SATURN° EPABX

OC1E

STANDARD STATION USER INSTRUCTIONS

Issued by Office Systems Group 5500 Broken Sound Boulevard N.W. Boca Raton, Florida 33431

Siemens Communication Systems, Inc.

(305) 994-8100 • Telex: 515052

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SECTION 1.00 INTRODUCTION

1.01 General. This document provides step-by-step instructions for accessing SATURN Electronic Private Automatic Branch Exchange (EPABX) features from industry standard telephones: rotary dial telephones and Dual-Tone Multifrequency (DTMF) telephones (refer to Figure 1.00).

Most of the instructions provided in this document are of features that can be accessed by dialing an access code. Access codes can range from 0 to 9999. The leading digit of an access code may also be a "*" or "#." Refer to Table 9.00 for a list of the feature access codes.

An abbreviated Feature Instruction Guide is provided in the back of this document (refer to Table 9.01). The guide can be removed and used as a quick reference for activating the SATURN EPABX features.

1.02 Inside Calling. To place a call to another extension, pick up the telephone handset, listen for dial tone, and dial the desired extension number. Dial tone must be heard before dialing can begin.

If attendant assistance is required, dial "0" for attendants in general or dial the appropriate extension number for the desired attendant function.

1.03 Outside Calling. To place an outside call, pick up the handset, listen for dial tone, dial the appropriate trunk group or LCR access code (e.g., "9"), listen for dial tone again, and dial the desired directory number. Don't forget to include the toll prefix (e.g., "1") and/or area code (e.g., "305"), if required.

If outside calls are restricted from your telephone, attendant assistance can be obtained by dialing "0" for attendants in general or the appropriate extension number for the desired attendant function.

1.04 Outside Calling During a Power Failure. In the event of a commercial power failure in which normal telephone service is interrupted, users with failure transfer telephones may originate outside calls. To place an outside call during a power failure, pick up the handset, depress the power failure button (if provided), listen for dial tone, and dial the outside number.

1.05 Discriminating Ringing. Several types of distinctive ringing patterns are provided so that you can distinguish between the different types of incoming calls. The ringing patterns are:

- a. One-burst ringing (normal ringing) Identifies an incoming call from another SATURN EPABX telephone.
- Two-burst ringing Identifies an incoming "outside" call including attendant extended calls.
- Three-burst ringing Identifies calls initiated by the following:
 - 1. Call Hold automatic recall
 - 2. Call Transfer Security recall
 - 3. Internal Call Queuing Callback
 - 4. Outgoing Call Queuing Callback
 - Station Controlled Conference recall to conference master

1.06 Call Progress Tones. The following call progress tones are used to inform you of the status of a call:

- Busy Tone Normal tone heard when a called party's telephone is busy.
- b. Busy Override Injection Tone Single bursts of tone heard 8 to 20 seconds apart AFTER an attendant or executive overrider has intruded on the call in progress. This tone continues for the entire time the attendant or executive overrider is present on your conversation.
- Busy Override Tone Three short bursts of tone heard two seconds apart BEFORE an overriding attendant intrudes on a call in progress.
- d. Call Waiting Tone One burst of tone heard when a SATURN EPABX telephone call is waiting to be answered or two bursts of tone heard when an outside trunk call is waiting to be answered on your telephone. This tone is repeated after 10 seconds if the waiting party is still present.
- e. Conference Tone One burst of tone heard when a party is being added to a conference to which you are connected.
- f. Confirmation Tone Three rapid bursts of tone indicating the action taken by you has been accepted (e.g., activation of the Internal Call Queuing Standby feature).
- g. Dial Tone Normal tone heard indicating that dialing can begin.
- Executive Override Tone One three-second burst of tone heard BEFORE an executive overrider intrudes on a call in progress.
- Expensive Facility Tone One second burst of high pitch tone heard when the SATURN System selects a more expensive route for call routing via the Least Cost Routing (LCR) feature.
- Intercept Tone A continuous alternating low and high pitch tone indicating an invalid or unauthorized feature code or extension number was dialed.
- k. Low Tone Steady tone heard after receiving busy tone indicating successful activation of such features as Outgoing Call Queuing – Callback and Internal Call Queuing – Callback.
- Recall Dial Tone Three rapid bursts of tone followed by dial tone indicating the action taken by you has been accepted and you can now dial additional digits (e.g., for transferring a call via the Call Transfer feature).
- m. Reorder Tone Fast busy tone indicates a network blocking condition or the activation of a feature was not granted.
- n. Ringback Tone Normal tone heard when a called party's telephone is ringing.

- Route Advance Tone One short burst of tone heard each time the SATURN System searches for an idle route via the LCR feature.
- p. Special Ringback Tone A tone that sounds similar to normal ringback tone except for the distinctive low

signal at the end of each tone cycle. Special ringback tone indicates you are in a waiting state for a busy telephone and is heard during activation of the following features: Internal Call Queuing – Standby, Outgoing Call Queuing – Standby, and Executive Override – Automatic.

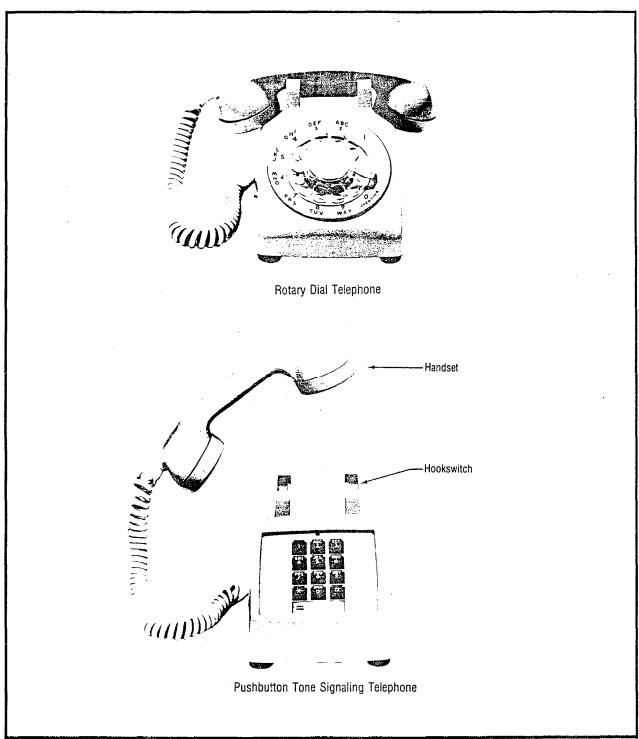


Figure 1.00 Illustration of Industry Standard Telephones

SECTION 2.00 CALL FORWARDING FEATURES

2.01 Call Forwarding – All Calls. This feature allows you to have all calls terminating at your extension, forwarded to another extension or to the attendant.

- a. To Forward All Incoming Calls:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the Call Forwarding All Calls activation code.
 - Dial the extension number to which you want all your calls forwarded.
 - Confirmation tone is heard indicating Call Forwarding All Calls is activated.

NOTE: If intercept tone or reorder tone is heard, your call forwarding request was not granted.

4. Hang up.

As a reminder that call forwarding is in effect, each time a call is forwarded, one short burst of ringing is heard from your telephone.

The party at the forwarding-to extension is allowed to call your extension without being forwarded. Further, the party at the forwarding-to extension may transfer a call back to your extension or leave a message waiting indication (if message waiting capability is provided).

