



focus[®] 960

Single Line Telephone Users Guide



GENERAL FEATURES

Authorization Code

You have been assigned an Authorization Code. The Authorization Code makes it possible for you to use phones with lesser dialing privileges than yours for the duration of the call.

To use the Authorization Code feature:

- Dial **1XX** + your Authorization Code (3- to 6-digits). If the Authorization Code is valid, you will receive dial tone. Proceed with dialing. If not valid, you will receive dial tone, but COS and RSM will not be changed.

Call Forwarding — All Calls

When you leave your desk, you can receive your calls at another location or have someone else receive your calls at their desk.

To use Call Forwarding — All Calls:

- At your phone, dial **100** + the station number your calls are to be forwarded.

To cancel:

- Dial **110** at your phone.

Call Forwarding — Busy/Don't Answer

Your calls will be forwarded only if your phone is busy or is not answered in a predetermined time.

To use Call Forwarding — Busy/Don't Answer:

- At your phone, dial **101** + the station number your calls are to be forwarded.

To cancel:

- Dial **111** at your phone.

Call Forwarding — Don't Answer

Your calls will be forwarded only if your phone is not answered in a predetermined time.

To use Call Forwarding — Don't Answer:

- At your phone, dial **102** + the station number your calls are to be forwarded.

To cancel:

- Dial **111** at your phone.

Call Hold

To use Call Hold:

- **Flash** + **4**. (Do not hang up, but if you do, the system will ring you back.)

To recover call:

- **Flash**

Call Hold/Consult

You have a call in progress, but want to consult with another person.

To use Call Hold/Consult:

- **Flash** + **4** and dial the station number.

To alternate between calls:

- **Flash**.

Call Park

You have a call in progress. You need to search for some information, either at your location or in another area of the building.

To use Call Park:

- **Flash** + **3**. (This will place the call in Park mode for a predetermined time, typically 3 minutes.)

To recover a parked call:

- Dial **13**.

To recover a parked call from another phone:

- Dial **14** + the station number of the phone the call was parked.

Call Pickup

A phone is ringing in your pickup group.

To use the Call Pickup feature:

- Dial **16**.

Call Pickup — Multi Groups

You are designated as the pilot station in your group.

To use the Call Pickup — Multi Groups feature:

- Dial **17** + group number (1 through 3).

Call Waiting

During your phone conversation you hear the Call Waiting tone (two beeps for an outside call, one beep for an inside call).

To use the Call Waiting feature:

- **Flash**.

To recover original call and alternate between calls:

- **Flash** + **2**.

BASIC FEATURES

Directed Call Pickup

You hear a phone ringing outside your Call Pickup group.

To use the Directed Call Pickup feature:

- Dial **109** + the station number.

Night Answer

You want to answer a call that comes in after work hours (when the system is unattended). A night bell or other audible device will sound.

To use the Night Answer feature:

- Dial **12** (or assigned code).

Paging

To use the Paging feature:

- Dial **18** + the zone number.

To answer a Page:

- Dial **19** + the zone number.

Flash

You will use this action in some features.

To initiate Flash:

- **Flash**. (Press and release the hookswitch quickly.)

Transferring

To initiate Transferring:

- **Flash + 1** + the station number. If the station doesn't answer or is busy, **Flash**, you will be reconnected to the original call.

Three-Way Conference

This feature allows you to talk with two inside persons simultaneously.

To initiate Three-Way Conference:

- Dial the first station number.
- **Flash + 1** + second station number, when the person answers;
- **Flash**, all three people are connected.

To end Three-Way Conference:

- Hang up.

Trunk Add On

This is a Three-Way Conference with one outside person.

To initiate Trunk Add On:

- Inside call is in progress.
- **Flash + 1 + 9** (or other access code) + outside number.
- **Flash**, listen for Service Tone;
- **Flash** again within four seconds after outside person answers. All persons are connected.

NOTE: **Flash** only once to drop the outside trunk if it is busy or no answer.