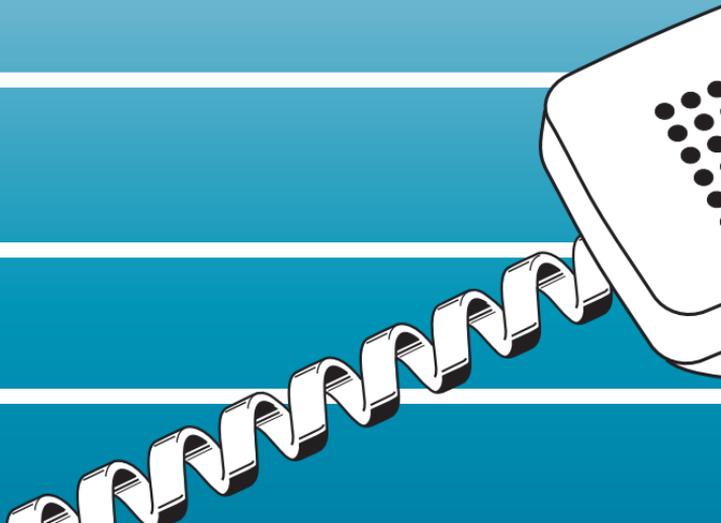


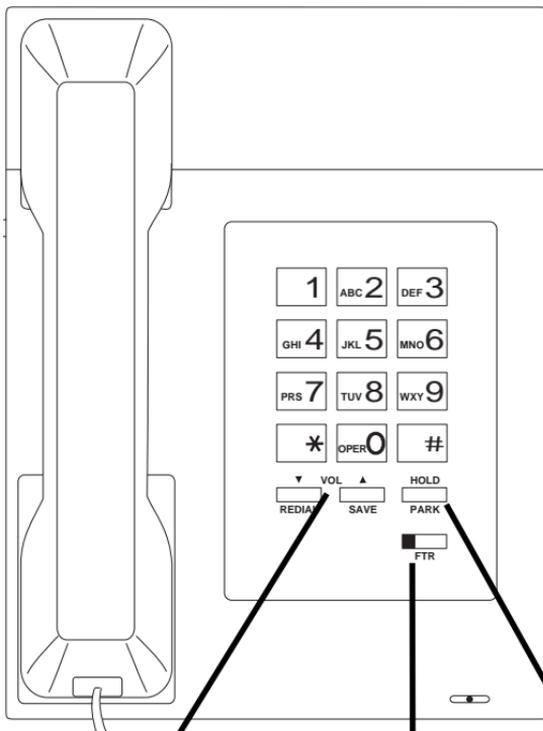


ONYX™ VS*i*

**Single Line Telephone
Quick Reference Guide**



Using Your Telephone



Use the **VOLUME Controls** to adjust the volume of ringing, Paging, Background Music, Handsfree announcements or your handset.

You can place an Intercom or outside call **on Hold**.

Use **FTR** to transfer a call to a co-worker. **FTR** flashes when you have a Message Waiting or your phone is forwarded.

Voice **P**age — TUV **8** PRS **7**

Speed **D**ial — PRS **7** DEF **3**

Voice **A**nnounce — TUV **8** ABC **2**

With **User-Programmable Features** you can customize selected features right from your phone.

Placing Calls

Placing an Outside Call . . .

Dial codes for outside lines:

1. Lift handset and dial code for outside line then dial the telephone number.
 - *You may be able to dial:*
Line numbers (e.g., 801).
Line group numbers (9 or 90-98).
Line extension numbers (e.g., 348).
9 or 90 for Automatic Route Selection.

Using Account Codes for outside calls:

1. Place call, press  immediately after dialing the number.
2. Enter Account Code.
3. Press  again.
 - *If you're already on a call:*
Press FTR, #, enter Account Code,
*press #. To return to call, dial *7.*

Force a disconnect of a busy trunk:

1. Lift handset and dial a trunk number (e.g., 480) or trunk access code (e.g., 801).
If you dial the trunk access code, wait for voice prompt to complete.
2. Dial .

Temporarily Override Calling Restrictions . . .

Use Walking Class of Service when away from your phone:

1. Lift handset and dial  twice.
2. Dial Walking Class of Service Code.
3. Dial code for outside call (trunk extension number, trunk access code (e.g., 801), trunk group access code (9 or 90-98)).

Calling a Co-Worker . . .