If a call is forwarded to a member of a hunt group that is busy, the system hunts for the first idle member in that hunt group. If no idle member is found, the forwarding station user can activate the Camp-On, Call Waiting, or Automatic Callback features. A station within a hunt group that has this feature in effect is skipped during hunting. If the station is called direct (not part of a hunt sequence) the call is forwarded as previously described.

You may continue to originate calls while Call Forwarding – All Calls is in effect. Automatic callbacks from the activation of features such as Internal Call Queuing – Callback and Outgoing Call Queuing – Callback, and station recalls are not forwarded.

- b. To Cancel Call Forwarding All Calls:
 - 1. Pickup the handset.
 - Dial tone is heard.
 - 2. Dial the call forwarding cancellation code.
 - Confirmation tone is heard indicating Call Forwarding All Calls is deactivated.
 - 3. Hang up.

2.02 Call Forwarding – Busy Lines. This feature allows you to have all calls terminating at your extension, forwarded to another extension or to the attendant when your extension is busy. When your extension is idle, incoming calls are completed as usual.

- a. To Activate Call Forwarding Busy Lines:
 - 1. Pick up the handset.

- · Dial tone is heard.
- 2. Dial the Call Forwarding Busy Lines activation code.
- Dial the extension number to which you want the calls forwarded.
 - Confirmation tone is heard indicating Call Forwarding Busy Lines is activated.

NOTE: If intercept tone or reorder tone is heard, your call forwarding request was not granted.

4. Hang up.

W⁻ on the Call Forwarding – Busy Lines feature is in effect, incoming calls will not wait (via activation of the Internal Call Queuing – Standby and Interal Call Queueing – Callback features) on the associated line. If the forwarded-to telephone is busy, forwarded calls will wait at the forwarded-to telephone.

If a call is forwarded to a member of a hunt group that is busy, the system hunts for the first idle member in that hunt group. If no idle member is found, the forwarding station user can activate the Camp-On, Call Waiting, or Automatic Callback features. A station within a hunt group that has this feature in effect is skipped during hunting. If the station is called direct (not part of a hunt sequence) the call is forwarded as previously described.

- b. To Cancel Call Forwarding Busy Lines:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the call forwarding cancellation code.
 - Confirmation tone is heard indicating Call Forwarding – Busy Lines is deactivated.
 - 3. Hang up.

2.03 Call Forwarding – No Answer. This feature allows you to have all calls terminating at your telephone that are not answered within a predetermined period of time (three rings, nominal), forwarded to another telephone or to the attendant. When your telephone is busy, call forwarding does not occur and the usual station hunting, call waiting, and automatic callback arrangements (if assigned) are applied.

- a. To Activate Call Forwarding No Answer:
- 1. Pick up the handset.
 - · Dial tone is heard.
 - Dial the Call Forwarding No Answer activation code.
 - Dial the extension number to which you want to forward all your unanswered calls.
 - Confirmation tone is heard indicating Call Forwarding No Answer is activated.

NOTE: If intercept tone or reorder tone is heard, your call forwarding request was not granted.

4. Hang up.

If a call is forwarded to a member of a circular or terminal hunt group that is busy, the system hunts for the first idle member in that hunt group. If no idle member is found and the Call Forwarding – No Answer feature is in effect, the forwarding station continues to ring for another no answer interval. At the end of the time interval, the forwarding process is attempted again. If the Call Forwarding – All Calls or Call Forwarding – Busy Lines feature is in effect, the forwarding station user can activate the Camp-On, Call Waiting, or Automatic Callback features. A station within the circular hunt group that has this feature in effect is skipped during hunting. If the station is called direct (not part of a hunt sequence) the call is forwarded as previously described.

You may continue to originate calls while Call Forwarding – No Answer is in effect. Automatic callbacks from the activation of features such as Outgoing Call Queuing – Callback and Internal Call Queuing – Callback, and station recalls are not forwarded.

- b. To Cancel Call Forwarding No Answer:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the call forwarding cancellation code.
 - Confirmation tone is heard indicating Call Forwarding No Answer is deactivated.
 - 3. Hang up.

2.04 Call Forwarding to Public Network. This feature allows you to have all calls terminating at your extension, forwarded to an outside telephone number.

- a. To Forward All Incoming Calls:
 - 1. Pick up the handset.
 - Dial tone is heard.
 - Dial the Call Forwarding to Public Network activation code.
 - Dial the trunk group access code (e.g., "9" for outside) and the outside number (e.g., 9948800).
 - After a short pause (approximately five seconds), confirmation tone is heard indicating Call Forwarding to Public Network is activated.

NOTES: If you're using a DTMF telephone, you may expedite receiving confirmation tone by depressing the # key immediately after dialing the last digit of the outside number.

If intercept tone or reorder tone is heard, your call forwarding request was not granted.

4. Hang up.

As a reminder that call forwarding is in effect, each time a call is forwarded, one short burst of ringing is heard from your telephone.

You may continue to originate calls while call forwarding is in effect. Automatic callbacks from the activation of features such as Outgoing Call Queuing – Callback and Internal Call Queuing – Callback, and station recalls are not forwarded.

- b. To Cancel Call Forwarding to Public Network:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the call forwarding cancellation code.
 - Confirmation tone is heard indicating Call Forwarding to Public Network is deactivated.
 - 3. Hang up.

2.05 Call Forwarding – Secretarial. This feature allows you to have all calls terminating at your extension, forwarded to a predetermined extension (assigned by data base management).

- To Forward All Incoming Calls to the Predetermined Extension:
- 1. Pick up the handset.
 - Dial tone is heard.
 - Dial the Call Forwarding Secretarial activation code.
 - Confirmation tone is heard indicating activation of the Call Forwarding – Secretarial feature.

NOTE: If intercept tone or reorder tone is heard, your call forwarding request was not granted.

3. Hang up.

As a reminder that call forwarding is in effect, each time a call is forwarded, one short burst of ringing is heard from your telephone.

The party at the forwarding-to extension is allowed to call your extension without being forwarded. Further, the party at the forwarding-to extension may transfer a call back to your extension or leave a message waiting indication (if message waiting capability is provided).

You may continue to originate calls while Call Forwarding – Secretarial is in effect. Automatic callbacks from the activation of features such as Internal Call Queueing – Callback and Outgoing Call Queueing – Callback, and station recalls are not forwarded.

- b. To Cancel Forwarding of Your Calls:
 - 1. Pick up the handset.
 - Dial tone is heard.
 - 2. Dial the call forwarding cancellation code.
 - Confirmation tone is heard indicating the forwarding of your calls has been cancelled.
 - 3. Hang up.

2.06 Call Forwarding – Return. This feature allows you to transfer a forwarded-call to the extension that activated call forwarding.

- a. To Return a Forwarded-Call:
 - 1. First, ask the connected party to wait.
 - 2. Momentarily depress the hookswitch.

- · Recall dial tone is heard.
- 3. Dial the Call Forwarding Return access code.
 - · Ringback tone is heard.

NOTES: If busy tone is heard or the party does not answer, momentarily depress the hookswitch to return to the held party.

When an outside party requests to be transferred to an extension and the extension is busy, you may invoke the Internal Call Queueing – Standby feature. This feature allows you to camp-on to the busy extension and wait for the party to answer.

If you desire to transfer the call before the called party answers (ringback tone must be heard), hang up the handset. The held party hears ringback tone and waits for the called party to answer. If the party being transferred is an "outside" party and the called party does not answer within a preset time (25 seconds, nominal), the call is automatically recalled to your telephone (three-burst ringing is heard), if idle, otherwise to the attendant. To answer/return to the held call, pick up the handset.

