.

To Forward Calls to a Predefined Call Forward Destination:

- Press the **Preregistered Call Forward (PRCF)** access key.

To Cancel Call Forward:

- Press the activated **CFAC, CFNA, CFBN, or PRCF** key or enter the **Call Forward Cancellation** access code _____.

■ CALL HOLD

To Place a Call on Hard Hold:

- Ask the connected party to wait.
- Press the **HOLD** key and, if desired, hang up your telephone.

To Place a Call on Exclusive Hold:

- Ask the connected party to wait.
- Press the **HOLD** key twice and, if desired, hang up your telephone.

To Retrieve a Call on Hard/Exclusive Hold:

- Press the line appearance key on which the call is being held.
- Wait to be connected to the held call.

■ CALL PARK

To Park a Call Locally:

- Establish a two-way connection.
- Press the **Call Park—Local (CP-L)** access key or press the **CONF/TRNS** key, listen for recall dial tone, and enter the **Call Park—Local** access code _____.
- Listen for success tone.

■ LEAST COST ROUTING (LCR) ACCESS

To Access Least Cost Routing:

- Enter the **Least Cost Routing** access code _____.
- Dial the desired destination number.

■ MESSAGE WAITING

To Register a Callback Message:

- After dialing a busy or unanswered station, press the **Message Waiting (MESSAGE)** access key.
- Listen for success tone.

To Register a Predefined Text Message (PERCEPTION 4000 HDT2020SD Digital Telephones):

- Press the **MSG** soft key.
- Enter the digit 1 ~ 4 of the desired displayed message or press the **NEXT** soft key to view messages 5 ~ 8, and then enter the desired digit.
- Listen for success tone.

To Retrieve Messages from a PERCEPTION 4000 HDT2010S Digital Telephone:

- Press the **MESSAGE** key.
- After reviewing any voice mail messages, press the **MESSAGE** key again to call back any station that has left a message.

To Retrieve Messages from a PERCEPTION 4000 HDT2020SD Digital Telephone:

- Press the **MSG** soft key to display the first registered message.
- Press the **CALL** soft key to call back the voice mail system or any station that left a message. Cancel or save any voice mail messages by following voice mail operational procedures.
- Press the **CNCL** soft key to cancel the voice mail message indication, or to cancel any message registered by a station.
- Press the **NEXT** soft key to display any additional messages.

■ NIGHT ANSWER ACCESS

To Answer a Night Answer Call:

- After hearing the night answer bell, press the **Night Answer (UNA)** access key or enter the **Night Answer** access code _____.
- Listen for recall dial tone.
- Enter the number of the ringing night answer bell (1 ~ 3 digits).
- Wait to be connected to the incoming call.

■ SAVE AND REPEAT

To Save a Dialed Number for Later Dialing Access:

- Anytime after dialing, press the **Save and Repeat (S&R)** access key.

To Dial a Number via Save and Repeat:

- Select a line and press the **S&R** key.
- Continue the call as a normal call.

■ SPEED CALLING

To Place a Call via Speed Calling:

- Press the **Speed Calling—System (SYSD)** or **Speed Calling—Group (SC-G)** access key or enter the appropriate feature access code.
Speed Calling—System: _____
Speed Calling—Group: _____
- Enter the desired Speed Calling index number. (Speed Calling—System: 000 ~ 999; Speed Calling—Group: 0 ~ 9.)
- Dial any remaining digits needed to place the call.
- Listen for ringback tone.

■ AUTODIAL

To Program an Autodial Key:

- Press the **Program Mode (PRGM)** access key.
- Press the **Autodial (ADL)** access key to be programmed. (2)
- When storing an off-premises number, enter any necessary trunk access code or **Least Cost Routing (LCR)** access code _____. (3)
- Dial the desired call digits. (4)
- Press the **PRGM** key, or to program another ADL key, follow steps 2 ~ 4. When all keys are programmed, press the **PRGM** key.

To Place a Call via an Autodial Key:

- Select any desired line and/or dial any preceding digits that are not included in the *Autodial sequence*.
- Press the desired **ADL** key.
- Press any additionally-required **ADL** keys, or dial any remaining call digits.
- Press the **Voice Calling (VC)** access key or **VCL** soft key to perform a voice call, if desired.

■ CALL FORWARD

To Forward Calls to Another Destination:

- Press the **Call Forward—All Calls (CFAC)**, **Call Forward—No Answer (CFNA)**, or **Call Forward—Busy/No Answer (CFBN)** access key or enter the appropriate feature access code:
Call Forward—All Calls: _____
Call Forward—No Answer: _____
Call Forward—Busy/No Answer: _____
- Dial the number of the destination to which calls will be forwarded. When dialing an off-premises number, include any necessary trunk access code or **Least Cost Routing (LCR)** access code _____.

To Program a Preregistered Call Forward Access Key:

- Press the **Program Mode (PRGM)** access key.
- Press the **Preregistered Call Forward (PRCF)** access key.