Dial using the Intercom:

1. Lift handset.
 - *To call your Voice Mailbox, press *6 instead of going to step 2.*

Dial using the Intercom (continued):

- (Optional) To force the call to ring your co-worker, dial 1 before the next step.
- Dial your co-worker's extension number.
 - If you hear ringing, wait for an answer. If you hear two beeps, begin speaking.
 - You may also be able to dial a co-worker's **Ring Group** by dialing the Ring Group number.
 - To **Page**, dial 1* for All Call or 2*-8* for zones 1-7.

If your call doesn't go through . . .

Camp On and Callback

When you hear system busy, use Camp On or Callback:

- Dial  to **Camp On** (wait without hanging up).
 - (For Intercom calls) The called party hears two beeps. If you hear ring/busy, dial 1 - you can **Voice Over** the call.
 - (For outside calls) When you hear new dial tone, place your call again.

OR

- Dial  and hang up to leave a **Callback** for a free line or extension.
 - Wait for the system to call you back.
- Lift handset when the system calls back.
- (Outside calls only) Place your call again.

To cancel all your Callbacks:

- Lift handset
- Press  and hang up.

When you hear system busy, use Camp On or Callback (continued):

To cancel a specific Callback:

1. Lift handset. Call busy extension or line number again.
2. Press  and hang up.

Intrusion (Barge In) to get through to a caller immediately:

1. Lift handset.
2. Dial extension number and receive a busy.
3. Dial .
After four seconds, you can begin speaking.

Use Silent Monitor to listen to conversation of another extension:

1. Lift handset and dial .
2. Dial extension number to be monitored.
3. Dial .

Cancel Silent Monitor:

1. Hang up.

Message Waiting

Leave a Message Waiting so your co-worker can call you back:

1. Do not hang up if there is no answer.
2. Press .
 - *MW LED on your co-worker's multi-button phone flashes. For single line phones, the FTR LED flashes.*

To answer your own Message Waitings:

1. Lift handset, press  then .
 - *To cancel all your messages without returning them, lift the handset and dial # *.*

Answering Calls

Answering Outside Calls . . .

- Listen for two rings:** 1. Lift handset.

Answering Intercom Calls . . .

- Listen for two short beeps:** 1. Speak toward your phone.
• *You can lift the handset for privacy.*

Picking up calls not ringing your phone . . .

**If a call is ringing
Paging after hours:**

1. Lift handset.
2. Dial  + .

**When a call is ringing
a co-worker's phone:**

1. Lift handset.
2. Press  + your co-worker's extension.

**When a call is ringing
an extension in your
pickup group:**

1. Lift handset.
2. Press  + .

Have a telephone meeting (Conference) . . .

**Use Conference to
have a 3-way tele-
phone meeting:**

1. Set up your first call and press .
2. Place your second call and press .
3. Dial  + .

All calls connected. For Tandem Calls (unsupervised conference), you can hang up. The other parties continue talking.

**Use Meet-Me
Conference to have 3-
way telephone meeting
with internal parties:**

1. Page desired parties and announce Meet-Me Conference code (11 or 12).
2. Lift handset and dial Meet-Me Conference access code (11 or 12).
Wait for other parties to join the call.

Handling Your Calls

Your call can wait at your phone . . .

Hold

Use Hold instead of leaving the handset off-hook:

1. Do not hang up.
2. Press .
 - This puts your outside call on System Hold. Your co-workers can take the call off Hold. **To place the call on Exclusive Hold, press HOLD again.**
 - Intercom calls automatically go on Exclusive Hold when you press HOLD.

Easily retrieve a call from Hold:

1. Lift handset.
2. Press .
OR
2. If a co-worker placed the outside call on Hold (and you don't have a line key for it):
 - Lift handset. Press  + line number (e.g., 801) or co-worker's extension number.

Reroute your calls

Transfer

Send (Transfer) your call to a co-worker:

1. Press FTR and dial your co-worker's extension number.

To retrieve a Transfer your co-worker doesn't want:

1. Wait until your co-worker hangs up.
2. Press  +  + .

Park a call in orbit

Park a call in orbit so a co-worker can pick it up:

1. Do not hang up. Press  + Park Orbit number.
 - *System Park orbits are 60-69.*
 - *Park a call at co-worker's extension; dial * + co-worker's extension number.*
2. Page your co-worker to pick up the call.
 - *For **Paging**, dial 1* for All Call or 2*-8* for zones 1-7.*
3. Hang up.

Or pick up a call a co-worker parked for you:

1. Lift handset.
2. Dial the Park Orbit number.
 - *Your choices are system orbits 60-69 or * and the Personal Park orbit number.*

Forward your calls to a co-worker . . .