- 4. When the party at the forwarding station answers, announce the transfer.
 - · Ringback tone is removed.
- 5. Hang up.
 - The call is transferred to the called party.

SECTION 3.00 CALL PICKUP FEATURES

3.01 Call Pickup – Directed. This feature allows you to answer an incoming call that is ringing at another telephone.

- a. To Answer a Call Ringing at Another Telephone:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the Call Pickup Directed feature access code.
 - 3. Dial the extension number where the call is ringing.
 - Ringing ceases at the other telephone and you are automatically connected to the incoming call.
 - 4. You may begin to talk.

3.02 Call Pickup – **Group.** This feature allows you to answer an incoming call that is ringing at another telephone within your pickup group. Your pickup group consists of a group of extensions for which any ringing telephone may be answered by any member in the pickup group.

- a. To Answer a Call Ringing at Another Telephone:
- 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the Call Pickup Group feature access code.
 - Ringing ceases at the other telephone and you are connected to the incoming call.
 - 3. You may begin to talk.

SECTION 4.00 CALL QUEUING FEATURES

4.01 Internal Call Queuing – Callback. This feature allows you, upon dialing a busy extension number, to enter into a queue, hang up, and be called back when the extension becomes available.

- a. To Activate Internal Call Queuing Callback:
 - You have dialed a busy extension and busy tone is heard.
 - Do not hang up. Listen to busy tone until busy tone changes to a steady low tone (approximately five seconds). Steady low tone is confirmation that you may invoke callback queuing.
 - 3. Hang up.

You may originate or receive other calls while waiting for the callback however, the callback sequence does not take place until both your extension and the previously dialed extension are idle at the same time.

Only one callback request (Internal or Outgoing Call Queuing – Callback) is allowed at any one time. If a second callback is initiated, the original callback is automatically cancelled.

- When both the called extension and your extension become idle,
 - Three-burst ringing is heard.

NOTE: If you do not answer the callback attempt within approximately 18 seconds, callback queuing is automatically cancelled.

- 5. Pick up the handset.
 - Ringback tone is heard.
 - · Called extension rings.
- When the called party answers, you may begin to talk
- b. To Cancel an Automatic Callback:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the automatic callback cancellation code.
 - Confirmation tone is heard indicating the cancellation of the callback.
 - 3. Hang up.

4.02 Internal Call Queuing – Standby. This feature allows you, upon dialing a busy extension, to enter into a queue and wait for the called party to answer. While in the standby queue, you hear a special ringback tone and the called party hears a call waiting tone.

- a. To Activate Internal Call Queuing Standby:
 - You have dialed a busy extension and busy tone is heard.

NOTE: On some telephones, Internal Call Queuing - Stand-

by is activated on an automatic originating or automatic terminating basis. If your telephone is assigned the automatic originating option or the called party's telephone is assigned the automatic terminating option, ignore the remainder of this procedure; when special ringback tone is heard simply wait for the called party to answer.

Do not hang up. Listen to busy tone until it changes to a steady low tone (approximately five seconds).

NOTE: Steady low tone is confirmation that callback queuing may be invoked, if desired, by hanging up. Refer to the feature, "Internal Call Queuing – Callback."

- Again do not hang up. Wait until steady low tone changes to a special ringback tone (approximately five seconds). This indicates standby queuing has been invoked.
 - · The called party hears the call waiting tone.
- 4. Wait until the called party answers the waiting call.

NOTE: You may convert from standby queuing to callback queuing, any time, by hanging up.

When the called party answers, you may begin to talk

4.03 Outgoing Call Queuing – Callback. This feature allows you, upon dialing a busy outgoing trunk group, to enter into a queue, hang up, and be called back when a trunk becomes available.

This feature applies to direct trunk group access only. For Least Cost Routing (LCR) access, refer to the feature, "Least Cost Routing."

- a. To Activate Outgoing Call Queuing Callback:
 - 1. You have dialed a trunk group access code (e.g., 9, 82, 83, etc.) and encountered busy tone.
 - Do not hang up. Listen to busy tone until you hear a steady low tone (approximately five seconds). Steady low tone is confirmation that you may invoke callback queuing.
 - 3. Hang up.

You can originate or receive calls while callback queuing is active. When a trunk becomes available and your telephone is idle, a callback is attempted.

Only one callback request (Internal or Outgoing Call Queuing – Callback) is allowed at any one time. If a second automatic callback is initiated, the original callback is cancelled.

- 4. When a trunk becomes available,
 - · Three-burst ringing is heard.

NOTE: If you do not answer the callback attempt within approximately 18 seconds, callback queuing is automatically cancelled.

- 5. Pick up the handset.
 - · Dial tone is heard.

- Complete dialing the desired number (do not dial the trunk group access code).
- b. To Cancel an Automatic Callback:
 - 1. Pick up the handset.
 - Dial tone is heard.
 - 2. Dial the automatic callback cancellation code.
 - Confirmation tone is heard indicating the cancellation of the callback.
 - 3. Hang up.

4.04 Outgoing Call Queuing – Standby. This feature allows you, upon dialing a busy outgoing trunk group, to enter into a queue and wait for a trunk to become available.

This feature applies to direct trunk group access only. For Least Cost Routing (LCR) access, refer to the feature, "Least Cost Routing."

- a. To Activate Outgoing Call Queuing Standby:
 - You have dialed a trunk group access code (e.g., 9, 82, 83, etc.) and encountered busy tone.

Do not hang up. Listen to busy tone until you hear a steady low tone (approximately five seconds). Steady low tone is confirmation that you have been placed in the callback queuing mode.

NOTE: Steady low tone is confirmation that callback queuing may be invoked, if desired, by hanging up. Refer to the feature, "Outgoing Call Queuing – Callback."

- Again do not hang up. Listen to steady low tone (approximately five seconds) until you hear silence (or music, if provided). This is confirmation that you have been placed in the standby queuing mode.
- Continue to listen to silence (or music, if provided) until a trunk becomes available.
 - Dial tone is heard when a trunk becomes available.

NOTE: You may convert from standby queuing to callback queuing, anytime, by hanging up.

Upon hearing dial tone, complete dialing the desired number (do not redial the trunk group access code).

SECTION 5.00 CONFERENCE FEATURES

5.01 Add-On Conference. This feature allows you to add a third party (inside or outside) to your conversation.

- a. To Add a Third Party:
 - 1. First, ask the other party to wait.
 - 2. Momentarily depress the hookswitch.
 - Recall dial tone is heard.
 - · The party is placed on hold.
 - 3. Dial the desired number of the third party.
 - · Ringback tone is heard.

NOTE: If busy tone is heard or the party does not answer, momentarily depress the hookswitch to return to the held call.

- When the called party answers, inform the party of the conference.
- 5. Momentarily depress the hookswitch again.
 - · A three-party conference is established.

NOTES: The user that originated the conference may release the third party by momentarily depressing the hookswitch.

When more than one outside (trunk) call is added, transmission quality may be degraded.

You may begin to talk.

5.02 Meet-Me Conference. This feature allows you to arrange a conference of up to seven extensions or four extensions and three outside lines. Outside parties are connected to the conference by the attendant.

- a. To Establish a Meet-Me Conference:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the party you want in the conference.
 - Ringback tone is heard.
 - 3. When the called party answers, inform the party to dial the Meet-Me Conference access code at a prearranged time. If the called party is from "outside" the SATURN System, inform the party to dial the SATURN attendant console and have the attendant to transfer the call to the conference by dialing the Meet-Me Conference access code.

NOTE: More than one Meet-Me Conference bridge may be assigned in the SATURN EPABX. The last digit of the Meet-Me Conference access code represents the selected conference bridge.

- 4. Hang up.
- 5. Repeat the above steps for up to seven conferees.

NOTES: The attendant only may enter the conference as an eighth conferee.

The maximum number of outside parties allowed

in the conference at any one time is three (variable and assigned by data base management).

- b. To Enter the Conference:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the preannounced Meet-Me Conference feature access code.
 - Conference tone is heard; all conferees hear the conference tone as you enter the conference.

NOTES: Busy tone is heard if the conference is full.

When more than one outside (trunk) call is added, transmission quality may be degraded.

You may begin to talk.

5.03 Station Controlled Conference. This feature allows you to establish a conference of up to seven parties. As the Conference Master you can add members to the conference, remove members from the conference, leave the conference to consult with a conferee privately, call the attendant, or release from the conference and allow another conference member to take over conference mastership.

The maximum number of parties allowed in the conference is seven; however, the attendant can be added to the conference as an eighth party. The maximum number of outside parties allowed in the conference at any one time is three (variable and assigned by data base management). When more than one outside (trunk) call is added, transmission quality may be degraded.

- a. To Establish a Conference:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the Station Controlled Conference access code.
 - · Recall dial tone is heard.

NOTE: Busy tone is heard if a conference circuit is not available.

- Dial the number of the party you want to add to the conference.
 - Ringback tone is heard.

NOTE: If the called party does not answer, is busy, or does not wish to be included in the conference, you must hang up. Your phone then rings (three-burst ringing) and, upon answer, you are connected back into the conference. You may proceed adding parties to the conference by momentarily depressing the hookswitch to leave the conference and following the

above procedure beginning at Step 3.

When the called party answers, inform the party of the conference.

- · Ringback tone is removed.
- Momentarily depress the hookswitch to add the party to the conference.
 - Conference tone is heard; all conferees hear the conference tone as you and the other party enter the conference.

NOTES. If you attempt to add more than seven inside parties or add more than the allowed number of outside parties into the conference, reorder tone is heard for approximately 1½ seconds, after which you are reconnected to the "would be" conferee. To return the conference, momentarily depress the hookswitch.

Any party can leave the conference by hanging up.

- To add each additional party to the conference, momentarily depress the hookswitch and follow the above procedure beginning at Step 3.
- To Remove Any Conferee (Extension Only) From the Conference and Consult With the Conferee Privately:
 - Momentarily depress the hookswitch to leave the conference.
 - Recall dial tone is heard.
 - 2. Dial the Conference Member Remove code.
 - Dial the extension number of the conferee to be removed.
 - You and the conferee are connected in a private talk state.

NOTE: As the Conference Master, you have the option of adding the party back to the conference or removing the conferee from the conference totally. To add the conferee back into the conference, momentarily depress the hookswitch; you and the conferee

reenter the conference. To remove the conferee from the conference, hang up. Your phone then rings (three-burst ringing) and, upon answer, you are connected back into the conference.

- To Remove the Last Member Added to the Conference and Consult With the Conferee Privately:
 - Momentarily depress the hookswitch to leave the conference.
 - · Recall dial tone is heard.
 - 2. Dial the Last Member Added access code.
 - You and the conferee are connected in a private talk state.

NOTE: As the Conference Master, you have the option of adding the party back to the conference or removing the conferee from the conference totally. To add the conferee back into the conference, momentarily depress the hookswitch; you and the conferee reenter the conference. To remove the conferee from the conference, hang up. Your phone then rings (three-burst ringing) and, upon answer, you are connected back into the conference.

- d. To Transfer the Position of Conference Mastership to Another Conferee (SATURN EPABX extension only):
 - Inform the desired conferee that you are releasing from the conference and that conference mastership can be gained by hookswitch flashing after you hang up.
 - 2. Hang up.

NOTE: The first conferee to hookflash now becomes the Conference Master.

When all parties in the conference hang up, the conference is released

SECTION 6.00 HOLD FEATURES

6.01 Consultation Hold. This feature allows you to place a call (inside or outside) on hold and originate another call on the same extension line.

- a. To Place a Party on Hold and Originate Another Call:
 - 1. First, ask the other party to wait.
 - 2. Momentarily depress the hookswitch.
 - · Recall dial tone is heard.
 - · The party is placed on hold.

NOTE: The hookswitch must be depressed and held for a short period, normally one-half to one second, then released. If the hookswitch is held for more than one second, it is the equivalent to hanging up.

- 3. Dial the number of the desired party.
 - · Ringback tone is heard.

NOTE: If busy tone is heard or the called party does not answer, momentarily depress the hookswitch to return to the held call.

- When the called party answers, you may begin to talk.
- b. To Return to the Held Party:
 - 1. Wait until the consulted party hangs up.
 - You are automatically reconnected to the previously held party.
 - 2. Resume your conversation.

6.02 Call Hold. This feature allows you to place any call (inside or outside) on hold and hang up without losing the call. After holding the call, you may originate or receive other calls on the same extension line and return to the held call or alternate between the two calls (holding one call while speaking to the other).

- a. To Place a Party on Hold:
 - 1. First, ask the other party to wait.
 - 2. Momentarily depress the hookswitch.
 - · Recall dial tone is heard.
 - 3. Dial the Call Hold access code.
 - · Confirmation tone is heard.
 - · The party is placed on "call hold."
 - 4. Hang up.

NOTE: If the held party is from "outside" the SATURN EPABX, you must return to the held party within a preset period of time or the call is recalled to your telephone (three-burst ringing is heard), if idle, otherwise to the attendant. To answer/return to the held call, pick up the handset.

b. To Return to a Held Call or Alternate Between Two Calls:

- Pick up the handset or momentarily depress the hookswitch (if connected to another call).
 - · Dial tone/recall dial tone is heard.
- 2. Dial the Call Hold access code.
 - You are reconnected to the previously held party and the other party, if any, is placed on hold.
- 3. Resume your conversation.

6.03 Call Hold – Flip-Flop (Broker). This feature allows you, upon hearing a call waiting tone, to place the call in progress (inside or outside call) on hold and establish a connection to the waiting call. When no call is waiting, this feature allows you to place a call in progress on hold and originate another call on the same extension line. In either case, you can return to the held call or alternate between the two calls (holding one call while speaking to the other).

- a. To Place a Party on Hold and Answer a Waiting Call:
 - 1. First, ask the other party to wait.
 - 2. Momentarily depress the hookswitch.
 - · Recall dial tone is heard.
 - 3. Dial the Call Hold Flip-Flop feature access code.
 - You are connected to the waiting party and the other party is placed on hold.
 - 4. You may begin to talk.
- b. To Place a Party on Hold and Originate Another Call:
 - 1. First, ask the other party to wait.
 - 2. Momentarily depress the hookswitch.
 - · Recall dial tone is heard.
 - 3. Dial the Call Hold Flip-Flop feature access code.
 - · Dial tone is heard.
 - · The party is placed on hold.
 - 4. Dial the phone number of the desired party.
 - Ringback tone is heard.

NOTE: If the called party does not answer your call or the line is busy, momentarily depress the hookswitch to return to the held party.