While at your desk, forward your calls to a co-worker or to Voice Mail:

1. Lift handset and press .
2. Dial extension to receive your calls.
3. Dial one of the following:
 - 1 to forward calls not answered.
 - 2 to forward unanswered or busy calls.
 - 3 to forward all calls.
4. Hang up.
 - *FTR flashes slowly. A voice prompt may remind you that your calls are forwarded.*
 - *To cancel forwarding, lift handset + # + hang up.*

To record a Personal Greeting for your incoming callers to hear:

1. Lift handset. Dial  +  + .
2. Dial one of the Personal Greeting options:
 - Option 2 = All Calls*
 - Option 4 = Intercom Calls*
3. A voice message asks you to start recording.

To record a Personal Greeting for your incoming callers to hear (continued):

Start recording when you hear the beep. The Personal Greeting can't exceed 16 seconds.

4. Hang up.

Cancel your Personal Greeting:

1. Lift handset and dial .
2. Hang up.

If you want to use Personal Greeting again, you'll have to record a new greeting.

Choose a Selectable Display Message for display phone users to see when calling:

1. Lift handset and dial .

2. Dial  and the number of the Selectable Display Message (00-63).

If you select between 00-06, you can add digits to the message. Total digits not to exceed 16.

3. Hang up.

To cancel a Selectable Display Message:

1. Lift handset and dial .
2. Hang up.

To forward your calls off-premise:

1. Lift handset, press  + .

2. Select the trunk your forward will use.

You can dial the trunk number (e.g., 01) or trunk extension number (e.g., 480).

3. Dial telephone number that will receive your calls.
4. Hang up.

Placing Calls Quickly

Automatically redial calls . . .

Last Number Redial

Quickly redial your last outside call:

1. Lift handset.
2. Press + .

Quickly dial outside calls . .

Speed Dial

Store up to 20 outside numbers in your own Personal Speed Dial:

1. Lift handset and press .
2. Dial Personal Speed Dial bin number (50-59 and 20-29).
3. Dial line number and dial number you want to store.
 - You can press *HOLD* to enter a pause.
4. Hang up.
You can record the numbers in the Speed Dial directory (see back cover).

To dial stored Speed Dial number:

Use the following steps for calling both Personal and System Speed Dial numbers (System Speed Dial numbers normally 700-799):

1. Lift handset and dial bin number.
*If the Speed Dial number contains a pause, you may have to press * to continue dialing.*

Dialing Plan

	<u>w/o AUX</u>	<u>w/AUX</u>
Extensions	300-323	300-371
Lines	801-808	801-824
Line Ext.	348-355	372-395
Ring Groups	364-371	396-403

QUICK REFERENCE

OUTSIDE CALLS

Placing: Lift handset + Line code number + Dial number

Answering: Lift handset

Answering ringing over paging speakers: Lift handset + Dial * + 0

INTERCOM CALLS

Placing: Lift handset + Dial extension (if you hear ring/busy, you may be able to dial 1 to get through)

Answering: If ringing, lift handset. If announced, speak toward phone or lift handset.

HOLD

Placing call on Hold: HOLD + Hang up

Retrieving call: Lift handset + press HOLD.

TRANSFER

Transferring outside call: Press FTR + Dial extension + Announce call + Hang up

CONFERENCE

Setting up a three-way conversation: Establish an outside/Intercom call + HOLD + Establish next call + HOLD + * + #

Responding to Signal Tones

One tone during a call: A call is waiting to be answered: HOLD + * + C
To alternate between the calls: HOLD + * + S

Fast busy or warble tone anytime: This means you made a mistake in placing a call or using a feature. Hang up and start over.

VS/ USER-PROGRAMMABLE FEATURES

To be able to program the following features, you must have the proper access level. See your communications manager.

PAGE # + **VP** + **Y**(es) or **N**(o) + #

SPEED DIAL Storing Outside Numbers in Bins

Lift handset + # + Bin number (20-29, 50-59) + line code + Number (32 digits max.)

Calling a Stored Number

Lift handset + Bin number (20-29, 50-59)

VOICE ANNOUNCE # + **VA** + **Y**(es) or **N**(o) + #

SPEED DIAL DIRECTORY

20	_____
21	_____
22	_____
23	_____
24	_____
25	_____
26	_____
27	_____
28	_____
29	_____
50	_____
51	_____
52	_____
53	_____
54	_____
55	_____
56	_____
57	_____
58	_____
59	_____