- When the called party answers, you may begin to talk.
- c. To Return to a Held Party:
 - 1. Wait until the other party hangs up.
 - You are automatically connected to the previously held party.
 - 2. Resume your conversation.

- d. To Alternate Between Two Calls:
 - 1. Momentarily depress the hookswitch.
 - You are reconnected to the previously held party and the other party is placed on hold.

NOTE: If you hang up while a call is on hold, the call is automatically recalled to your telephone (three-burst ringing is heard). To answer/return to the held call, pickup the handset.

2. Resume your conversation.

6.04 Call Park. This feature allows you to place a call (inside or outside) on "system hold" (referred to as parked) and return to the parked party from the same or another SATURN EPABX telephone. The call is placed in one of ten selected park locations. A unique access code is assigned to each park location.

- a. To Park an Established Call:
 - 1. First, ask the other party to wait.
 - 2. Momentarily depress the hookswitch.
 - · Recall dial tone is heard.
 - 3. Dial the Call Park feature access code.
 - 4. Dial the Call Park location code (0 to 9).
 - Confirmation tone is heard.
 - The call is parked at the dialed location.

NOTE: If the dialed call park location is not available, busy tone is heard. If this situation occurs, momentarily depress the hookswitch to return to the held party and repeat the process using a different location code.

Hang up. You are free to originate or receive other calls.

NOTE: If you park an outside call and you do not return to the party within a preset period of time, the call is automatically recalled to your telephone, if idle, otherwise to the attendant.

- b. To Return to the Parked Call:
 - Pick up the handset at any non-restricted telephone.
 - · Dial tone is heard.
 - 2. Dial the Call Park feature access code.
 - 3. Dial the Call Park location code which was used to park the call.
 - · You are connected to the parked call.

NOTE: If reorder tone is heard, the held party has disconnected. If intercept tone is heard, the telephone is restricted from Call Park access.

4. Resume your conversation.

SECTION 7.00 PRIVACY FEATURES

7.01 Executive Override. This feature allows you, upon encountering busy tone, to enter into the existing conversation for the intended purpose of announcing a high priority or emergency call. Before the override occurs a warning tone is heard by the two conversing parties alerting them of the impending override.

- a. To Override a Busy Call:
 - While listening to busy tone, momentarily depress the hookswitch.
 - Recall dial tone is heard.
 - 2. Dial the Executive Override feature access code.
 - Executive Override tone is heard followed by the connection to the existing conversation.

NOTE: Reorder tone is heard if the connection is denied (e.g., the telephone is assigned the Data Line Security or Executive Override Security feature).

3. You may begin to talk.

NOTE: The Busy Override Injection tone is heard 8 to 20 seconds apart after overriding the call in progress.

7.02 Executive Override – Automatic. This feature allows you to camp-on to a busy extension and automatically break into the existing conversation if the called party does not answer your waiting call within a predetermined period of time. Break-in does not occur if the called telephone is assigned the Data Line Security or Executive Override Security feature.

- a. To Activate Executive Override Automatic:
 - You have dialed an extension number and special ringback tone is heard.
 - Special ringback tone indicates the extension line is busy and a call waiting tone is applied to the called party.

NOTE: If your telephone is also provided with the Internal Call Queuing – Standby feature and a busy extension is dialed, busy tone is heard instead of special ringback tone. You must wait until busy tone changes to low tone (approximately five seconds) and low tone changes to special ringback tone (approximately five seconds) before the called party's line is camped-on (call waiting tone is applied).

- 2. Wait until the called party answers the waiting call.
- If the called party does not answer your waiting call within a predetermined time,
 - Executive Override tone is heard followed by a "break-in" to the existing conversation.
- 4. You may begin to talk.

NOTE: Busy Override Injection tone is heard 8 to 20 seconds apart after overriding the call in progress.

7.03 Do Not Disturb. This feature allows you to make your telephone busy to all incoming calls whenever you desire not to be disturbed.

- a. To Make Your Telephone Busy to all Incoming Calls:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the Do Not Disturb feature activation code.
 - Confirmation tone is heard.
 - Your telephone is now made busy to all incoming calls.
 - 3. Hang up.

You can originate calls while Do Not Disturb is in effect; however, other calls cannot wait at your tolephone (e.g., individuals invoking the Internal Call Queuing – Standby feature). Message Waiting is not affected by activation of the Do Not Disturb feature.

Each time you pick up the handset recall dial tone is heard as a reminder that your telephone is in the busy mode.

- b. To Re-establish Normal Operation to Your Telephone:
 - 1. Pick up the handset.
 - Recall dial tone is heard indicating Do Not Disturb is in effect.
 - 2. Dial the Do Not Disturb cancellation code.
 - Confirmation tone is heard indicating cancellation of the Do Not Disturb feature.
 - 3. Hang up.

SECTION 8.00 SPEED CALLING FEATURES

8.01 Last Number Redial. This feature allows you to dial an access code and have the last phone number dialed from your telephone automatically redialed by the SATURN System. This feature is normally used after dialing a busy number or when the called party does not answer.

- To Originate a Call to the Last Number Dialed From Your Telephone:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the Last Number Redial feature access code.
 - The SATURN System automatically dials the last number dialed from your telephone.
 - Ringback or busy tone is heard depending on the on-/off-hook condition of destination station or availability of trunks.

NOTE: The SATURN System will redial only the last valid destination phone number. Unassigned extension numbers, partial dialed numbers, and feature access codes are not dialed.

 When the called party answers, you may begin to talk

8.02 Speed Calling – Group. This feature allows you to place speed calls to frequently called destinations. The destination numbers (normally outside telephone numbers) are stored in SATURN EPABX memory, along with a two-digit code associated with each number. These codes are normally listed in your company's telephone directory.

- a. To Place a Speed Call:
 - 1. Pick up the handset.
 - Dial tone is heard.
 - Dial the Speed Calling Group (1 to 4) feature access code.
 - Dial the two-digit code corresponding to the desired telephone number.
 - Ringback or busy tone is heard depending on the on-/off-hook condition of destination station or availability of trunks.

NOTE: If dial tone is heard instead of ringback tone, sup-

plementary dialing is required to reach the desired destination.

 When the called party answers, you may begin to talk.

8.03 Speed Calling – Individual. This feature allows you to establish a personal speed call list of up to 10 frequently called telephone numbers. Each number (internal or external to the SATURN System) is assigned a one-digit code (0 to 9) and programmed into SATURN memory from your telephone.

- a. To Store or Change Speed Calling Codes:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the Speed Calling store/change code.
 - 3. Dial the Speed Call code (0 to 9).
 - Dial the desired telephone number corresponding to the Speed Calling code. Be sure to enter the complete number including any prefix digits (e.g., 9-1-800-342-8300).
 - · Confirmation tone is heard.

NOTES: For DTMF telephones, after dialing the telephone number, you can expedite receiving confirmation tone by depressing the # key.

The destination may be a number that requires supplementary dialing.

- 5. Hang up.
- b. To Place a Speed Call:
 - Pick up the handset.
 - · Dial tone is heard.
 - Dial the Speed Calling Individual feature access code.
 - Dial the one-digit speed calling code corresponding to the desired telephone destination number.
 - Ringback or busy tone is heard depending on the on-/off-hook condition of destination station or availability of trunks.
 - 4. When the called party answers, you may begin to talk

SECTION 9.00 ADDITIONAL FEATURES

9.01 Call Transfer. This feature allows you to transfer a call to another destination (inside or outside party).

- a. To Transfer a Call:
 - 1. First, ask the other party to wait.
 - 2. Momentarily depress the hookswitch.
 - · Recall dial tone is heard.
 - 3. Dial the desired destination number.
 - · Ringback tone is heard.

NOTES: If busy tone is heard or the other party does not answer, momentarily depress the hookswitch to return to the held party.

When an outside party requests to be transferred to an extension and the extension is busy, you may invoke the Internal Call Queuing – Standby feature. This feature allows you to camp-on to the busy extension and wait for the party to answer.

If you desire to transfer the call before the called party answers, hang up the handset. The held party hears ringback tone and waits for the called party to answer. If the party being transferred is an outside party and the called party does not answer within a preset time, the call is automatically recalled to your telephone (three-burst ringing is heard), if idle, otherwise to the attendant. To answer/return to the held call, pick up the handset.

- When the called party answers, announce the transfer and hang up.
 - · The call is transferred to the called party.

9.02 Call Tracing. This feature allows you to have a connected call's data recorded on the Station Message Detail Recording (SMDR) printer. The SMDR printer prints out the calling party's extension number (if an internal call) or the incoming trunk and trunk group number (if an external call), the called number, the date and time of the call, as well as a special character on the SMDR report that the call was traced.

- a. To Trace a Call:
 - While connected to a call, momentarily depress the hookswitch.
 - Recall dial tone is heard.
 - The call is placed on Consultation Hold.
 - 2. Dial the Call Tracing feature access code.
 - Confirmation tone is heard indicating the call's data has been recorded.
 - You are automatically reconnected to the call.

NOTE: Reorder is heard if your telephone is not allowed to activate this feature.

9.03 Least Cost Routing. The Least Cost Routing (LCR) fea-

3. Hang up or continue talking to the other party.

ture is used in some SATURN EPABX Systems to route outgoing (trunk) calls over the least costly route available at the time of call placement.

- a. To Place an Outside Call:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - Dial the LCR access code if system is so equipped, otherwise dial the trunk access code.
 - · Dial tone is heard.
 - 3. Dial the outside destination number.
 - Confirmation tone (three-bursts of tone) is heard indicating the dialed number has been accepted and a route has been found.
 - The SATURN System then dials the destination number. Ringback tone is heard if the destination number is idle. Busy tone is heard if the destination number is busy.

NOTES: If Route Advance Tone (one short burst of tone) is heard immediately after dialing the destination number, wait until you hear confirmation tone. Route Advance tone indicates that the SATURN System has accepted the dialed number and is searching for an idle route. Additional Route Advance Tones may be heard as the SATURN System searches for alternate routes to your destination.

If Expensive Facility Tone (one burst of tone) is heard immediately after hearing confirmation tone, the SATURN System has found a more expensive route. If you desire not to place the call over a more expensive route, hang up.

If a route is not found within a preset period of time, the SATURN System provides a steady burst of low tone (if Callback Queuing is assigned) to indicate that Callback Queuing can be invoked, if desired. Callback Queuing allows you to hang up and be called back (three-burst ringing is heard) when a route becomes available. To answer the callback, pick up the handset, listen for confirmation tone followed by ringback tone. When the called party answers, you may begin to talk. If you do not answer the callback attempt within approximately 18 seconds, the callback is temporarily cancelled. Additional callbacks (maximum of nine) will be attempted every five minutes.

- 4. When the called party answers, you may begin to talk.
- b. To Cancel Callback Queuing:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the automatic callback cancellation code.
 - Confirmation tone is heard indicating the cancellation of the callback.

3. Hang up.

9.04 Message Waiting. This feature allows you to send a message waiting indication to a party at another extension. This feature also provides a means for you to respond to the message or cancel the message.

- To Activate Message Waiting After Dialing a Do-Not-Answer or Busy Extension:
 - While listening to ringback tone or busy tone, momentarily depress the hookswitch.
 - · Recall dial tone is heard.
 - 2. Dial the Message Waiting activation code.
 - · Confirmation tone is heard.
 - The message waiting lamp flashes at the called telephone.

NOTE: If the called telephone is unable to accept any more messages, busy tone is heard. If the called telephone does not have the capability to receive message waiting indications, reorder tone is heard.

- 3. Hang up.
- To Activate Message Waiting Without First Attempting to Call the Other Party:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the Message Waiting activation code.
 - Dial the extension number of the party you wish to leave a message waiting indication.
 - · Confirmation tone is heard.

NOTE: If the called telephone is unable to accept any more messages, busy tone is heard. If the called telephone does not have the capability to receive message waiting indications, reorder tone is heard.

- 4. Hang up.
- c. To Respond to a Message at Your Telephone:
 - The message waiting lamp flashes at your telephone.
 - 2. Pick up the handset.
 - · Dial tone is heard.
 - Dial the Message Waiting Automatic Callback access code.
 - The SATURN System automatically dials the extension number of the party that sent the message.
 - Ringback tone is heard.

NOTE: If busy tone is heard, the extension is busy; try initiating the callback at a later time.

- When the party answers, identify yourself and ask for the message.
 - · At the completion of the automatic callback, the

message is automatically cancelled (lamp extinguishes).

- d. To Cancel a Message That is Waiting at Your Telephone:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - Dial the Message Waiting Received cancellation code.
 - · Confirmation tone is heard.
 - The message waiting lamp extinguishes if no other message exists.
 - 3. Hang up.
- e. To Cancel a Message You Sent to Another Telephone:
 - 1. Pick up the handset.
 - · Dial tone is heard.
 - 2. Dial the Message Waiting Sent cancellation code.
 - Dial the extension number to which the message was sent.
 - Confirmation tone is heard indicating that the message is cancelled.

NOTE: Reorder tone is heard instead of confirmation tone if an invalid access code is dialed or the message was already cancelled at the called telephone.

4. Hang up.

9.05 Mobile Authorization Codes. This feature allows you to place a call from a telephone that otherwise would be restricted by its Class-of-Service. An authorization code which is assigned to a Class-of-Service with its own call restrictions must be dialed.

- a. To Override a Call Restriction:
 - 1. Pick up the handset.
 - Dial tone is heard.
 - 2. Dial the mobile authorization access code.
 - 3. Dial an authorization code.
 - Recall dial tone is heard indicating that the Class-of-Service assigned to the dialed authorization code is now in effect.

NOTE: Intercept tone is heard if an invalid authorization code is dialed.

4. Place the call previously restricted.

NOTE: If you are still restricted from placing the call, the Class-of-Service assigned to the dialed authorization code may not allow it.

After you have completed the call and hung up, the Class-of-Service defined by the authorization code is removed and the telephone's original Class-of-Service returns active. 9.06 SMDR Account Codes. Account codes are used with SMDR on preselected incoming and outgoing trunk calls. Two types of account codes are used: standard (or default) account codes and special account codes. Default account codes are assigned to stations and trunks and are automatically activated when you originate or receive a call over one of these groups. Special account codes must be entered from your telephone to complete an otherwise restricted outgoing call.

- a. To Enter a Special Account Code:
 - After dialing a trunk access code (e.g., "9" for outside) or an LCR access code, if you hear recall dial tone, enter a valid account code.
 - · Dial tone is heard.

NOTE: The account code must be entered within a preset period of time or else the trunk is released and reorder tone is heard.

Complete the call by dialing the desired destination number (do not redial the trunk access code).

9.07 Stop Hunt. This feature allows a sequential hunt group to be temporarily reduced in size.

- a. To Shorten the Sequential Hunt Group:
 - Dial the Stop Hunt activation code from the extension at which all succeeding extensions are to be excluded from the hunting list. For example, if the hunt sequence includes extensions 234-235-236-237-238-239 and you want to exclude extensions 238 and 239, dial the Stop Hunt access code from extension 237.
 - Confirmation tone is heard indicating the successful activation of the Stop Hunt feature.
 - 2. Hang up.
- b. To Return the Hunt Group to Full Size:
 - Dial the Stop Hunt cancellation code from the extension that activated Stop Hunt.

- Confirmation tone is heard indicating successful cancellation of the Stop Hunt feature.
- 2. Hang up.

9.08 Universal Night Answer – Zoned. This feature allows you to answer incoming calls ringing the night bell(s) when the SATURN EPABX System is in the night service mode.

- a. To Answer an Incoming Call:
 - 1. You hear the night bell(s) ringing.
 - 2. Pick up the handset.
 - Dial tone is heard.
 - 3. Dial the appropriate Universal Night Answer zone access code.
 - A talking connection is established between you and the incoming party.

NOTE: If reorder tone is heard, the night call already has been answered. If intercept tone is heard, you are not allowed to answer incoming night calls from your telephone.

4. You may begin to talk.

9.09 Voice Paging Access – Zoned and Area. This feature allows you to page another party over the loudspeaker system.

- a. To Page a Party:
 - 1. Pick up the handset.
 - Dial tone is heard.
 - Dial the appropriate Voice Paging zone, area (combination of zones), or all zones access code.
 - Confirmation tone is heard indicating connection to the loudspeaker system.
 - 3. Speak slowly and distinctly into the handset.
 - 4. Hang up.

Table 9.00 Feature Access Codes

FEATURE	CODE	FEATURE	CODE
CALL FORWARDING FEATURES		SPEED CALLING FEATURES	•
Call Forwarding – All Calls To Activate		Last Number Redial	
Call Forwarding – Busy Lines To Activate		To Store Or Change	
To Cancel		Speed Calling – Group Group 1 Group 2 Group 3 Group 4	
Call Forwarding – Secretarial To Activate		ADDITIONAL FEATURES	
Call Forwarding to Public Network		Call Tracing	
To Activate		Least Cost Routing To Access	
Call Forwarding – Return		Message Waiting	
CALL PICKUP FEATURES		To Activate	
Call Pickup – Directed		To Respond	
Call Pickup – Group		Stop Hunt	
CALL QUEUEING FEATURES		To Activate	
Internal Call Queuing - Callback To Cancel Callback		Universal Night Answer	
Outgoing Call Queueing - Callback To Cancel Callback		All Zones	
CONFERENCE FEATURES		Zone 4	
Meet-Me Conference		Voice Paging Access	
Station Controlled Conference To Access Conference To Remove Any Conferee To Remove Last Conferee		Zone 1	
HOLD FEATURES		Zones 1 and 3	
Call Hold		Zones 2 and 4	
Call Hold - Flip-Flop (Broker)		Zones 1, 2, and 3	
Call Park		Zones 1, 2, and 4	
PRIVACY FEATURES		Zones 1, 2, 3, and 4	
Executive Override			
Do Not Disturb To Activate			

Table 9.01 Feature Instruction Guide

FEATURE	PROCEDURE
CALL FORWARDING - FEATURES	
Call Forwarding - All Calls	234
- To Forward all incoming calls:	Pick up handset (dial tone) - Dial Call Forwarding All Calls activation code - Dial forwarded-to extension number (confirmation tone) - Hang up.
- To cancel forwarding:	Pick up handset (dial tone) - Dial Call Forwarding cancellation code (confirmation tone) - Hang up.
Call Forwarding – Busy Lines	
 To forward incoming calls when your telephone is busy: 	Pick up handset (dial tone) - Dial Call Forwarding Busy Lines activation code - Dial forwarded-to extension number (confirmation tone) - Hang up.
- To cancel forwarding:	Pick up handset (dial tone) - Dial Call Forwarding cancellation code (confirmation tone) - Hang up.
Call Forwarding - No Answer	
 To forward incoming calls not answered at your telephone: 	Pick up handset (dial tone) - Dial Call Forwarding No Answer activation code - Dial forwarded-to extension number (confirmation tone) - Hang up.
- To cancel forwarding:	Pick up handset (dial tone) - Dial Call Forwarding cancellation code (confirmation tone) - Hang up.
Call Forwarding to Public Network	
 To forward all incoming calls to an outside number: 	Pick up handset (dial tone) - Dial Call Forwarding to Public Network activation code - Dial outside destination number (confirmation tone) - Hang up.
- To cancel forwarding:	Pick up handset (dial tone) - Dial Call Forwarding cancellation code (confirmation tone) - hang up.
Call Forwarding - Secretarial	
 To forward all incoming calls to the preassigned extension: 	Pick up handset (dial tone) - Dial Call Forwarding Secretarial activation code (confirmation tone) - Hang up.
- To cancel forwarding:	Pick up handset (dial tone) - Dial Call Forwarding cancellation code (confirmation tone) - Hang up.
Call Forwarding - Return	
 To transfer a call back to the forwarding-telephone: 	Momentarily depress hookswitch (recall dial tone) - Dial Call Forwarding Return access code (ringback tone) - When party answers, announce the transfer - Hang up.
CALL PICKUP FEATURES	
Call Pickup - Directed	
- To pick up a call:	Pick up handset (dial tone) - Dial Call Pickup Directed access code - Dial extension number where call is ringing - You may begin to talk.
Call Pickup – Group	
 To pick up a call in your pickup group: 	Pick up handset (dial tone) - Dial Call Pickup Group access code - You may begin to talk.
CALL QUEUING FEATURES	
Internal Call Queuing - Callback	
 To establish an automatic callback: 	Busy tone is heard after dialing busy extension – Do not hang up (busy tone changes to low tone) – Hang up – When three-burst ringing is heard, pick up handset (ringback tone) – When called party answers, you may begin to talk.
- To cancel an automatic callback:	Pick up handset (dial tone) - Dial automatic callback cancellation code (confirmation tone) - Hang up.
Internal Call Queuing - Standby	
To establish a standby queuing condition:	Busy tone is heard after dialing busy extension – Do not hang up (busy tone changes to low tone) – Do not hang up (low tone changes to special ringback tone) – When called party answers, you may begin to talk.

Table 9.01 Feature Instruction Guide (Continued)

FEATURE	PROCEDURE
CALL QUEUING FEATURES (Con't.)	
Outgoing Call Queuing - Callback - To establish an automatic callback condition:	Busy tone is heard after dialing trunk access code – Do not hang up (busy tone changes to low tone) – Hang up – When three-burst ringing is heard, pick up handset (dial tone) – Complete dialing number.
- To cancel an automatic callback:	Pick up handset (dial tone) – Dial automatic callback cancellation code (confirmation tone) – Hang up.
Outgoing Call Queuing - Standby - To establish a standby queuing condition:	Busy tone is heard after dialing trunk access code – Do not hang up (busy tone changes to low tone) – Do not hang up (low tone changes to silence or music, if provided) – When dial tone is heard, complete dialing the number.
CONFERENCE FEATURES	
Add-On Conference - To add a third party:	Momentarily depress hookswitch (recall dial tone) – Dial telephone number of third party (ringback tone) – When party answers, inform party of conference – Momentarily depress hookswitch again to add party to conference – You may begin to talk.
Meet-Me Conference - To enter the conference:	Pick up handset (dial tone) – Dial Meet-Me Conference access code and bridge code (conference tone) – You may begin to talk.
Station Controlled Conference - To access a conference circuit: - To add parties to the conference:	Pick up handset (dial tone) – Dial Station Controlled Conference access code (recall dial tone) Momentarily depress hookswitch to leave conference (recall dial tone) – Dial telephone number of desired party (ringback tone) – When party answers, inform party of conference – Momentarily depress hookswitch to add party to conference (conference tone) – Repeat procedure to add other parties to conference.
 To remove any conferee from the conference and consult with the conferee privately: 	Momentarily depress hookswitch to leave conference (recall dial tone) – Dial Conference Member Remove code – Dial extension number of conferee to be removed – You may begin to talk.
 To remove the last member added to the conference and consult with the conferee privately: 	Momentarily depress hookswitch to leave conference (recall dial tone) - Dial Last Member Added access code - You may begin to talk.
- To transfer conference mastership:	Inform desired conferee that you are releasing from the conferee and that conference mastership can be gained by hookswitch flashing after you hang up.
HOLD FEATURES	
Consultation Hold To hold a call and originate another call: To return to the held call:	Momentarily depress hookswitch (recall dial tone) – Dial destination number (ringback tone) – When party answers, you may begin to talk. Wait until consulted party hangs up and you are automatically connected to party.
	Trait until consulted party harigs up and you are automatically connected to party.
- To hold a call:	Momentarily depress hookswitch (recall dial tone) - Dial Call Hold access code (confirmation tone) - Hang up.
 To return to the held call or alternate between two calls: 	Pick up handset or momentarily depress hookswitch, if connected to another call (dial tone/recall dial tone) – Dial Call Hold access code (automatic reconnection to held party and other party, if any, is placed on hold) – Resume your conversation.

Table 9.01 Feature Instruction Guide (Continued)

FEATURE	PROCEDURE
HOLD FEATURES (Con't.)	
Call Hold - Flip-Flop (Broker)	·
- To hold a call and answer a waiting call:	Momentarily depress hookswitch (recall dial tone) – Dial the Call Hold Flip-Flop access code – You may begin to talk.
To hold a call and originate another call:	Momentarily depress hookswitch (recall dial tone) – Dial the Call Hold Flip-Flop access code (dial tone) – Dial number of party (ringback tone) – When party answers, you may begin to talk.
- To return to a held call:	Wait until other party hangs up (automatic reconnection to party) – Resume your conversation.
- To alternate between two calls:	Momentarily depress hookswitch (automatic reconnection to other party) – Resume your conversation.
Call Park	
- To park (hold) a call:	Momentarily depress hookswitch (recall dial tone) – Dial Call Park access code – Dial Code Park location code (confirmation tone) – Hang up.
- To return to the parked call:	Pick up handset (dial tone) – Dial Call Park access code – Dial Call Park location code – Resume your conversation.
PRIVACY FEATURES	
Executive Override	
- To override a busy call:	While listening to busy tone, momentarily depress hookswitch (recall dial tone) – Dial Executive Override access code (executive override tone) – You may begin to talk.
Executive Override - Automatic	·
- To activate:	Special ringback tone is heard after dialing an extension – Wait until called party answers waiting call – If called party does not answer your call within a preset period of time (executive override tone) – You may begin to talk.
Do Not Disturb	
 To make your telephone busy to incoming calls: 	Pick up handset (dial tone) – Dial Do Not Disturb activation code (confirmation tone) – Hang up.
 To re-establish normal operation to your telephone: 	Pick up handset (recall dial tone) - Dial Do Not Disturb cancellation code (confirmation tone) - Hang up.
SPEED CALLING FEATURES	
Last Number Redial	
 To originate a call to the last number dialed from your telephone: 	Pick up handset (dial tone) - Dial Last Number Redial access code (ringback tone) - When called party answers, you may begin to talk.
Speed Calling - Group	
- To place a speed call:	Pick up handset (dial tone) – Dial Speed Calling Group access code – Dial code corresponding to desired telephone number (ringback tone) – When called party answers, you may begin to talk.
Speed Calling - Individual	
 To store or change speed calling codes: 	Pick up handset (dial tone) - Dial Speed Calling Store/Change access code - Dial a speed call code (0 to 9) - Dial desired telephone number (confirmation tone) - Hang up.
- To place a speed call:	Pick up handset (dial tone) – Dial Speed Calling Individual access code – Dial code corresponding to desired telephone number (ringback tone) – When called party answers, you may begin to talk.

Table 9.01 Feature Instruction Guide (Continued)

FEATURE	PROCEDURE
ADDITIONAL FEATURES	
Call Transfer	
- To transfer a call:	Momentarily depress hookswitch (recall dial tone) - Dial destination number (ringback tone) - When party answers, announce the transfer - Hang up.
Call Tracing	
- To trace a call:	Momentarily depress hookswitch (recall dial tone) - Dial Call Trace access code (confirmation tone, reconnection to call) - Hang up or continue to talk.
Least Cost Routing	
- To place an outside call:	Pick up handset (dial tone) – Dial LCR access code (dial tone) – Dial destination number (confirmation tone then ringback tone) – When party answers, you may begin to talk.
- To cancel callback queuing:	Pick up handset (dial tone) - Dial automatic callback cancellation code (confirmation tone) - Hang up.
Message Waiting	
 To activate message waiting after dialing a do-not-answer or busy extension: 	Momentarily depress hookswitch (recall dial tone) – Dial Message Waiting activation code (confirmation tone) – Hang up.
 To activate message waiting without first attempting to call the other party: 	Pick up handset (dial tone) – Dial Message Waiting activation code – Dial extension number of party (confirmation tone) – Hang up.
 To respond to a message at your telephone: 	Pick up handset (dial tone) – Dial Message Waiting Automatic Callback access code (ringback tone) – When party answers, identify yourself and ask for the message.
 To cancel a message that is waiting at your telephone: 	Pick up handset (dial tone) – Dial Message Waiting Received cancellation code (confirmation tone) – Hang up.
 To cancel a message you sent to another telephone: 	Pick up handset (dial tone) - Dial Message Waiting Sent cancellation code (con firmation tone) - Hang up.
Mobile Authorization Codes	
 To override a call restriction or feature: 	Pick up handset (dial tone) – Dial Mobile Authorization access code – Dial ar Authorization Code (recall dial tone) – Place the call or activate the feature previously restricted.
SMDR Account Codes	
- To enter an account code:	After dialing a trunk access code and recall dial tone is heard, dial a valid account code (dial tone) - Complete dialing destination number.
Stop Hunt	
- To shorten the hunt group:	Dial the Stop Hunt activation code from extension at which all succeeding extensions are to be excluded from the hunt list (confirmation tone) – Hang up
 To return, the hunt group to full size: 	Dial the Stop Hunt cancellation code from extension at which Stop Hunt was activated (confirmation tone) - Hang up.
Universal Night Answer - Zoned	
- To answer an incoming call:	You hear the night bells - Pick up handset (dial tone) - Dial appropriate zone access code - You may begin to talk.
Voice Paging Access – Zoned and Area	•
- To page a party:	Pick up handset (dial tone) – Dial appropriate zone or zone combination access code (confirmation tone) – Speak slowly and distinctly into handset – Hang up